

An all abilities Queensland:

EVERYBODY

has a role to play

Department of Communities, Disability Services and Seniors

Disability Service Plan Progress Report

1 July 2018 to 30 June 2019



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 2) of the Disability Service Plan 2017–2020 for the Department of Communities, Disability Services and Seniors (DCDSS)

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 for the period 2017-2020, as required under the *Disability Services Act 2006*. Each government department is required to report annually on the department-specific actions in their plans. 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 for 2018–19 (Year 2) on the department’s *Disability Service Plan 2017-2020* is the second of three annual reports to provide an update on progress and achievements towards Queensland growing into a more inclusive and accessible community. The first progress report for 2017–18 (Year 1) is available online at <https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/disability-service-plan-progress-report-2017-18.pdf>.

In 2018–19, Queensland embarked on its final year of transition to the National Disability Insurance Scheme (NDIS) under the bi-lateral agreement. This was the largest-scale transition year to date, aiming to transition an estimated 60,000 people with disability to the scheme. It also represented the beginning of a significant transitional period for the department with the Queensland Government’s traditional role in disability services changing as a result of the signing of the agreement for full scheme operation of the NDIS in Queensland, which will take effect from 1 July 2020. This meant from 1 July 2019, the department’s role would shift to supporting and advocating for people with disability at a systemic level, providing a range of safeguards for people with disability, creating an all-abilities Queensland in partnership with the disability sector and other relevant sectors, and monitoring the NDIS to ensure it delivers the outcomes

expected for Queenslanders with disability. This includes continuing to support the Commonwealth Government to identify and assist as many Queenslanders as possible to access the NDIS before the full scheme agreement comes into effect.

To support the department's changing role, and to ensure we can provide the oversight and advocacy that Queenslanders with disability deserve, the department created a new division, Disability Connect Queensland (DCQ), which commenced operations from 1 July 2019. Through DCQ, we can ensure NDIS clients are treated with respect and dignity, have control of the services they receive and have continuing opportunities for social and economic participation. DCQ also provides a range of safeguarding measures such as the authorisation of restrictive practices, criminal history screening of workers in the disability sector and auditing the quality of services provided by non-government and government organisations that deliver disability services outside the NDIS environment. A key focus of DCQ will be *All Abilities Queensland*, building on the foundation work and accelerating effort on disability employment through working with related agencies to help create more employment opportunities for people with disability across the private, non-government and public sectors.

Against this backdrop of change, the department retained its focus in 2018–19, as the lead coordinating agency for Queensland's transition to the NDIS, ensuring the NDIS was available to all Queenslanders from 1 July 2019. While working to ensure that all eligible Queenslanders could access the NDIS by the end of 2018–19, the department continued to deliver disability services, including direct provision of accommodation support and respite services.

The department also continued to deliver its commitments under *All Abilities Queensland*. Of the 90 activities reported for actions in the department's *Disability Service Plan 2017–2020* progress report for year two, we have delivered 85 activities, with 5 activities on track.

Implementation of All Abilities Queensland has again been supported through 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. During 2018–19, the campaign showcased examples of inclusive organisations, such as the Espresso Train operated by the Nundah Community Enterprises Cooperative which provides sustainable employment and training opportunities for people with cognitive and/or psychosocial disabilities.

'Everybody has a role to play' highlights how we can all help to create an environment where Queenslanders with disability can participate in all aspects of community life, and build more inclusive communities.

I encourage you to visit the *All Abilities Queensland* website at www.allabilities.qld.gov.au, and commend this 2018–19 progress report to you.

Clare O'Connor

Director-General

Department of Communities,
Disability Services and Seniors

Key achievements for 2018-2019

1. Finalising the rollout of the NDIS across Queensland has been a crucial focus for the department this year. In 2018-19 DCDSS developed and executed two statewide campaigns to raise awareness of transition to the NDIS.
 - At 30 June 2019 over 61,000 Queenslanders were already in, or seeking access to the NDIS, including children in the Early Childhood Early Intervention pathway. Of these:
 - over 49,000 active participants had an NDIS plan approved in Queensland, with 33,300 approved in Queensland in 2018-19
 - over 3500 met access requirements and are in planning or soon to commence planning
 - over 14,000 Queenslanders were receiving funded disability supports for the first time.
 - 93.8 per cent of former *Disability Services Act 2006* clients who actively sought access were successful and a further 3.1 per cent were in, or commencing, the access process.
 - All Disability Services-eligible clients who chose to transition to the NDIS or other pathways were supported to do so and DCCDS ensured they continued to receive their funded disability supports and services until they transitioned.
2. To build on the success of initiatives delivered in 2017–18, under the Queensland Participant Readiness Initiative and the Commonwealth Sector Development Fund, DCDSS provided a further \$1.45 million in funding to build the capacity of people experiencing barriers to engage successfully with the NDIS. The target groups for these activities were: recipients of Queensland Community Care services identified as eligible for the NDIS; those at risk of homelessness or living in residential supported accommodation; Aboriginal and Torres Strait Islander people; and people from culturally and linguistically diverse backgrounds. Support was provided to:
 - 275 NDIS-eligible Aboriginal and Torres Strait Islander people to complete and submit the NDIS Access Request and/or Access Request — Supporting Evidence forms
 - 333 people with disability to make an NDIS access request through peer-to-peer support.
3. \$2.8 million was provided for Information, Linkages and Capacity (ILC) Building readiness activities in 2018–19, including:
 - a total of 15 ILC workshops with over 450 participants were held in metropolitan, regional, rural and remote locations across Queensland
 - 3 regional Inclusion Ready Officers in place in Atherton, Mount Isa and Hervey Bay working on inclusion projects
 - 6 digital stories about social and economic inclusion of people with disability
 - a successful Inclusion Ready Summit, with more than 120 participants.
4. DCDSS continued to work with the Commonwealth, other state and territory governments and the NDIA on national policy work towards:
 - an NDIS national transport policy to ensure Queensland NDIS participants receive reasonable and necessary transport supports
 - national models for the delivery of specialist school transport (SST) and personal care in schools (PCIS) for NDIS participants (while the national model is under development, Queensland will continue to deliver SST and PCIS services to NDIS participants until 31 December 2023)
 - disability-related health supports funded through the NDIS
 - how the NDIS will support families with children who are unable to live in the family home because of their complex disability support needs
 - transition to operations under the NDIS Quality and Safeguards Commission, which commenced in Queensland on 1 July 2019.

