



Progress Report (Year 1)

Disability Service Plan

1 July 2017 to 30 June 2018



Introduction

On 26 July 2017, the Queensland Government released, [All Abilities Queensland: opportunities for all \(state disability plan 2017-2020\)](#).

All Abilities Queensland aims to build an inclusive Queensland – a place where people with disability are respected for their abilities and have equal access to opportunities to contribute to, and participate in, their communities. *All Abilities Queensland* has five priorities for action:

- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

Through *All Abilities Queensland*, the Queensland Government is taking action to enable the economic and social participation of people with disability, which will have far reaching and positive consequences for the whole Queensland community. This includes working in partnership with the Commonwealth Government, local government, businesses, non-government organisations, communities and individuals, to create more opportunities for people with disability.

Progress Report (Year 1) of the DCDSS Disability Service Plan 2017-2020

All Abilities Queensland is accompanied by [Queensland Government actions](#) (the action plan) which contains whole-of-government activities. To implement *All Abilities Queensland*, all Queensland Government departments have developed a Disability Service Plan (DSP) for the period 2017-2020, as required under the *Disability Services Act 2006*. Each Government department is required to report annually on the whole-of-government actions and department-specific actions in their DSPs. Disability Service Plans implement the *All Abilities Queensland* vision of ‘opportunities for all Queenslanders’, which links strongly to the intent of the National Disability Strategy 2010-2020 (NDS) to create an inclusive and accessible society that enables people with disability to fulfil their potential as equal citizens.

This Progress Report (Year 1) on the DCDSS *Disability Service Plan 2017-2020* is the first of three annual reports to provide an update on progress and achievements of short and long term priorities, actions and activities for Queensland to grow into a more inclusive and accessible community.

Of the 104 activities reported for actions in the DCDSS Disability Service Plan 2017-2020 progress report for year 1, we have delivered 84 activities, with 20 activities on track.

The driving force behind *All Abilities Queensland* in its first year has been the community awareness campaign, 'Everybody has a role to play'. The campaign, which uses numerous modes of interaction including a dedicated website, is challenging people's perceptions of the abilities and aspirations of people with disability.

It includes personal stories of people with disability and showcases examples of inclusive organisations, through short performances which focus on ability, performed by **Indelability**arts. The website also features resources available to further the development of a more inclusive and welcoming Queensland for people with disability.

The campaign highlights how all Queenslanders can create an environment where Queenslanders with disability can participate in all aspects of community life, and provides tips on how community members can contribute to building more inclusive communities.

For further information about the campaign, please visit the *All Abilities Queensland* website at www.allabilities.qld.gov.au.

DCDSS is also the lead coordinating agency for Queensland's transition to the National Disability Insurance Scheme (NDIS) and supporting transition.

While transitioning to the NDIS, we are also continuing to deliver disability services, including direct provision of accommodation support and respite services.

I commend this 2017-18 progress report to you.

Clare O'Connor

Director-General

Department of Communities,

Disability Services and Seniors

Key achievements for 2017-2018

1. The rollout of the [National Disability Insurance Scheme](#) (NDIS) across many regions of Queensland has been at the forefront of our efforts this year. In 2017-18, DCDSS invested over \$7.6 million in NDIS readiness activities including participant, provider and workforce readiness activities to ensure Queenslanders are well prepared to access and enter the NDIS including:
 - \$2.2 million to continue the participant readiness initiative
 - \$273,163 to provide additional readiness activities for Aboriginal and Torres Strait Islander people
 - \$770,000 to help existing and new providers prepare
 - \$1 million to support program implementation.
2. DCDSS allocated \$25,000 to the Summer Foundation for Queensland NDIS providers and people with disability to have access to [The Housing Hub](#) – an online tool listing availability of specialty disability accommodation.
3. \$1.6 million was provided for Information, Linkages and Capacity (ILC) Building readiness activities in 2017-18. A total of 290 organisations were supported through readiness activities including attendance at 24 workshops.
4. DCDSS delivered \$3.33 million in targeted participant, provider and workforce readiness activities funded through the [Commonwealth NDIS Sector Development Fund](#), including:
 - Working with people with disability living in boarding houses and hostels, and people in remote Indigenous communities to help them understand and access the NDIS.
 - Helping to grow the number of NDIS providers in rural and remote communities in far north Queensland, north Queensland, south west Queensland and central Queensland.
 - Developing Indigenous mentors across eight Aboriginal and Torres Strait Islander communities to help them understand the NDIS business opportunities and register as providers to deliver culturally-appropriate services.
5. DCDSS funded a range of strategies to reach Aboriginal and Torres Strait Islander people with disability in Far North Queensland and the Torres Strait including:
 - 124 presentations to community leaders, service providers, government agencies and schools
 - 105 face-to-face meetings about the NDIS with Aboriginal and Torres Strait Islander people with disability and their families
 - 15 stalls at community events
 - 11 media interviews, including radio and regional television
 - Distributed over 1,000 promotional materials about the NDIS supports and services.

DCDSS used a range of activities to support Aboriginal and Torres Strait Islander people living in South East Queensland to access the NDIS including:

 - Presentations to 20 Aboriginal Community Controlled Health Services outlets
 - Providing NDIS information to 412 Aboriginal and Torres Strait Islander people
 - Assisting 126 Aboriginal and Torres Strait Islander people to make an access request for the NDIS
 - Developing and distributing culturally appropriate resources to help with readiness.



Driving Disability Employment seminar attended by Ms Sharon Boyce, Chair, Queensland Disability Advisory Council (QDAC) and Dr Dinesh Palipana – a presenter (June 2018)



Attendees at the DSP Employment Workshop (February 2018)








Ms Sharon Boyce, Chair, QDAC and representatives across government at the DSP Progress Reporting Workshop (May 2018)




6. In October 2017, a toolkit [People with vulnerabilities in disasters: A framework for an effective local response](#) was published online which provides a range of strategies and actions including:
- Practices to embed risk assessment, planning and data-sharing processes at local levels
 - Strategies to build local capability and capacity
 - Relationship-building and engagement approaches to link communities and community organisations with local disaster management and recovery planning processes and arrangements.
7. [Disability Community Event Grants](#) to support Disability Action Week events or International Day of People with Disability events. An example of an event for Disability Action Week 2017 was the 'Beach Day Out' held at Bell Park in Emu Park. This was an all-inclusive event for people to participate and enjoy, with accessible amusements such as inflatables, wheelchair access to the beach and into the water, a petting zoo, stage acts and guest speakers. Approximately 4,000 people attended this event. The grant also assisted with transport requests from schools across the region as well as group requests for individuals, their families and carers. It provided 17 charter buses for approximately 1,200 seats to and from the event and two maxi taxis for those who could not access the bus service. DCDSS funded a service provider to hold a stall at the event, which was the creation of environmentally friendly re-usable tote bags, tie-dyeing and screen-printing the bags on the day.