5. Stage one of the NDIS Whole-of-Government legislative review was completed with the commencement of the *Disability Services and Other Legislation (NDIS) Amendment Act 2019* on 1 July 2019, which made legislative amendments to facilitate the commencement and operation of the NDIS and NDIS Quality and Safeguards Commission in Queensland from that date. Work is underway to progress further amendments to support full-scheme operation of the NDIS in Queensland, including nationally consistent NDIS worker screening by 1 July 2020 and legislation to champion access and inclusion for people with disability.
6. DCDSS, in partnership with the DESBT continued to support sector workforce development through providing just under \$1 million in funding for WorkAbility Queensland. WorkAbility Queensland delivered a number of initiatives across the state to assist the sector meet workforce demand under the NDIS. Key initiatives included:
 - an extensive careers in disability promotional campaign to attract workers to the sector, including social media, careers in disability website and video production
 - 6 job roadshows and employer connection events, matching local job-seekers with sector employers
 - collaboration with the NDIS Training and Skills Support Strategy (NTSSS) network in Far North Queensland (FNQ) to identify options for training direct care workers in remote Aboriginal and Torres Strait Islander communities to maximise employment opportunities in these areas, across the health, community and disability sectors
 - a targeted recruitment and training strategy under the Workforce Action Plan for Far North Queensland 2018–2020, which reflects specific consideration of opportunities to engage, attract and connect Aboriginal and Torres Strait Islander people with employers and jobs in the disability sector
 - the development of five place-based, local workforce action plans.
7. DCDSS allocated \$3.9million to 14 disability advocacy organisations to continue to provide vital advocacy services for people with a disability. An additional \$750,000 was allocated to the Queensland Disability Network to provide peer-to-peer advocacy support for people with disability who are yet to enter the NDIS.
8. Between 1 July and 31 December 2018 DCDSS provided \$231,460 in support for school leavers with disability under the My Future My Life program to help students in the North Coast Region identify their goals for the future. During this period the My Future My Life program delivered 34 information sessions and workshops and supported 34 students with financial assistance.
9. DCDSS established the policy, practice and funding frameworks for the new Queensland Community Support Scheme (QCSS) designed to provide supports to people with disability or chronic health conditions who are not eligible for supports through the NDIS or other avenues. The department implemented a statewide procurement process to establish QCSS services across the state. Targeted funding arrangements were also implemented for QCSS services to discrete Aboriginal communities with contracts in place to enable service provision to commence on 1 July 2019.
10. DCDSS developed and released *Queensland's plan to respond to domestic and family violence against people with disability* and the *Not Now, Not Ever* Recommendation 10 Review Report: Addressing the impact of domestic and family against people with disability.

11. Funding of \$999,955 was provided to 17 organisations to deliver a range of projects across Queensland through the Advancing Queensland: an age-friendly community grants program including projects which benefit older people with disability. Civic participation and employment, community support and health services, respect and social inclusion were the focus of the 2018-19 grants program.
12. DCDSS provided Disability Community Events Grants totalling \$150,000 which supported 36 community and not-for-profit groups to host 28 events across Queensland during Disability Action Week in September 2018 and 11 events on International Day of People with Disability on 3 December 2018. Examples of the types of events made possible through DCDSS funding included a Disability Surfing Day at Yeppoon, a Day in the Bay event at Hervey Bay, a Charleville arts festival and a picnic day on Thursday Island. These events and activities had a focus on inclusion and disability awareness.

COMMUNITIES FOR ALL

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Changing attitudes and breaking down barriers by raising awareness and capability			
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"> ▶ Add further tools, resources and examples to website content as appropriate. 	<ul style="list-style-type: none"> ▶ Six videos were published on the All Abilities Queensland website for Disability Action Week 2018. ▶ The videos, which featured personal stories about the creators and operators of Espresso Train Café and Catering in Nundah, Brisbane, attracted approximately 220,980 views during the week of 9 to 15 September 2018. ▶ DCDSS implemented a weekly social media schedule that showcased community, government and organisational partner programs providing positive and valuable opportunities for Queenslanders with disability. Available at DCDSS Thriving Communities on Facebook and Disability Connect Queensland Twitter. 	Delivered
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 provided support for consultations conducted by the Australian Government Department of Social Services (DSS) to inform the development of Australia's disability policy beyond 2020: https://engage.dss.gov.au/a-new-national-disability-strategy-for-beyond-2020/. ▶ DCDSS promoted Queensland beyond-2020 community consultation workshops (Brisbane and Townsville), and on-line consultation opportunities, throughout the department, other Queensland Government agencies, e-news and through the Queensland Disability Advisory Council and Regional Disability Advisory Councils. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
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"> ▶ Identify activities to date and further information needed to support ministers to raise awareness of disability with partners across their portfolio. 	<ul style="list-style-type: none"> ▶ Additional consultation with key agency stakeholders occurred to develop a revised Ministerial information pack that contains additional resources to assist Ministers in the areas of: <ul style="list-style-type: none"> • inclusive engagement and accessible events • accessible places and spaces • accessible information • disability action plans and relevant legislation • improving disability awareness • increasing employment opportunities • increasing participation on boards and committees. 	On track
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"> ▶ Disability awareness training is made available to DCDSS staff. ▶ DCDSS developed disability awareness training is made available to other Queensland Government agencies. 	<ul style="list-style-type: none"> ▶ DCDSS developed and published the disability awareness program, 'Inclusion is within everyone's ability'. The program was made available and promoted to DCDSS staff, and is linked to DCDSS online induction training. ▶ The program was also uploaded to the whole-of-government website (ForGov) making it available to all public sector employees, and was promoted to employees across all Queensland Government departments. 	Delivered
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 available. ▶ 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 	<ul style="list-style-type: none"> ▶ Information to support local governments to develop disability access and inclusion plans continues to be available on the 'Everybody has a role to play' website. ▶ DCDSS is preparing communications to local governments and key non-government stakeholders to encourage developing and implementing a disability access and inclusion plan, which include links to resources to assist in development. 	On track

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<p>inclusive communities, including information about larger changing facilities suitable for adults, and accessible, public toilets which are fully inclusive.</p>		
<p>Promote and support Disability Action Week and International Day of people with disability to promote disability awareness and inclusion.</p>	<ul style="list-style-type: none"> ▶ Develop and implement Disability Action Week campaign. ▶ Promote International Day of People with Disability through corporate channels 	<ul style="list-style-type: none"> ▶ DCDSS provided Disability Community Events Grants totalling \$150,000 which supported 36 community and not-for-profit groups to host: <ul style="list-style-type: none"> • 28 events across Queensland during Disability Action Week in September 2018 • 11 events on International Day of People with Disability on 3 December 2018. ▶ These events provided opportunities for people with disability to participate in economic and social aspects of their local communities. ▶ DCDSS delivered the Disability Action Week 2018 campaign based on the theme, <i>An all abilities Queensland: Everybody has a role to play</i>, along with a targeted social media campaign (Facebook and Twitter) and website with supporting video content created in-house. During the week: <ul style="list-style-type: none"> • the website attracted approximately 4270 views • social media messaging reached approximately 656,490 people. ▶ DCDSS promoted International Day of People with Disability by holding an interactive display hosted by the Queensland Disability Advisory Council Chair. Promotion also occurred via social media (reaching approximately 2900 people) and corporate channels. 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
<p>Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department.</p>	<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"> ▶ Information about creating inclusive, accessible events and celebrations continued to be provided on the All Abilities Queensland website. ▶ DCDSS developed and delivered social media content that promoted activities, raised awareness of disability issues and celebrated Queenslanders with disability. ▶ DCDSS funding supported 100 events and activities during Seniors Week with application guidelines specifying that events should be inclusive of people with disability. 	Delivered
<p>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).</p>	<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 building and venues used by the Queensland Government are refurbished or leases renewed. 	<ul style="list-style-type: none"> ▶ Information continues to be provided on the All Abilities Queensland website to guide staff: <ul style="list-style-type: none"> • when engaging venues or conducting events • to comply with <i>Australian Standards AS1428 of the Disability (Access to Premises - Buildings) Standards 2010</i> when making refurbishments to office space or building new facilities and leasing spaces. ▶ All office accommodation leases renewed by DCDSS and/or office space refurbished by DCDSS has been compliant with the Disability (Access to Premises) Standards as per government requirements. 	Delivered
<p>Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the <i>Advancing</i></p>	<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 	<ul style="list-style-type: none"> ▶ The 2018-19 Age Friendly Grants Program totalling \$999,955 funded 17 organisations to deliver a range of projects across the domains of civic participation and employment, community support and health services, and respect and social inclusion. ▶ Examples of the types of projects funded which benefit older people, including those with disability, include: 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
<i>Queensland: an age-friendly community grants program</i>	partnership with local government and other organisations to co-design, implement and promote innovative age-friendly projects including projects which benefit older people with disability.	<ul style="list-style-type: none"> the Dementia Friendly Pharmacy Program delivered by the Pharmacy Guild of Australia Queensland branch a Compassionate Community Conversations Series conducted by Palliative Care Queensland. 	
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 All Abilities Queensland website continues to include good practice resources to support business and community organisations to understand the benefits and ways of including accessibility in their building, places and spaces. DCDSS has continued to provide advice to government agencies about accessibility requirements in planning the built environment. DCDSS collaborated with DHPW and other jurisdictions to progress work on 'Changing Places toilets — campaign for accessible public toilets', designed specifically to meet the needs of people with disability, in both Queensland and across Australia. 	Delivered
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. 	<ul style="list-style-type: none"> Up to date information and resources to promote awareness about guide, hearing and assistance dogs continues to be available on the department's dedicated webpage for the public, businesses and community. Public awareness of the <i>Guide, Hearing and Assistance Dogs Act 2009</i> is promoted through approved trainers, training institutions and handlers and through timely responses provided to phone enquiries and emails received by the department. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<ul style="list-style-type: none"> ▶ 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"> ▶ In 2018-19 there was a reduction in complaints and queries to the department relating to the <i>Guide, Hearing and Assistance Dogs Act 2009</i>; nine complaints were received in 2018-19 down from 13 in 2017-18. ▶ The majority of complaints related to refusal of access to public places. All matters were investigated and education material and information provided. ▶ 205 Handler Cards were issued by DCDSS and three new trainers/training institutions were approved in 2018-19. 	
Continue to fund aids, equipment and vehicle modifications for eligible people with disability until transition to the NDIS is completed.	<ul style="list-style-type: none"> ▶ 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. 	<ul style="list-style-type: none"> ▶ DCDSS supported 1761 eligible people with disability to access aids, equipment and vehicle modifications to enable them to access their community in 2018-19. 	Delivered
Accessible information			
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"> ▶ Update guidance material about accessible formats as needed. 	<ul style="list-style-type: none"> ▶ During 2018-19, DCDSS provided input to review activities that will be used by Responsive Government as part of a larger Digital Governance Review. ▶ New, fully accessible, corporate branded document templates were produced for the DCDSS intranet and new information and materials published on the DCDSS website were provided in accessible formats. Existing content continued to be reviewed and updated. 	Delivered
Government policies require Queensland Government websites to meet contemporary Australian Web Content	<ul style="list-style-type: none"> ▶ Continue to ensure all DCDSS managed websites meet the government's IS26 guidelines which outline the requirements for 	<ul style="list-style-type: none"> ▶ All DCDSS-managed websites meet the government's IS26 guidelines as well as existing accessibility and usability standards. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
<p>Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions for newly created time-based media (i.e. pre-recorded video/audio) (AAQ whole-of-government, DHPW support).</p>	<p>Queensland Government agencies in the creation, implementation and management of Internet sites.</p> <ul style="list-style-type: none"> ▶ Assess or self-audit new web content, particularly 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"> ▶ Accessibility and usability testing was completed for internally developed web-based systems and templates and accessibility audits were conducted for internally and externally developed campaign websites. ▶ All DCDSS-managed websites, including the newly created elder abuse prevention campaign website (Know the Signs), are content-accessible and comply with the Queensland Government's IS26 guidelines. ▶ In addition, DCDSS: <ul style="list-style-type: none"> • used the Siteimprove tool to improve departmental website accessibility and usability; the website now has a Siteimprove QA score of 89.2 out of 100 — above the Queensland Government benchmark of 82.2 out of 100 • continued to host all corporate multi-media content on YouTube so it meets maximum accessibility standards • DCDSS Digital Services and Strategic Communication and Marketing areas worked together to raise awareness of the importance of accessibility when creating new web content • continued to provide departmental staff with access to the Queensland Government web writing and style guide • reviewed departmental templates to optimise for Screen Reader Accessibility and produced and promoted resources to assist staff to optimise documents for accessibility. 	
Welcoming and inclusive communities			
<p>Promote uptake of the Companion Card Program by businesses, including Queensland Government venues</p>	<ul style="list-style-type: none"> ▶ Continue to promote the Companion Card ▶ Continue to work with other agencies, including other participating jurisdictions to identify 	<ul style="list-style-type: none"> ▶ Promotion of the Companion Card program occurred through: <ul style="list-style-type: none"> • Smart Service Queensland representatives attending community events. • The Queensland Government website www.qld.gov.au/disability bringing together information for 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
and events. (AAQ whole-of-government, DCDSS lead).	potential opportunities for continuous improvement of the national companion card scheme.	<p>people with disability, and their family, carers and service providers, including the promotion of Companion Card.</p> <ul style="list-style-type: none"> ▶ As at 30 June 2019, there were 793 affiliated venue partners and 22,511 cardholders. This represents an increase from 786 affiliated venue partners and 19,112 cardholders at 30 June 2018. ▶ Communicated with participating jurisdictions in relation to impacts and the interpretation of eligibility criteria. 	
Promote uptake of the Carer Business Discount Card by businesses, including Queensland Government venues and events.	<ul style="list-style-type: none"> ▶ Continue to promote the Carer Business Discount Card. 	<ul style="list-style-type: none"> ▶ Promotion of the Carer Business Discount Card program occurred through: <ul style="list-style-type: none"> • Smart Service Queensland representatives attending community events. • The Queensland Government website www.qld.gov.au/disability bringing together information for people with disability, and their family, carers, service providers and businesses including the promotion of Carer Business Discount Card. ▶ As at 30 June 2019, there were 4288 active business outlets and 18,734 cardholders. 	Delivered
Implement the Queensland Financial Inclusion Plan 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 	<ul style="list-style-type: none"> ▶ 14,686 people accessed this service in 2018-19. ▶ Financial literacy and resilience services continue to have an early intervention focus. These services are available to all Queenslanders and are expected to operate from facilities that are highly visible in their communities and easily accessible by a diverse client group. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	problems before they reach crisis point.		
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"> ▶ Implement actions for addressing recommendations from the Redfern Statement Disability Workshop. ▶ Implement 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"> ▶ DCDSS contributed to DATSIP initiatives such as 'Changing Tracks' and 'Moving Ahead' to ensure the needs of Aboriginal and Torres Strait Islander people with disability are addressed under the DCDSS vision of thriving communities. This work included updating resources and website links to increase the information available to Aboriginal and Torres Strait Islander Queenslanders with disability. ▶ DCDSS provided \$250,000 in funding to the Institute for Urban Indigenous Health which assisted 275 Aboriginal and Torres Strait Islander people with disability with the access process for the NDIS. In addition DCDSS worked with department and clinician sector partners to run NDIS access clinics on Palm Island and Cherbourg — 56 people were clinically assessed and have met NDIS access eligibility. ▶ DCDSS continued to work with other agencies to improve outcomes for Aboriginal and Torres Strait Islanders with disability. DCDSS, through WorkAbility Queensland, delivered a number of local initiatives across the state as the NDIS was rolled out in Queensland. Key outcomes included: <ul style="list-style-type: none"> • Collaboration with the NDIS Training and Skills Support Strategy NTSSS network, which identified options for training direct care workers in remote Aboriginal and Torres Strait Islander communities to maximise employment opportunities in these areas across the health, community and disability sectors. • The development of five place-based, local workforce action plans, including FNQ and Central Queensland transition areas, which reflect specific consideration of opportunities to engage, attract and connect Aboriginal and 	On track