COMMUNITIES FOR ALL




LEGEND




 = activities delivered
  = activities on track




DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Changing attitudes and breaking down barriers by raising awareness and capability			
<ul style="list-style-type: none"> ▶ Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability. 	<ul style="list-style-type: none"> ▶ Develop and publicly release website. ▶ Develop and implement three-month communication strategy culminating in Disability Action Week to promote the website to the community and key stakeholders. ▶ Add website content progressively between July and September and at other times as appropriate. 		<ul style="list-style-type: none"> ▶ The 'Everybody has a Role to Play' awareness campaign and dedicated website was publicly released at the launch of <i>All Abilities Queensland</i> in July 2017 and promoted through videos, social media and Disability Action Week 2017. ▶ On 12 September 2017, the site attracted 88,000 views and Facebook reached approximately 263,840 people. ▶ DCDSS has progressively updated the website and included tools, resources and tips on how individuals and organisations can be more inclusive, personal stories of people with disability, and showcased organisations that are inclusive of all Queenslanders.
<ul style="list-style-type: none"> ▶ Support national communication strategies and activities to promote the National Disability Strategy 2010-2020 (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Work with the Commonwealth and other jurisdictions to promote the National Disability Strategy 2010-2020. ▶ Where activities relate to other Queensland Government agencies work to implement activities to promote the National Disability Strategy 2010-2020. 		<ul style="list-style-type: none"> ▶ DCDSS has actively contributed and participated in: <ul style="list-style-type: none"> • governance mechanisms to progress, action and promote the NDS with the Commonwealth and other jurisdictions • national communication strategies for the Second and Third implementation plans of the NDS and work towards the development of a national disability policy framework beyond 2020 • arranged consultations with key stakeholders led by the Australian Department of Social Services and the Southern Cross University to inform the review of the NDS.
<ul style="list-style-type: none"> ▶ Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Develop information pack for ministers and consult with other Queensland Government agencies through the cross-agency reference group. ▶ Distribute information pack to Ministers 		<ul style="list-style-type: none"> ▶ The 'Everybody has a Role to Play' website has information and resources on each <i>All Abilities Queensland</i> priority for action to support Ministers and their portfolio to create a more inclusive Queensland. ▶ An information pack was drafted to support the development of partnerships and will be considered by the Queensland Disability Advisory Council in 2018 prior to distribution to Ministers.



DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<ul style="list-style-type: none"> ▶ Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Develop and pilot disability awareness online training with DCDSS staff. ▶ Engage with other Queensland Government agencies regarding training programs they are currently undertaking or developing and share this information with the cross-agency reference group if appropriate. ▶ Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments. ▶ Consider opportunities for incorporating disability awareness as a component of induction programs. 		<ul style="list-style-type: none"> ▶ Free e-learning disability awareness training has been made available to all government and non-government staff on the 'Everybody has a Role to Play' website. ▶ DCDSS reviewed the staff disability awareness program and has developed a revised disability awareness online training module. Mechanisms for sharing this module across Government are underway. ▶ Queensland Disability Advisory Council members met with representatives from the Queensland Police Service, Queensland Corrective Services, and Youth Justice to discuss the benefits of delivering disability awareness training for frontline staff so they can better understand disability.
<ul style="list-style-type: none"> ▶ Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Engage with local governments and industry representatives to identify good practices and resources. ▶ Promote resources and information to encourage and support local governments, non-government organisations and businesses to develop disability access and inclusion plans to work towards creating more inclusive communities, including information about larger changing facilities suitable for adults, and accessible public toilets which are fully inclusive. 		<ul style="list-style-type: none"> ▶ Information to support local governments to develop disability access and inclusion plans and create a more inclusive Queensland was developed and published on the 'Everybody has a Role to Play' website. ▶ DCDSS met with the Local Government Association of Queensland (LGAQ) to discuss further opportunities to work together and progress <i>All Abilities Queensland</i> actions through local government disability action plans. ▶ Queensland and regional disability advisory council members across the state delivered <i>All Abilities Queensland</i> information sessions to their communities, networks and local councils to promote and explain the benefits of having accessible and inclusive communities. Members provided advice and guidance on practical actions that communities and councils can take, including widening doorways to shops, ramps rather than stairs, full journey footpaths and accessible toilets and changing facilities in parks.
<ul style="list-style-type: none"> ▶ Promote and support Disability Action Week and International Day of People with Disability to promote disability awareness and inclusion. 	<ul style="list-style-type: none"> ▶ Develop and implement Disability Action Week campaign aligned with new dedicated website. ▶ Promote International Day of People with Disability through corporate channels. 		<ul style="list-style-type: none"> ▶ For Disability Action Week 2017, DCDSS supported all Queensland Government departments with key resources made available and aligned with the 'Everybody has a Role to Play' campaign to promote Disability Action Week 2017. ▶ DCDSS promoted International Day of People with Disability through corporate channels and social media.

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			<ul style="list-style-type: none"> ▶ DCDSS funded 38 events across Queensland through the Disability Community Event Grants totalling \$144,235 during Disability Action Week in September 2017 and on International Day of People with Disability on 3 December 2017 to increase understanding and opportunities for people with disability to participate in the economic and social aspects of their communities.
<ul style="list-style-type: none"> ▶ Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department. 	<ul style="list-style-type: none"> ▶ Ensure celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability, and where possible promote awareness of people with disability through themes and activities. Celebrations and awareness raising activities include: <ul style="list-style-type: none"> • Seniors week • NAIDOC week. 		<ul style="list-style-type: none"> ▶ \$140,000 was provided to 38 community groups and non-government organisations for Disability Action Week 2017 to break down and remove barriers people with disability experience. ▶ DCDSS developed and published information on the 'Everybody has a Role to Play' website to create inclusive and accessible events and celebrations.
<ul style="list-style-type: none"> ▶ Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Research and promote information and resources for choosing venues for Queensland Government events. ▶ Investigate and develop information to support consideration of the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed. 		<ul style="list-style-type: none"> ▶ Information was developed and published on the 'Everybody has a Role to Play' website to guide staff: <ul style="list-style-type: none"> • when engaging venues or conducting events • to comply with Australian Standards AS1428 of the <i>Disability (Access to Premises - Buildings) Standards 2010</i> when making refurbishments to office space or building new facilities and leasing spaces.
<ul style="list-style-type: none"> ▶ Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: An Age-Friendly Community Grants Program. 	<ul style="list-style-type: none"> ▶ Commencing in 2017-18, commit \$1 million per year for three years through the Advancing Queensland: An Age-Friendly Community Grants Program to seed fund community projects in partnership with local government and other organisations to co-design, implement and promote innovative age- 		<ul style="list-style-type: none"> ▶ The 2017-18 Age-Friendly Community Grants Program totalling \$1 million funded 12 projects across the domains of housing, transport and outdoor spaces and buildings. The projects will be completed by 30 September 2018. ▶ The 2018-19 Age-Friendly Community Grants Program opened on 15 May 2018 and closed on 25 June 2018 with a focus on respect and social inclusion, civic participation and employment and community support and health services. 128 applications were submitted.