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<p>Torres Strait Islander peoples with employers and jobs in the disability sector.</p> <ul style="list-style-type: none"> • A targeted recruitment and training strategy for Aboriginal and Torres Strait Islander people in FNQ under the 'Workforce Action Plan for Far North Queensland 2018-2020', which reflected specific consideration of opportunities to engage, attract and connect Aboriginal and Torres Strait Islander people with employers and jobs in the disability sector. ▶ In collaboration with DATSIP, AFL House and other private residential high schools in the Cairns region, developed the Residential School's NDIS Disability Skills Program. The program is designed to offer Years 11 and 12 residential students from the Cape and Torres Strait (boarding in Cairns) disability support skills to enable them to return to community to undertake disability oriented work within their home communities in term breaks. 	
Respecting and promoting the rights of people with disability and recognising diversity			
<p>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)</p>	<ul style="list-style-type: none"> ▶ Provide guidance to departments about Queensland's commitments to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the National Disability Strategy 2010-2020 (NDS) and its second implementation plan. ▶ Provide guidance and advice to other Queensland Government departments and programs areas within DCDSS about the 	<ul style="list-style-type: none"> ▶ All Abilities Queensland and Disability Service Plans contribute to meeting Queensland's obligations under the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity. ▶ DCDSS continued to work across Queensland Government agencies to provide guidance and advice to ensure the needs or interests of people with disability are promoted and upheld. ▶ DCDSS undertook statewide public consultation on the review of the <i>Disability Services Act 2006</i> to consider options to 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
whole-of-government, DCDSS lead).	<p>development of legislation, policies and programs, and consultation 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. 	<p>reflect the changing landscape of disability services with the introduction of the NDIS.</p> <ul style="list-style-type: none"> ▶ DCDSS had an advisory role with DHPW about appropriate content for procurement guidelines that comply with Commonwealth and Queensland disability legislation and standards, including consultation with the disability sector. ▶ The Queensland Transition Advisory Group met six times in 2018-19 and was the key advisory mechanism for NDIS transition. ▶ The Queensland Disability Advisory Council and Regional Disability Advisory Councils, representing people with disability, families and carers, provided DCDSS with independent advice on local, state and national disability matters. 	
Review Queensland's legislation to ensure readiness for full implementation of the National Disability Insurance Scheme.	<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 	<ul style="list-style-type: none"> ▶ The NDIS whole-of-government legislative review was completed with the commencement of the <i>Disability Services and Other Legislation (NDIS) Amendment Act 2019</i>. The Act made legislative amendments to facilitate the commencement of the NDIS and NDIS Quality and Safeguards Commission operations in Queensland from 1 July 2019. ▶ Work is underway to progress further amendments to support full-scheme operation of the NDIS in Queensland, including nationally consistent NDIS worker screening by 1 July 2020 and legislation to champion access and inclusion for people with disability. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<p>NDIS to support Queenslanders with disability.</p>		
<p>Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the National Disability Insurance Scheme.</p>	<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"> ▶ DCDSS allocated \$3.9million to 14 disability advocacy organisations to continue to provide vital advocacy services for people with disability. ▶ An additional \$750,000 was allocated to the Queensland Disability Network to provide peer-to-peer advocacy support for people with disability who are yet to enter the NDIS. 	<p>Delivered</p>
<p>Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, DLGRMA lead).</p>	<ul style="list-style-type: none"> ▶ Provide information to other government agencies about requirements of the language services policy and how to access interpreter and translation services. ▶ Provide information to DCDSS staff (with a priority for frontline staff) on how to access a range of interpreter and translation services. ▶ Provide advice to other government agencies about communication with people with disability. ▶ Fund Deaf Services Queensland to provide the Support with Interpreting Translating and Communication (SWITC¹) program which assists funded 	<ul style="list-style-type: none"> ▶ DCDSS continued to ensure that language, translating and communication services were available to Queenslanders with disability when accessing Queensland Government-funded services, by facilitating eligible non-government organisations to have access to interpreter services provided by Translating and Interpreter Services (TIS National). ▶ The DCDSS website continued to provide up-to-date information for NGOs about how to access language, translating and communication services for service users, including linking to the Multicultural Affairs Queensland website, which publishes the Language Services Policy and Language Service Guidelines (to support Queensland Government agencies to implement the policy). ▶ DCDSS provided \$752,514 of funding to Deaf Services Queensland to continue to provide the Support with Interpreting Translating and Communication (SWITC) program. The SWITC program was available to funded providers delivering disability services and community care services, and registered NDIS providers, to provide appropriate service responses to Aboriginal and Torres Strait 	<p>Delivered</p>