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	friendly projects including projects which benefit older people with disability.		▶ DCDSS will fund 17 projects for 2018-19.
▶ In consultation with key partners, investigate the need for information and resources to support business and community organisations to understand the benefits and potential methods of including accessibility in their buildings, places and spaces.	<ul style="list-style-type: none"> ▶ Identify and promote existing good practice resources to support business and community organisations to understand the benefits and ways of including accessibility in their building, places and spaces. ▶ Work with key partners to identify additional information needs and resources. ▶ Provide advice about accessibility requirements in planning the built environment. 		<ul style="list-style-type: none"> ▶ The 'Everybody has a Role to Play' website includes good practice resources to support business and community organisations to understand the benefits and ways of including accessibility in their building, places and spaces. ▶ Advice was provided to government agencies about accessibility requirements in planning the built environment.
▶ Promote public (business and community) awareness of the <i>Guide, Hearing and Assistance Dogs Act 2009</i> to improve access for people with disability and their guide, hearing and assistance dog to public places, public transport and accommodation.	<ul style="list-style-type: none"> ▶ Continue to upload current information and resources on a dedicated website for the implementation of the <i>Guide, Hearing and Assistance Dogs Act 2009</i>. ▶ Continue to update and provide material on the dedicated website in accessible formats. ▶ Ensure electronic and hard copies of the booklets: Information for Trainers and Information for Businesses are distributed proactively and in response to any relevant complaints. ▶ Analyse complaints and queries to inform future information and resources. 		<ul style="list-style-type: none"> ▶ Information and resources to promote awareness about guide, hearing and assistance dogs were updated on the DCDSS dedicated webpage for the public, businesses and community. ▶ In 2017-18: <ul style="list-style-type: none"> • 283 handler cards were issued. • One new trainer was approved. ▶ Complaints reduced from 21 in 2016-17 to 13 in 2017-18. ▶ Generally, complaints were about access to public places, transport and accommodation.
▶ Continue to fund aids, equipment and vehicle modifications for eligible people with disability until transition to the NDIS is completed.	▶ Provide funding to the Department of Health for delivery of aids, equipment and vehicle modifications to enable eligible people with disability to access their community in 2017-18.		▶ DCDSS allocated \$14.8 million to support more than 2,800 people with disability with aids, equipment and vehicle modifications to enable them to access their community.

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Accessible Information			
<ul style="list-style-type: none"> ▶ Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Develop and promote guidance material for Queensland Government agencies about providing information in accessible formats. ▶ Review existing DCDSS information for accessibility and availability in multiple formats. 		<ul style="list-style-type: none"> ▶ DCDSS provided support for the development of whole-of-government templates for consistent user experience and single website experience. ▶ Information has been made available to all DCDSS staff as part of the web publishing content. ▶ All new key Queensland Government information/materials were provided in accessible formats and existing content was progressively reviewed and updated.
<ul style="list-style-type: none"> ▶ Government policies require Queensland Government websites to meet contemporary <i>Australian Web Content Accessibility Guidelines</i>. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) (AAQ whole-of-government, DHPW lead). 	<ul style="list-style-type: none"> ▶ Continue to ensure all DCDSS managed websites meet the government's IS26 guidelines which outline the requirements for Queensland Government agencies in the creation, implementation and management of internet sites. ▶ Assess or self-audit new web content, publications, to maximise accessibility. ▶ Continue to host all departmental media on YouTube to ensure it meets maximum accessibility standards. ▶ Develop and update accessibility guidelines for time-based media (e.g. transcripts and captions) and promote to staff. ▶ Conduct web writing training with departmental staff to improve understanding of accessibility. 		<ul style="list-style-type: none"> ▶ All new key DCDSS websites were made content accessible and complied with IS26 guidelines. ▶ Implemented Siteimprove to highlight areas of improvement for the accessibility and usability of websites with accessibility ratings for Siteimprove QA scoring 93.8 out of 100 compared with the Siteimprove government benchmark of 81.3. ▶ All DCDSS managed websites meet the government's IS26 guidelines. ▶ Accessibility audits conducted for internally and externally developed campaign websites including the provision of support to improve Web Content Accessibility Guidelines compliance where issues were identified. ▶ DCDSS' standard video hosting platform changed to YouTube for all public facing video and a private channel for some 'internally facing' content. ▶ DCDSS trialed the use of Microsoft Stream for internal video streaming which provided for improved accessibility and security of DCDSS video content. ▶ Web writing training provided to DCDSS staff to improve awareness and importance of accessibility when creating new web content.
Welcoming and inclusive communities			
<ul style="list-style-type: none"> ▶ Promote uptake of the Companion Card program by businesses, including Queensland Government venues and events (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Continue to promote the Companion Card. ▶ Continue to work with other agencies including other participating jurisdictions to identify potential opportunities for 		<ul style="list-style-type: none"> ▶ Promotion of the Companion Card program occurred through: <ul style="list-style-type: none"> • Smart Services Queensland representatives' attendance at community events. • The Queensland Government website www.qld.gov.au/disability brings together information for

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	<p>continuous improvement of the national companion card scheme.</p> <ul style="list-style-type: none"> ▶ Continue to promote the Carer Business Discount Card. 		<p>people with disability, and their family, carers and service providers, including the promotion of Carer Business Discount Card.</p>
<ul style="list-style-type: none"> ▶ Implement the <i>Queensland Financial Inclusion Plan</i> to improve financial security and resilience for Queenslanders including people with disability. 	<ul style="list-style-type: none"> ▶ Through implementation of the Queensland Financial Inclusion Plan, provide information and resources to financial literacy and resilience services (Better Budgeting Services) funded by the department about making these services accessible and inclusive for people with disability. Financial literacy resilience services assist people to address their financial problems before they reach crisis point. 		<ul style="list-style-type: none"> ▶ Commitment started in 2016-17 (continuing over five years) of \$31.5 million annually to deliver the Financial Resilience Program. Funding included: <ul style="list-style-type: none"> • 27 financial counsellors and resilience workers to deliver financial literacy and resilience services in 30 locations across Queensland. • Two Good Money stores established in Cairns and Southport to provide safe, affordable and responsible financial services for people on low incomes, with a particular focus on vulnerable cohorts of the community, including Queenslanders living with disability. A total of 855 no-interest and low-interest loans have been provided through these two stores.
<ul style="list-style-type: none"> ▶ Work towards meeting Queensland's commitment under the National Disability Strategy Second Implementation Plan to improve outcomes for Aboriginal and Torres Strait Islander people with disability. 	<ul style="list-style-type: none"> ▶ Investigate actions for addressing recommendations arising from the Redfern Statement Disability Workshop held on 2 May 2017. ▶ In conjunction with relevant agencies, explore strategies to support Aboriginal and Torres Strait Islander people with disability who are in contact with the criminal justice system. 		<ul style="list-style-type: none"> ▶ The issues and recommendations arising from the Redfern Statement Disability Workshop are being addressed through national advisory groups and with relevant agencies, including a Commonwealth disability and criminal justice workshop held on 9 February 2018 in Melbourne. ▶ Further work is being addressed in collaboration with the Department of Aboriginal and Torres Strait Islander Partnerships.
Respecting and promoting the rights of people with disability and recognising diversity			
<ul style="list-style-type: none"> ▶ Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Provide guidance to departments about Queensland's commitments to the <i>United Nations Convention on the Rights of Persons with Disabilities</i>, the National Disability Strategy 2010-2020 and its second implementation plan. ▶ Provide guidance and advice to other Queensland Government departments and program areas within DCDSS about the development of legislation, policies and programs, and consultation 		<ul style="list-style-type: none"> ▶ <i>All Abilities Queensland</i> links strongly to consultation feedback and also to the intent of the National Disability Strategy 2010-2020. ▶ <i>All Abilities Queensland</i> and DSPs contribute to meeting Queensland's obligations under the <i>United Nations Convention on the Rights of Persons with Disabilities</i>. ▶ Through <i>All Abilities Queensland</i> and the 'Everybody has a Role to Play' website, departments have been provided with information to support their disability service plans and raise awareness of the links and importance of these commitments.



DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
	<p>mechanisms, to ensure the needs or interests of people with disability are promoted and upheld.</p> <ul style="list-style-type: none"> ▶ Engage with key advisory bodies when developing and implementing policy and programs. 		<ul style="list-style-type: none"> ▶ Two <i>All Abilities Queensland</i> workshops were held in 2017-2018 to discuss opportunities to work together to promote, protect and ensure that Queenslanders of all ages, backgrounds and abilities can participate and enjoy social and economic wellbeing in their communities. The workshops included representatives from each Queensland Government department, along with representatives from the Queensland and regional disability advisory councils who provided advice and feedback about practical actions that departments could include in their plans to make a real difference for people with disability. ▶ An information resource was drafted to provide further support to agencies.
<ul style="list-style-type: none"> ▶ Review Queensland's legislation to ensure readiness for full implementation of the NDIS. 	<ul style="list-style-type: none"> ▶ Whole-of-government legislative review to support full scheme transition to the NDIS from 1 July 2019 and enable the NDIS Quality and Safeguards Framework, noting under this framework, Queensland will retain responsibility for authorisation of restrictive practices, worker screening and the Community Visitor program. ▶ Comprehensive review of the <i>Disability Services Act 2006</i> to determine what disability legislation for Queensland should look like beyond the full scheme NDIS to support Queenslanders with disability. 		<ul style="list-style-type: none"> ▶ The Disability Services and Other Legislation (Worker Screening) Amendment Bill 2018 was introduced into the Queensland Legislative Assembly on 19 March 2018 and progressed amendments to meet information sharing commitments under the <i>Intergovernmental Agreement on Nationally Consistent Worker Screening</i> for the NDIS. ▶ A whole-of-government review of Queensland legislation including a review of the <i>Disability Services Act 2006</i> is progressing to ensure legislative amendments are in place to support full scheme implementation of the NDIS from 1 July 2019.
<ul style="list-style-type: none"> ▶ Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS. 	<ul style="list-style-type: none"> ▶ Fund all existing advocacy services for people with disability at the current level. 		<ul style="list-style-type: none"> ▶ Advocacy services continue to be funded and made available to people with disability as they transition to the NDIS. Funding included: <ul style="list-style-type: none"> • \$3.85 million per annum to 14 existing advocacy organisations, funded through to 30 June 2019. • \$8.7 million over two years from 2019-21 to continue to fund 14 advocacy organisations post transition. All organisations have accepted the offer to deliver services for a further two years post transition. • \$750,000 additional funding to Queenslanders with

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<p>▶ Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, DLGRMA lead).</p>	<p>▶ Provide information to other government agencies about requirements of the language services policy and how to access interpreter and translation services.</p> <p>▶ Provide information to DCDSS staff (with a priority for front-line staff) on how to access a range of interpreter and translation services.</p> <p>▶ Provide advice to other government agencies about communication with people with disability.</p> <p>▶ Fund Deaf Services Queensland to provide the Support with Interpreting Translating and Communication (SWITC) program which assists funded non-government service providers to provide appropriate service responses to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds (including South Sea Islander people), and people who are hearing impaired, and/or visually impaired.</p> <p>▶ Provide interpreting services as well as captioning and loop services through SWITC.</p>	<p style="text-align: center;">●</p>	<p>Disability Network (QDN) for peer-to-peer advocacy to assist people with disability to access the NDIS. Deliverables have been agreed with QDN and the project will commence from 1 July 2018.</p> <p>▶ A new whole-of-government language and translation services panel arrangement was established in 2017 and is accessible for all Queensland Government agencies and services.</p> <p>▶ Resources about the provision of interpreting and translation services have been made available to Queensland government agencies including DCDSS staff.</p> <p>▶ DCDSS funded \$726,549.20 to Deaf Services Queensland to provide support with interpreting, translating and communication services (SWITC)¹. In addition to SWITC, a further \$561,616.11 was provided to Deaf Services Queensland for interpreter services. These services are funded in full until 30 June 2019 to enable disability service, community care and NDIS registered service providers to support eligible clients to access supports.</p> <p>▶ 4,869 hours of Auslan² interpreting was provided.</p> <p>▶ Bookings for interpreting services by culturally and linguistically diverse (CALD) people rose to 56% compared to 38% the previous year.</p> <p>▶ 2771 hours of CAL interpreting was provided, with people from CALD backgrounds representing 56% of all appointment bookings, with Auslan 44%. This is in comparison to 38% for CALD and 62% for Auslan in 2016–17. The top five Languages Other than English requested were:</p> <ul style="list-style-type: none"> • Arabic • Karen • Farsi • Vietnamese • Somali.

¹ The SWITC program allows organisations funded by the department to access Interpreters for both culturally and linguistically diverse languages and Auslan languages. SWITC is an essential link in ensuring individuals can access services in their first language and are able to clearly articulate their needs.

² Auslan is an acronym of Australian Sign Language - sign language of the Australian deaf community.


LIFELONG LEARNING

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Primary, special and secondary schools			
<ul style="list-style-type: none"> Invest in supports for students and school leavers. 	<ul style="list-style-type: none"> Fund delivery of My Future, My Life to assist students with disability (who have not yet transitioned to the NDIS) before they leave school to make plans for and make choices about their future after they leave school, including delivery of eight workshops, 67 transition preparation sessions and 12 information and awareness sessions in locations yet to transition. Provide \$7 million funding to assist young people with disability leaving school in 2017 transition to adult life in the community.³ 		<ul style="list-style-type: none"> \$912,244 was provided to Centacare for the My Future: My Life program that provides transition support to high school students with disability. <ul style="list-style-type: none"> 89 people were provided with individual support to assist with transition planning. 25 information and awareness sessions delivered including rural and remote locations such as the Torres Strait and Cape York Peninsula 286 people were provided with financial resources to support their transition from school. Over \$11 million was offered to 594 school leavers. Of those, 483 school leavers accepted the offer and commenced receiving services exceeding the expected 420.
Tertiary and Vocational Education			
<ul style="list-style-type: none"> Ensure internal departmental training is accessible to employees with disability. 	<ul style="list-style-type: none"> Review and monitor internal departmental training content, processes and promotion, to ensure training is accessible to employees with disability. 		<ul style="list-style-type: none"> Accessibility has been embedded and forms part of the review and monitoring of internal DCDSS training content for face-to-face and online training programs.

EMPLOYMENT


DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Leading the way – increasing opportunities in the Queensland public sector			
<ul style="list-style-type: none"> Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with 	<ul style="list-style-type: none"> Enhance the department's recruitment and selection resources to ensure the inclusion of people with disability. Place greater emphasis on additional or alternative recruitment and selection 		<ul style="list-style-type: none"> DCDSS undertook recruitment and selection redesign in mid-2017 which are inclusive and streamlined for ease of application. A range of additional and/or alternative selection methods and tools of recruitment are promoted. Tools included information to raise awareness of unconscious bias




³ All students leaving school in 2018 will be in NDIS transitioning locations by the time funded supports commence in January 2019.