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.

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<p>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> <ul style="list-style-type: none"> ▶ Provide interpreting services as well as captioning and loop services through SWITC. 	<p>Islander peoples, people from culturally and linguistically diverse backgrounds (including South Sea Islander people), and people who are hearing and/or visually impaired.</p> <ul style="list-style-type: none"> ▶ 4070 hours of interpreting was provided. Bookings for interpreting services by people from culturally and linguistically diverse backgrounds continued to rise to 65.5 per cent compared to 56 per cent at last report. 33 translations and 62 captioning services were also provided. 	

LIFELONG LEARNING

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Primary, special and secondary schools			
Invest in supports for students and school leavers.	<ul style="list-style-type: none"> ▶ Fund delivery of My Future, My Life to students, including two workshops, and 20 transition preparation sessions in locations yet to transition in the first six months of 2018-19 financial year. 	<ul style="list-style-type: none"> ▶ DCDSS funded \$231,460 between 1 July 2018 and 31 December 2018 under the My Future My Life program to Centacare to help students with disability in the North Coast Region identify their goals for the future. ▶ During this period, the My Future My Life program exceeded deliverable targets with: <ul style="list-style-type: none"> • 3 Think Prepare Plan workshops • 2 Information Awareness sessions • 29 transition preparation workshops 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> • 34 students supported with financial assistance. 	
Tertiary and vocational education			
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. ▶ A new departmental induction eLearning module was developed which has enhanced accessibility features. This new module, which integrates diversity and inclusion throughout, includes a new section on 'Our inclusive workplace' and information about reasonable adjustment. The new module was implemented in July 2019. ▶ New streamlined Performance and Development Agreement resources have been developed as part of a proactive performance management approach. The new template includes a statement of the department's commitment to building an inclusive and diverse workforce. 	Delivered

EMPLOYMENT

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Leading the way — increasing opportunities in the Queensland public sector			
<p>Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with 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>	<ul style="list-style-type: none"> ▶ Continue to promote flexible work arrangements and seek success stories (for the department's Intranet) about employees with disability. ▶ Identify, promote and support mentoring opportunities for employees with disability. ▶ Continue to promote and support networking opportunities for DCDSS employees with disability. 	<ul style="list-style-type: none"> ▶ Despite a reduction in the DCDSS workforce resulting from the NDIS transition, DCDSS retained a higher proportion of people with disability than the Queensland Public Sector average. 4.08% of employees in DCDSS identified as living with disability as at 30 June 2019, higher than the Queensland government average of 2.87%. ▶ The DCDSS Diversity and Inclusion Strategy 2018-2020, which aligns with the Public Service Commission's (PSC) Disabling the Barriers Implementation Plan, was approved in 2018-19. ▶ Workshops with managers and potential members of selection panels were undertaken to improve capability of evidence-based decision making and to educate panels about a range of additional and/or alternative selection methods and tools. The workshops and online tools included information to raise awareness of unconscious bias. ▶ A diversity and inclusion reference group was established in 2018. The group is inclusive of employees with a disability and assists networking opportunities across the agency. ▶ Created intranet 'resources' page linked to the PSC Disabling the Barriers and Knowledge Centre resources to assist managers and employees and increase the representation of employees with lived experience of disability/impairment. This was promoted via a Director-General message, intranet feature and posters as part of AccessAbility Week and International Day of People with Disability. ▶ Hosted a job seeker with disability for work experience during AccessAbility Week. 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> ▶ Convened a Diversity and Inclusion Network including workplace champions and target group representatives to advise on and drive relevant initiatives from a perspective of lived experience. ▶ Participated in the multi-agency Diversity and Inclusion Community of Practice and shared resources. ▶ Reviewed and refreshed human resources policies and information to ensure the department maintains a contemporary and integrated approach to diversity and inclusion. ▶ Developed a Disability Awareness Training module for staff and uploaded to the whole-of-government website, and promoted its completion. ▶ Commenced collaboration with PSC on the Diversity Definitions and Collection Methodology Project and provided input to new whole-of-government definitions of disability/impairment and older workers in preparation to redevelop the staff Equality of Employment (EEO) Census. ▶ As part of our commitment to diversity, DCDSS seeks to support employees of all ages, life stages, backgrounds and abilities to maintain an optimal blend of work and life through offering a range of flexible work possibilities. 	
Increasing employment opportunities for Queenslanders with disability			
<p>Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities</p>	<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 	<ul style="list-style-type: none"> ▶ Information about the benefits of employing people with disability, including links to resources and disability employment services, has been updated on Queensland Government website www.qld.gov.au/disability and added to the Business Queensland website www.business.qld.gov.au/ndis. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
<p>for people with disability to participate in employment (AAQ whole-of-government, DCDSS lead).</p>	<p>accessible for uploading on the dedicated website.</p> <ul style="list-style-type: none"> ▶ Implement actions in the Partnering for the Future community services industry strategy to support employment opportunities for people with disability such as: <ul style="list-style-type: none"> • support the establishment and operation of social enterprises ▶ Support a social enterprise market in Queensland through contributing to the Department of Housing and Public Works Social Procurement Project. 	<ul style="list-style-type: none"> ▶ In late 2018, the Queensland Government (led by Department of Employment, Small Business and Training (DESBT)) committed to creating a Queensland Social Enterprise Strategy (QSES), which seeks to support the development and growth of social enterprises to create jobs, support inclusive workforce participation and deliver social impact. It is anticipated the QSES will be released during 2019. ▶ DESBT has entered into a \$240,000 two-year agreement with the Queensland Social Enterprise Council in May 2019 to help develop and grow the social enterprise sector. ▶ DCDSS, in collaboration with PSC, held an All Abilities Queensland Employment Workshop in May 2019 to discuss improving employment opportunities for people with disability. Members from the Queensland and regional disability advisory councils attended the workshop to provide practical advice and feedback. 	