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<p>disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand (AAQ whole-of-government, PSC lead).</p>	<p>assessment methods and tools, to promote flexible processes.</p> <ul style="list-style-type: none"> ▶ Scope interest from DCDSS employees with disability about establishing a network. ▶ Partner with the Public Service Commission to improve career opportunities for existing employees with disability and to increase pathways into employment. 		<ul style="list-style-type: none"> ▶ 4.4% of employees in the DCDSS identify as having a disability. ▶ A diversity and inclusion strategy for DCDSS is being drafted and will align with the Public Service Commission's Disabling Barriers Implementation Plan.
Increasing employment opportunities for Queenslanders with disability			
<ul style="list-style-type: none"> ▶ Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make the recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Identify information and promote resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment processes more accessible for uploading on the dedicated website. ▶ Implement actions under the Partnering for the future: Advancing Queensland's community services industry 2017-25 strategy to support the establishment and operation of social enterprises, which promote employment opportunities for disadvantaged Queenslanders, including people with disability. 		<ul style="list-style-type: none"> ▶ The new Queensland Social Procurement guide was reviewed and promoted by DCDSS and the Community Services Industry Alliance (CSIA) promoted the guide through its networks. ▶ Opportunities for social procurement by government were promoted at existing DCDSS hosted events, workshops, and seminars. ▶ DCDSS met with industry stakeholders to understand the barriers and obstacles for social enterprises. ▶ DCDSS held an <i>All Abilities Queensland</i> Employment Workshop in February 2018 to discuss the benefits of employing people with disability and improving their employment opportunities. Members from the Queensland and regional disability advisory councils attended the workshop to provide practical advice and feedback. ▶ Queensland Government and Disability Advisory Council representatives attended the NDS Employment Workshop in Melbourne in November 2017. They undertook activities that contributed towards improving employment outcomes for people with disability through workshop activities and developing new concepts and innovative ideas. ▶ A whole-of-government DSP progress reporting workshop, held on 29 May 2018, focussed on reporting and monitoring mechanisms, the Empowering Disability Confidence project, and the Changing Places campaign for public toilets with change tables and hoists for people with severe or profound disability. It included discussion and feedback from


DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
			<p>Queensland and regional disability advisory council member representatives.</p> <ul style="list-style-type: none"> ▶ DCDSS' Human Resources and Ethical Standards are in the process of uploading a range of resources on the DCDSS Intranet to help drive positive change in the workplace and disable the barriers for employees with an impairment. Developed by the Public Service Commission, resources include the Empowered and confident – disabling the barriers implementation plan; Building confidence through partnerships; Consider flexibility and adjustment in the workplace, and Make an impact today with inclusive language. ▶ DCDSS participated in Disability Confidence Project Working Group meetings sponsored by the Queensland Government Champions of Change, to drive improved employment and workforce participation outcomes for employees with disability across the public sector.





EVERYDAY SERVICES

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Housing			
<ul style="list-style-type: none"> ▶ Complete housing projects for people with disability. 	<ul style="list-style-type: none"> ▶ Continue the following construction projects for housing for people with disability: <ul style="list-style-type: none"> • five Elderly Parent Carer Innovation Initiative housing projects • two housing projects for people with disability living in inappropriate health and aged care settings • two housing projects for people with high and complex support needs • one housing project for people with physical support needs • one housing project for people with disability on Thursday Island. 		<ul style="list-style-type: none"> ▶ Of the five Elderly Parent Carer Innovation Initiative projects, one housing project is complete and tenanted and the remaining projects are anticipated to be complete in late 2018 and mid-year 2019. ▶ The two housing projects for people with disability living in inappropriate health and aged care settings are complete and tenanted. ▶ One of the two high complex support needs projects were completed in May 2018, with the second due for completion by June 2019. One housing project for people with physical support needs is under construction with completion anticipated in December 2018. ▶ The Thursday Island project is 50% complete.



DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Health			
<ul style="list-style-type: none"> ▶ Respond to the Office of the Public Advocate (Qld) report <i>Upholding the Right to Life and Health: A Review of the Deaths in Care of People with Disability in Queensland</i>. 	<ul style="list-style-type: none"> ▶ Work closely with organisations to deliver training, workshops and support regarding health and well-being of people with disability in response to the Public Advocate's report into deaths in care. 		<ul style="list-style-type: none"> ▶ DCDSS worked with Palliative Care Queensland to host the Palliative Care and Intellectual Disability Community of Practice during and after the transition to the NDIS. ▶ DCDSS supported the Disability Support Workers Conference in Brisbane held from 20-21 February 2018. ▶ DCDSS commenced work to: <ul style="list-style-type: none"> • establish other related communities of practice for clinicians where health-related topics for people with disability will be explored • deliver a professional development agenda to increase private clinical capability to support children and adults with disability who have complex health and disability needs. ▶ DCDSS continued to work with Queensland Health through the Joint Action Plan to assist younger people with disability living in public health facilities to be ready for the NDIS.
Transport			
<ul style="list-style-type: none"> ▶ Support accessible transport and transport infrastructure. 	<ul style="list-style-type: none"> ▶ Provide advice about accessibility requirements in transport planning and transport-related infrastructure. 		<ul style="list-style-type: none"> ▶ DCDSS continued to work collaboratively with the Department of Transport and Main Roads to ensure accessibility requirements were included in transport planning and infrastructure. ▶ This collaboration included progress on removing annual and replacement card fees for people with disability using the TransLink Access Pass (TAP) and building a transport network that is accessible to every person.
Disability and Community Supports			
<ul style="list-style-type: none"> ▶ Work with the National Disability Insurance Agency (NDIA) to provide a smooth transition to the NDIS (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Lead and facilitate whole-of-government and agency NDIS transition planning. ▶ Work with the NDIA to facilitate and manage transition of eligible people with disability to the NDIS. ▶ Continue to provide disability supports and funding to people with disability who are yet to transition to the NDIS. 		<ul style="list-style-type: none"> ▶ Progress with the NDIS transition is on track. ▶ DCDSS continued to undertake intergovernmental activities to support governance arrangements for the scheme. ▶ Monthly interagency meetings have occurred monitoring progress across government, along with NDIS Reform Leaders Group meetings reporting on and considering progress.


DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
	<ul style="list-style-type: none"> ▶ Continue to fund sector development activities. ▶ Continue to undertake intergovernmental activities to support governance of the NDIS. 		<ul style="list-style-type: none"> ▶ Existing state client data has been provided to the NDIA in accordance with requirements to ensure the timely transition of clients to the scheme. ▶ For locations that have transitioned, all existing clients who wish to participate in the scheme have entered or are in the access pathway. ▶ Invested over \$7.6 million in NDIS readiness activities including participant, provider and workforce readiness activities to ensure Queenslanders are well prepared to access, enter and support the NDIS including: <ul style="list-style-type: none"> • \$2.2 million to continue the Participant Readiness Initiative • \$273,163 provided additional readiness activities for Aboriginal and Torres Strait Islander people • \$770,000 to help existing and new providers prepare. • \$1 million to support program implementation. ▶ DCDSS allocated \$1.6 million for Information, Linkages and Capacity Building (ILC) readiness activities that delivered 24 workshops and assisted 290 organisations to prepare for ILC service delivery in Queensland. ▶ DCDSS delivered \$3.33 million in targeted participant, provider and workforce readiness activities funded through the Commonwealth's NDIS Sector Development Fund, including: <ul style="list-style-type: none"> • working with people with disability living in boarding houses and hostels, and people in remote Indigenous communities to help them understand and access the NDIS • helping to grow the number of NDIS providers in rural and remote communities in far north, north, south west and central Queensland • developing Indigenous mentors across eight Aboriginal and Torres Strait Islander communities to help them understand the NDIS business opportunities and register as providers to deliver culturally-appropriate services • working with Ipswich, Brisbane, Logan/Beaudesert, Gold Coast, Rockhampton and Cairns communities to increase the capacity of providers to deliver culturally-appropriate NDIS supports and services



DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
			<ul style="list-style-type: none"> • working with communities and employers to raise awareness of the range of NDIS jobs available and growing the NDIS workforce to meet the jobs demand. ▶ DCDSS invested \$45,100 to expand the National Disability Services online helpdesk to all new and existing Queensland disability and community care providers from mid-July 2018 to create a central place to get information and support on NDIS policy, operational and registration queries. ▶ \$25,000 allocated to the Summer Foundation for Queensland NDIS providers and people with disability to have access to The Housing Hub – an online tool listing availability of speciality disability accommodation.
<ul style="list-style-type: none"> ▶ Continue to support readiness for the NDIS of participants and providers, and provide funding for disability support until transition to the NDIS. 	<ul style="list-style-type: none"> ▶ Participant readiness activities are delivered up to six months prior to locations phasing to the NDIS. ▶ Deliver provider readiness activities to empower and enable existing and new service providers in hard to reach markets operating within the NDIS environment. 		<ul style="list-style-type: none"> ▶ To ensure participant readiness: <ul style="list-style-type: none"> • 11 providers delivered a range of activities and events • 520 workshops were held for more than 7,300 attendees as well as home visits and individual conversations • work with participants ceased six months prior to locations phasing to the NDIS and all providers submitted progress reports at quarterly intervals as required • a final review booklet, Queensland NDIS Participant Readiness Initiative 2014-2018, was published in June 2018. ▶ Accommodation Support and Respite Services clients completed participant readiness activities as at the end of June 2018: <ul style="list-style-type: none"> • 171 clients have attended QDN workshops • 452 family members have attended Community Resource Unit Ltd (CRU) workshops and one-to-one sessions • 120 staff have attended CRU/QDN workshops. ▶ To ensure provider readiness, DCDSS funded \$770,000 to National Disability Services Queensland to: <ul style="list-style-type: none"> • deliver a range of general and targeted supports to prepare existing disability and community care providers for the NDIS • deliver 60 workshops and events across the state to assist disability and community care providers delivering information on costing and pricing, Indigenous provider information, social innovation in the marketplace, navigating housing in the NDIS context, organisational


DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
	<ul style="list-style-type: none"> ▶ Provide funding to assist people with newly acquired spinal cord injuries to leave Princess Alexandra Hospital and return to the community. 		<p>agility, NDIS nuts and bolts, and strategic foresight for NDIS transition and beyond</p> <ul style="list-style-type: none"> • host a Queensland conference 'Finding the Way Forward', held in March 2018. <ul style="list-style-type: none"> ▶ \$1.1 million was invested in providing personal care support to enhance successful rehabilitation and re-integration to the community for 10 people with newly acquired spinal cord injury. ▶ \$800,000 was invested to assist 22 essential home modifications in order to allow persons to discharge safely back into their own community. For example, a bathroom modification that allows free access enables the person to perform a range of personal care tasks unaided.
	<ul style="list-style-type: none"> ▶ Provide funding to assist people with newly acquired spinal cord injuries to leave Princess Alexandra Hospital and return to the community. 		<ul style="list-style-type: none"> ▶ Over \$10.5 million of funding was provided to support 59 people with disability who exited the care of the State, exceeding the expected 36 people.
<ul style="list-style-type: none"> ▶ Work with the Commonwealth Department of Health to ensure people with disability over the age of 65 years in receipt of specialist disability supports continue to receive disability services and supports. 	<ul style="list-style-type: none"> ▶ Manage and support smooth transition of existing clients 65 years and over to the Commonwealth Continuity of Support Programme. 		<ul style="list-style-type: none"> ▶ Between December 2016 and June 2018, 458 clients aged 65 years and over have been successfully transitioned, including 24 Accommodation Support and Respite Services clients. ▶ Work is underway to transition an estimated 120 clients in 2018-19.
<ul style="list-style-type: none"> ▶ Continue delivering basic community care services to people whose needs are not intended to be met by the NDIS. 	<ul style="list-style-type: none"> ▶ Continue to fund Queensland Community Care services for eligible people with disability who are not eligible for the NDIS to support them to live independently and participate in their communities⁴. ▶ Fund Aboriginal and Torres Strait Islander and mainstream organisations to deliver culturally appropriate Community Care services, particularly in rural and remote regions and Indigenous communities. 		<ul style="list-style-type: none"> ▶ During the NDIS transition, services continued to be funded for new and existing service users with disability who are determined as not eligible for the NDIS but are eligible for Community Care. ▶ Where those service users are receiving ongoing Community Care services at 30 June 2019, they will be transferred into the new program arrangements from 1 July 2019.




⁴ Community Care Services will also continue to be funded for eligible people with disability, who live in areas that have not yet phased into the NDIS.

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
	<ul style="list-style-type: none"> ▶ Continue to apply the Queensland Human Services Quality Framework to Community Care Services. 		
<ul style="list-style-type: none"> ▶ Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not meet the access criteria for the NDIS. 	<ul style="list-style-type: none"> ▶ Manage and support transition of Aboriginal and Torres Strait Islander existing clients 50 years and over who do not meet NDIS access requirements to the Commonwealth Continuity of Support Programme. ▶ Manage and support smooth transition to State-funded continuity of support arrangements for existing clients under 65 years and Aboriginal and Torres Strait Islander clients under 50 years who do not meet NDIS access requirements. 		<ul style="list-style-type: none"> ▶ 18 existing Aboriginal and Torres Strait Islander clients aged 50-64 years have successfully transitioned to the NDIS. No existing clients in this cohort required transition to the Commonwealth Continuity of Support Programme. ▶ Funding and service delivery under State-funded continuity of support arrangements were established for 17 existing clients under 65 years of age who were found ineligible by the NDIA between March 2017 and June 2018.
<ul style="list-style-type: none"> ▶ Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework and contributing to implementing the NDIS Quality and Safeguarding Framework. 	<ul style="list-style-type: none"> ▶ Monitor the application and outcomes from the Queensland Human Services Quality Framework to ensure levels of quality and safety for consumers remain high. ▶ Provide communication and training as transition to the NDIS continues. ▶ Contribute to national work to implement the NDIS Quality and Safeguarding Framework 		<ul style="list-style-type: none"> ▶ DCDSS represented Queensland in ongoing inter-jurisdictional NDIS Working Groups for Quality and Safeguards, and provided feedback on the NDIA rules and guidelines to meet expectations of Queensland clients and government. ▶ DCDSS established a Quality and Safeguards sub-group to monitor the effectiveness of the Quality and Safeguards working arrangements prior to the full implementation of the NDIS. ▶ A new criminal history screening application form specifically for sole traders was developed for implementation from 1 July 2018 to support mandatory worker screening for NDIS-registered sole trader providers. ▶ Quality and Safeguards training was delivered to DCDSS' regional staff to assist them to manage relationships with NDIS-registered providers and to help staff understand their roles and responsibilities to implement quality and safeguards during and after NDIS transition. This includes fact sheets with frequently asked questions to support understanding during this change.




DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
			<ul style="list-style-type: none"> ▶ DCDSS processed 285 applications for Human Services Quality Framework approval from new NDIS providers registering with the NDIS. ▶ DCDSS implemented an online Human Services Quality Framework assessment tool for new NDIS sole traders to assist them to embed quality and safeguard requirements in practice and prepare for quality certification.
Building cultural capability			
<ul style="list-style-type: none"> ▶ Build the capability of communities and the disability services sector to deliver support to Aboriginal and Torres Strait Islander people with disability and support the readiness of Aboriginal and Torres Strait Islander people to transition to the NDIS. 	<ul style="list-style-type: none"> ▶ Deliver targeted workshops, individual support, resources and activities to enable Aboriginal and Torres Strait Islander people with disability and service providers to prepare for the NDIS, through funds provided under the Commonwealth NDIS Sector Development Fund. 		<ul style="list-style-type: none"> ▶ As part of funding of \$580,00 to Synapse and Mamre Association Inc. to assist hard-to-reach cohorts, a range of strategies to reach Aboriginal and Torres Strait Islander people with disability in Far North Queensland and the Torres Strait were delivered including: <ul style="list-style-type: none"> • 124 presentations to community leaders, service providers, government agencies and schools • 105 face-to-face meetings about the NDIS with Aboriginal and Torres Strait Islander people with disability and their families • 15 stalls at community events • 11 media interviews, including radio and regional television • Distributed over 1,000 promotional materials about the NDIS supports and services. ▶ DCDSS allocated the Institute of Urban Indigenous Health (IUIH) \$273,163 to deliver funded a range of strategies to support Aboriginal and Torres Strait Islander people living in South East Queensland to access the NDIS have included: <ul style="list-style-type: none"> • presentations to 20 Aboriginal Community Controlled Health Services outlets • providing NDIS information to 412 Aboriginal and Torres Strait Islander people • assisting 126 Aboriginal and Torres Strait Islander people to make an access request for the NDIS • developing and distributing culturally appropriate resources to help with readiness. ▶ DCDSS allocated and oversaw Commonwealth NDIS Sector Development Funding to Connections Inc. to work with eight Queensland communities and develop NDIS understanding




DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<p>▶ Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.</p>	<p>▶ Deliver targeted workshops, individual support, resources and activities to enable people with disability from culturally and linguistically diverse backgrounds and service providers to prepare for the NDIS, through funds provided under the Commonwealth NDIS Sector Development Fund.</p>		<p>and awareness of the business opportunities for transition to the NDIS.</p> <p>▶ In 2017-18, DCDSS allocated \$300,000 of Queensland Government and Commonwealth NDIS Sector Development funds to AMPARO Advocacy Inc. through two initiatives to assist people with disability from CALD backgrounds and their families in south east Queensland to access information about the NDIS in Queensland.</p> <ul style="list-style-type: none"> • Participant Readiness Initiative <ul style="list-style-type: none"> - delivered 13 information sessions to 392 bi-cultural and community workers - held 32 individual conversations including home visits with 57 people - delivered information sessions to seven ethno-specific communities for 98 participants - translated NDIS fact sheets into 35 languages - delivered radio programs in Spanish and Mandarin. • Targeted strategies <ul style="list-style-type: none"> - trained 18 bi-cultural community educators to work with isolated people with disability from CALD backgrounds to provide information about the rights of people with disability in the Australian context and the opportunities offered by the NDIS - visited 214 people in their homes to provide them with information in their preferred language - delivered 39 workshops to 929 attendees - 58 evaluation forms were completed by people from 33 ethnicities, with 76.2% of respondents indicating they understood all or most of the information about the NDIS. <p>▶ These initiatives were completed by 30 June 2018.</p>
Justice and Community Safety			
<p>▶ Lead implementation of the Queensland Violence against Women Prevention Plan 2016-22 (led by the Department of Child Safety, Youth and Women) which includes actions to support</p>	<p>▶ Engage with the NDIA to consider and respond to the risks and experiences of violence for women with disability.</p> <p>▶ Consider outcomes of the review to address the impact of domestic and family violence on people with disability,</p>		<p>▶ The Department of Child Safety, Youth and Women leads the implementation of the Queensland Violence against Women Prevention Plan 2016-22 (VAWPP).</p> <p>▶ A Project Officer was appointed in the Office for Women, in the former Department of Communities, Child Safety and</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<p>women with disability who are particularly vulnerable to violence as well as improve access to the services they need.</p>	<p>which addresses Recommendation 10 of the Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland report, to inform service responses to women with disability who have experienced violence outside of an intimate partner, family or informal care relationship.</p>		<p>Disability Services to further develop actions to support women with disability living with violence.</p> <ul style="list-style-type: none"> ▶ DCDSS has analysed the VAWPP and is considering actions to inform service responses to women with disability.
<ul style="list-style-type: none"> ▶ Continue to fund the Elder Abuse Prevention Unit to prevent and respond to the abuse of older people, including those with disability or impaired capacity. 	<ul style="list-style-type: none"> ▶ Provide ongoing funding of: <ul style="list-style-type: none"> • the Elder Abuse Prevention Unit (EAPU) to coordinate a statewide telephone helpline and provide an information, training and referral service for preventing, responding to, and raising awareness of elder abuse • five Seniors Legal and Support Services across Queensland • additional Seniors Legal and Support Services in underserved areas of Queensland. ▶ Provide information to the above services about how to be inclusive of seniors with disability or impaired capacity. 		<ul style="list-style-type: none"> ▶ DCDSS funds \$731,417 per annum for the EAPU which includes an additional \$200,000 per annum (for three years from 2017 to 2020) to increase the unit's service delivery capacity to respond to older people who are experiencing, or are at risk of elder abuse. ▶ The EAPU provided community education, information sessions and staff training about elder abuse to 3,501 participants at 121 events including organisations which cater for people with disability or impaired capacity. ▶ During 2017-18, EAPU delivered the Ageing Diversely project providing information, training and a referral service for preventing, responding to, and raising awareness of elder abuse to people from CALD backgrounds. The help line provided confidential advice for anyone experiencing elder abuse or who suspects someone they know may be experiencing elder abuse. ▶ Five new seniors legal and social support services were established in Gladstone, Rockhampton, Gold Coast, Sunshine Coast and Mackay, with \$700,000 committed per annum (from 1 April 2018 to 30 June 2020). ▶ \$2.7 million per annum has been committed for five existing seniors legal and support services in Toowoomba, Brisbane, Hervey Bay, Cairns and Townsville. ▶ An additional \$400,000 per annum was invested across all 10 seniors legal and support services for financial protection advice.

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<p>▶ Complete the review of the <i>Forensic Disability Act 2011</i> to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation.</p>	<p>▶ Progress a review of the <i>Forensic Disability Act 2011</i>.</p>		<p>▶ The review of the <i>Forensic Disability Act 2011</i> was progressed.</p>
<p>▶ Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.</p>	<p>▶ Develop and publish online a toolkit of strategies and resources to assist organisations to apply People with Vulnerabilities in Disasters: A Framework for an Effective Local Response (the Vulnerability Framework), including strategies and resources for applying the Vulnerability Framework to people with disability.</p> <p>▶ Consult about implementation of the Vulnerability Framework conducted with stakeholders, including people with disability.</p>		<p>▶ In October 2017, a toolkit People with vulnerabilities in disasters: A framework for an effective local response was published online which provides a range of strategies and actions including:</p> <ul style="list-style-type: none"> • Practices to embed risk assessment, planning and data-sharing processes at local levels • Strategies to build local capability and capacity • Relationship-building and engagement approaches to link communities and community organisations with local disaster management and recovery planning processes and arrangements. <p>▶ Consultation on the toolkit's implementation is ongoing.</p>
<p>▶ Scope the need for, and extent of, safeguards to prevent and address abuse and neglect of people with disability who are outside the NDIS Quality and Safeguarding Framework.</p>	<p>▶ Action to commence in 2018-19.</p>		<p>▶ Scoping has commenced as part of the whole-of-government legislative review to support full scheme transition, including consideration of relevant NDIS interface issues.</p>