EVERYDAY SERVICES

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Housing			
<p>Complete housing projects for people with disability.</p>	<ul style="list-style-type: none"> ▶ Complete housing projects identified in 2017-18 which continue into 2018-19. 	<ul style="list-style-type: none"> ▶ Of the 11 housing projects, 10 have been completed. The remaining project is an Elderly Carer Innovation Initiative project that is anticipated to be completed by mid-2020. 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Health			
<p>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>.</p>	<p>▶ 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.</p>	<p>▶ A whole-of-government action plan in response to the Office of the Public Advocate report, led by the Department of the Premier and Cabinet, was submitted to the Public Advocate in January 2019. Actions undertaken by DCDSS under the plan included:</p> <ul style="list-style-type: none"> • A statewide forum in June 2019 to over 500 disability service providers in relation to arrangements and requirements for the use of restrictive practices post-1 July 2019. • The Centre of Excellence continued its work with communities of practice by providing dysphagia and mealtime support training to 110 speech pathologists and 25 speech pathology students in 20 settings across the state. This training package has been provided to Speech Pathology Australia to ensure ongoing availability of the material. • Training and information was delivered on health-related topics for people with disability to a range of groups in the disability sector, including direct care workers, clinicians, community access providers and supervisors. • Liaison with the NDIS Quality and Safeguards (Q&S) Commission to hand over the report to ensure healthcare needs of Queenslanders with disability are supported by the NDIS. DCDSS’s Director-General wrote to both the NDIA and the NDIS Q&S Commission on three occasions, with the NDIS Q&S Commissioner responding by outlining steps underway by the NDIA in this regard. <p>▶ For Accommodation Support and Respite Services (AS&RS) induction training for Residential Care Officers (RCO) was modified to provide education around mealtime strategies,</p>	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<p>mealtime support plans and communicating with a person with disability. This training will continue for all new RCOs completing the Certificate IV in Disability.</p> <ul style="list-style-type: none"> Mealtime management training was provided to approximately 50 managers, team leaders and direct service team leaders in all 12 AS&RS service centres around the state. 	
Transport			
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 (DTMR) to ensure accessibility requirements were included in transport planning and infrastructure. ▶ This collaboration included the following funding commitments by DTMR: <ul style="list-style-type: none"> • Providing lift incentive payments for wheelchair accessible taxi drivers. A further \$6.8 million has been committed to continue these payments in 2019-20. • \$6 million has been committed for 2019-20 for the reinstatement of the Taxi Subsidy Scheme for NDIS participants while NDIS national transport policy is being finalised. • \$7 million has been committed for 2019-20 to enhance community transport supports available through the Queensland Community Support Scheme to ensure a smooth NDIS transition. ▶ DCDSS continued to work with the Commonwealth, other state and territory governments and the NDIA on national policy work towards: 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> • an NDIS national transport policy to ensure Queensland NDIS participants receive reasonable and necessary transport supports • a specialist school transport (SST) model for NDIS participants that provides nationally consistent delivery. While the national model is under development, Queensland will continue to deliver SST services to NDIS participants until December 2023. 	
Disability and Community Supports			
<p>Work with the National Disability Insurance Agency (NDIA) to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DCDSS lead).</p> <p>Note: Sector Development Fund funding ceased on 30 June 2018.</p>	<ul style="list-style-type: none"> ▶ Lead and facilitate whole-of-government and agency National Disability Insurance Scheme 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. ▶ Continue to fund sector development activities. ▶ Continue to undertake intergovernmental activities to support governance of the NDIS. 	<ul style="list-style-type: none"> ▶ In 2018-19, DCDSS developed and executed two statewide campaigns to raise awareness of transition to the NDIS. ▶ At 30 June 2019, over 61,000 Queenslanders were already in, or seeking access to, the NDIS, including children in the Early Childhood Early Intervention pathway. Of these: <ul style="list-style-type: none"> • almost 49,900 active participants had a NDIS plan approved in Queensland, with 33,300 approved in 2018-19 • over 3500 had met access requirements and were in planning or soon to commence planning • almost 15,000 Queenslanders were receiving funded disability supports for the first time • 93.8 per cent of former clients supported under the <i>Disability Services Act 2006</i>, who actively sought access were successful and a further 3.1 per cent were in, or commencing, the access process. ▶ All Disability Services-eligible clients who chose to transition to the NDIS or other pathways were supported and DCDSS ensured they continued to receive their funded disability supports and services until they transitioned. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> ▶ DCDSS continued to assist clients who did not achieve their NDIS plan approval by the end of transition for their location. ▶ Reform Leaders Group and Transition Steering Committee meetings held in accordance with the terms of reference. ▶ DCDSS continued to undertake intergovernmental activities to support governance arrangements for the scheme. 	
Continue to support readiness for the NDIS of participants and providers, and provide funding for disability support until transition to the NDIS.	▶ Not applicable. ²	<ul style="list-style-type: none"> ▶ DCDSS provided \$1.45 million in funding to build the capacity of people with disability to engage with the NDIS, including: <ul style="list-style-type: none"> • people who were transient/at risk of homelessness, living in hostels, boarding houses and caravan parks, or isolated from services, and unaware of support available through NDIS • NDIS eligible recipients of Queensland Community Care (QCC) services who were identified as needing additional support to successfully make an NDIS access request • identified people from culturally and linguistically diverse backgrounds (CALD) who required assistance to make NDIS access requests • Aboriginal and Torres Strait Islander peoples across South East Queensland, who needed additional support to successfully make an NDIS access request. ▶ Over 500 people were supported to complete the NDIS access request process and gather supporting evidence. ▶ Over 90 activities provided information and support to enable over 7000 attendees (workers and volunteers with trusted relationships with the person) to assist the transient/risk of homelessness cohort with access to the NDIS participant pathway. 	Not applicable

² Note: While this activity was completed by 30 June 2018 in preparation for full scheme implementation of the NDIS beginning 1 July 2019 DCDSS continued to provide funding and support for readiness activities.