LEADERSHIP AND PARTICIPATION

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
Inclusion in consultation, civic participation and decision making and supporting leadership development			
<ul style="list-style-type: none"> ▶ Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability, their families and carers (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Identify good practice processes for consultation and engagement, in consultation with key stakeholders. ▶ Promote processes and options for consulting and engaging with people with disability. 		<ul style="list-style-type: none"> ▶ An accessibility review was undertaken in February 2018 and the Queensland Youth eHub – engagement tool met Web Content Accessibility Guidelines (WCAG 2.0). ▶ Young people with disability were encouraged to register and participate on the Youth eHub. ▶ Of the current 1162 Youth eHub users, who responded to demographic questions, 27% indicated experience relating to disability including: <ul style="list-style-type: none"> • 2% identify as a carer • 4% identify as a person with disability • 21% indicated experience with mental health. ▶ The Youth eHub is promoted for use across whole of Government as a tool to engage with young people in Queensland.
<ul style="list-style-type: none"> ▶ Queensland Government agencies consult with people with disability when either developing Disability Service Plans or implementing Disability Service Plan actions (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Seek input from people with disability (including staff) in implementing and reviewing progress against DCDSS Disability Service Plan actions. 		<ul style="list-style-type: none"> ▶ The 'Everybody has a Role to Play' website included case studies and information to support engagement, leadership and participation with people with disability. ▶ The whole-of government DSP progress reporting workshop held in May 2018, consulted with members of the Queensland Disability Advisory Council on: <ul style="list-style-type: none"> • 'improve the customer experience' • acknowledge and respect abilities • advocate for agencies to further explore innovative and sustainable ways of improving accessibility and inclusiveness.
<ul style="list-style-type: none"> ▶ Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DCDSS lead). 	<ul style="list-style-type: none"> ▶ Review application and assessment processes for DCDSS leadership programs (REACH, STEPS) to ensure they are accessible. ▶ Review participant demographics for DCDSS leadership programs. ▶ Engage with the Public Service Commission to determine strategy for communicating the need for other 		<ul style="list-style-type: none"> ▶ The 'Everybody has a Role to Play' website promotes the inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'. ▶ Leadership programs, including STEPS and REACH, are under review to determine how they can best be applied to the DCDSS. Consideration of accessibility and inclusivity for Queenslanders with disability is part of the scope of the

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 1 2017-18 Activities)	Status	What we did (2017-18 Progress/Achievements)
<p>▶ Support the Queensland Disability Advisory Council (QDAC) and seven regional disability advisory councils (RDACs) to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for government consideration.</p>	<p>Queensland Government agencies to do the same types of reviews.</p> <p>▶ Develop resources to support the council members to promote <i>All Abilities Queensland</i> and the DCDSS Disability Service Plan, explain the benefits and share practical examples to deliver to their networks and broader communities.</p> <p>▶ Work with Council members to identify opportunities for sharing these resources.</p> <p>▶ Council members meet with networks and broader community to promote <i>All Abilities Queensland</i>.</p> <p>▶ Work with members to track/monitor opportunities undertaken and feedback.</p>		<p>review. Participant demographics will be considered for leadership programs once they are underway.</p> <p>▶ QDAC members delivered <i>All Abilities Queensland</i> information sessions to their communities, networks and local councils to promote and explain the benefits of having accessible and inclusive communities.</p> <p>▶ Members provided advice and guidance on practical actions that communities and local councils can take, including widening doorways to shops, ramps rather than stairs, full journey footpaths and accessible toilets and changing facilities in parks.</p> <p>▶ In 2017-18, QDAC and RDAC representatives attended the: <ul style="list-style-type: none"> • Commonwealth NDS employment workshop in Melbourne • Commonwealth disability and criminal justice workshop in Melbourne • <i>All Abilities Queensland</i> employment workshop • Whole-of-government DSP progress reporting workshop. </p>
<p>▶ Continue to convene the Queensland Carers Advisory Council which provides advice to the Minister for Seniors and Minister for Disability Services on carer-related issues.</p>	<p>▶ Continue to convene the Queensland Carers Advisory Council which provides advice on Queensland Government policy and programs with implications for carers and the people for whom they care.</p>		<p>▶ On 6 April 2018, the Minister for Seniors and Minister for Disability Services approved the appointment of members to the Queensland Carers Advisory Council for the next two years.</p> <p>▶ The Queensland Carers Advisory Council met twice in the reporting period.</p> <p>▶ The first meeting of the newly appointed Council was on 14 May 2018 with the meeting communique available on DCDSS' website. The main focus of the meeting was development of a work plan for the Council to identify priorities and actions over the next two years.</p>
<p>▶ Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DCDSS lead).</p>	<p>▶ Promote the Queensland Register of Nominess to Government Bodies to people with disability.</p> <p>▶ Identify and promote information about Queensland Government boards, steering committees and advisory bodies, which is accessible and inclusive of people with disability.</p>		<p>▶ The 'Everybody has a Role to Play' website promotes the register to all Queenslanders in an accessible and inclusive format.</p>

Agency abbreviations

DCSYW	Department of Child Safety, Youth and Women
DCDSS	Department of Communities, Disability Services and Seniors
DHPW	Department of Housing and Public Works
DLGRMA	Department of Local Government, Racing and Multicultural Affairs
PSC	Public Service Commission

Notes

- i. In December 2017, the administrative responsibility for:
 - ‘Multicultural Affairs’ was transferred to the Department of Local Government, Racing and Multicultural Affairs
 - ‘Adoption’, ‘Child Protection Services’, ‘Prevention of Domestic and Family Violence’, ‘Women’s Policy and Office for Women’, and ‘Youth Affairs’ was transferred to the Department of Child Safety, Youth and Woman, from the former Department of Communities, Child Safety and Disability Services. This report does not include actions relating to these areas of responsibility – see the relevant departments’ progress report.
- ii. The titles of work areas and activity may have changed since the publication of DCDSS’ Disability Service Plan 2017-20.

Further information

Find out more

- ▶ Queensland Government resources - people with disability www.qld.gov.au/disability
- ▶ *All Abilities Queensland* - Everybody has a role to play www.allabilities.qld.gov.au
- ▶ State Disability Plan 2017-2020 - *All Abilities Queensland* : opportunities for all www.communities.qld.gov.au/disability/state-disability-plan-2017-2020

Contact for more information

- ▶ Telephone: 13 QGOV (13 74 68)*
- ▶ Telephone Typewriter (TTY): 133 677
- ▶ Email: disabilityinfo@disability.qld.gov.au
- ▶ Website: www.qld.gov.au/disability

National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:
TTY users phone 133 677

Speak and Listen users phone 1300 555 727 then ask for 13 74 68

Internet relay users connect to the NRS (www.relayservice.gov.au) and then ask for 13 74 68



Do you need an interpreter?

If you need an interpreter call the Translating and Interpreting Service (TIS National) on **131 450** and request to be transferred to **13 74 68**.

This document is available in alternative formats (including large print) on request. If you would like a copy in another format please call 13 QGOV (13 74 68)* or email disabilityinfo@disability.qld.gov.au

To provide feedback on this progress report

Call 13 QGOV (13 74 68)* or email disabilityinfo@disability.qld.gov.au

*cost of a local call. Calls from mobile phones are charged at applicable rates.