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> ▶ DCDSS allocated \$2.8million for Information, Linkages and Capacity Building (ILC) readiness activities that delivered: <ul style="list-style-type: none"> • 15 ILC workshops with over 450 participants were held in metropolitan, regional, rural and remote locations across Queensland • three regional Inclusion Ready Officers in place in Atherton, Mt Isa and Hervey Bay working on inclusion projects • six digital stories about social and economic inclusion of people with disability • an Inclusion Ready Summit, with more than 120 participants. ▶ DCDSS in partnership with DESBT provided almost \$1 million in funding to enable the ongoing delivery of the NDIS Workforce Project aimed at workforce solutions to meet demand under the NDIS in Queensland. Key initiatives included: <ul style="list-style-type: none"> • extensive careers in disability promotional campaign to attract workers to the sector, including social media, careers in disability website and video production • six job roadshows and employer connection events, matching local job-seekers with sector employers. • targeted recruitment and training strategies and local workforce action plans with specific opportunities to engage and connect Aboriginal and Torres Strait Islander peoples with employers and jobs in the disability sector. 	
	<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"> ▶ DCDSS invested \$251,000 in providing personal care support to two people with newly acquired spinal cord injury discharging from the Spinal Injuries Unit of the Princess Alexandra Hospital. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
		<ul style="list-style-type: none"> ▶ A further \$261,000 in capacity funding was allocated to six clients. Provision of this support enabled timely discharge and earlier re-integration of the person to their community ▶ \$300,000 was also allocated to assist three people with newly acquired spinal cord injury with essential modifications to their home. These modifications enabled safe and timely discharge. 	
	<ul style="list-style-type: none"> ▶ Provide funding to support young adults with disability leaving the care of the state, who are yet to transition to the NDIS. 	<ul style="list-style-type: none"> ▶ \$840,000 was allocated to support six young people with disability, five in the North Coast region and one in the Brisbane region, who exited the care of the state between 1 July 2018 and 31 December 2018. 	Delivered
<p>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.</p>	<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 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over have been successfully transferred to the Commonwealth Continuity of Support Programme. ▶ While data indicates there are no clients aged 65 years or over who still require services to be transferred to the Commonwealth Continuity of Support Programme, should eligible clients be identified, they will continue to be referred to the Commonwealth. 	Delivered
<p>Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme.</p>	<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 communities. ▶ Fund Aboriginal and Torres Strait Islander, and mainstream, 	<ul style="list-style-type: none"> ▶ DCDSS established the policy, practice and funding frameworks for the new Queensland Community Support Scheme (QCSS) designed to provide supports to people with disability or chronic health conditions who are not eligible for supports through the NDIS or other avenues. ▶ DCDSS implemented a statewide procurement process to establish QCSS services across the state. As a result, contracts are in place and service provision commenced on 1 July 2019. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<p>organisations to deliver culturally appropriate Community Care services, particularly in rural and remote regions and Indigenous communities.</p> <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"> ▶ Targeted funding arrangements were implemented for QCSS services to discrete Aboriginal communities. Contracts are in place to enable service provision to commence on 1 July 2019. ▶ Design work was completed to ensure the Human Services Quality Framework applies to services funded under QCSS. 	
<p>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 National Disability Insurance Scheme.</p>	<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"> ▶ Former Aboriginal and Torres Strait Islander clients aged 50 to 64 years have been successfully transitioned to the NDIS or have chosen to take up aged care services. No former clients in this cohort required transition to the Commonwealth Continuity of Support Programme. ▶ As at 30 June 2019, 38 former clients have transitioned to the state-funded Continuity of Support program. ▶ The number of Continuity of Support clients aged under 65 years has fluctuated throughout transition as clients have been supported to make new access requests to the NDIS, where applicable, and have received 'access met' with new diagnostic information provided. 	Delivered
<p>Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework and contributing to implementing the National Disability Insurance Scheme</p>	<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. 	<ul style="list-style-type: none"> ▶ Human Services Quality Framework continued to be used to monitor services funded by DCDSS and new NDIS providers until transition. ▶ DCDSS represented Queensland in finalising rules made under the NDIS Act, including the National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 and the National Disability Insurance Scheme 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
National Quality and Safeguarding Framework.	<ul style="list-style-type: none"> ▶ Provide communication and training as transition to the NDIS continues. ▶ Contribute to national work to implement the NDIS Quality and Safeguarding Framework. 	<p>(Restrictive Practices and Behaviour Support) Rules 2018, which commenced in Queensland on 1 July 2019 and supported the commencement of the NDIS Quality and Safeguards Commission operations in Queensland from 1 July 2019.</p> <ul style="list-style-type: none"> ▶ NDIS Quality and Safeguarding Framework communication and engagement activities included: <ul style="list-style-type: none"> • online engagement activities during October and November 2018 • regional forums held across Queensland during October and November 2018 • online engagement activities via the Queensland Communities Hub • development of website and fact sheets on worker screening and restrictive practice requirements for providers delivering NDIS supports in services in Queensland from 1 July 2019. ▶ The NDIS whole-of-government legislative review was completed with the commencement of the <i>Disability Services and Other Legislation (NDIS) Amendment Act 2019</i> on 1 July 2019, which made legislative amendments to facilitate the commencement and operation of the NDIS Quality and Safeguards Commission in Queensland from that date. 	
Building cultural capability			
Build the capability of communities and the disability services sector to deliver support to Aboriginal and Torres Strait Islander peoples with	▶ Not applicable. ³	▶ DCDSS provided \$250,000 in funding to the Institute for Urban Indigenous Health to assist Aboriginal and Torres Strait Islander peoples with disability (and their families) living in Moreton Bay, Fraser Coast and Brisbane to	Not applicable

³ Note: While Sector Development Fund funding ceased on 30 June 2018 DCDSS continued to provide funding and support for readiness activities

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
disability and support the readiness of Aboriginal and Torres Strait Islander peoples to transition to the NDIS.		understand the NDIS and successfully make an access request to the NDIS. <ul style="list-style-type: none"> Support provided to 275 NDIS-eligible people to complete and submit the NDIS Access Request and/or Access Request — Supporting Evidence forms. 	
Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in an NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	▶ Not applicable. ⁴	▶ DCDSS provided \$50,000 in funding to assist a targeted number of people from culturally and linguistically diverse backgrounds who had not been able to access the NDIS or had Access Requests denied. ▶ Through the use of interpreters and/or bi-cultural workers, assistance was provided to 47 people including: <ul style="list-style-type: none"> clarification of NDIS application, planning and funding processes making verbal access requests to the NDIA completion and submission of Access Request Forms to the NDIA. 	Not applicable
Justice and Community Safety			
Lead implementation of the Queensland Violence against Women Prevention Plan 2016-22 (DCSYW), which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need.	▶ Engage with the NDIA to consider and respond to the risks and experiences of violence for women with disability. ▶ Consider outcomes of the review to address the impact of domestic and family violence on people with disability. This addresses Recommendation 10 of the <i>Not Now, Not Ever: Putting</i>	▶ In 2018-19, DCDSS released Queensland's plan to respond to domestic and family violence against people with disability and the <i>Not Now, Not Ever</i> Recommendation 10 review report addressing the impact of domestic and family against people with disability. ▶ Between November 2018 and June 2019, DCDSS undertook a joint initiative with the Queensland Police Service (QPS) Gold Coast Police District — the Disability and Elder Abuse Trial (DEAT). An officer from DCDSS worked with QPS and the Gold Coast Domestic and Family	Delivered

⁴ Note: While Sector Development Fund funding ceased on 30 June 2018 DCDSS continued to provide funding and support for readiness activities

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
	<p><i>an end to domestic and family violence in Queensland</i> 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>Violence Taskforce, by identifying referral and reporting pathways for people with disability and older people impacted by or at risk of abuse. DEAT has provided information to improve disability awareness, knowledge and capability of domestic and family violence services, aged care services and other sector providers.</p>	
<p>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.</p>	<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"> ▶ Funded delivery of the EAPU Year in Review document, which showed an 18 per cent increase in the number of calls to the Elder Abuse Helpline from the previous year. ▶ Monitored performance of seniors legal and support services through quarterly reporting. From 1 July 2018 to 30 June 2019 the five existing seniors legal and support services provided: <ul style="list-style-type: none"> • 5395 people with information and advice • 1205 clients with case management. ▶ Five new seniors legal and support services in Gladstone, Rockhampton, Gold Coast, Sunshine Coast and Mackay, established by Relationships Australia Queensland in June 2018, have provided: <ul style="list-style-type: none"> • 1358 people with information, advice and referrals • 129 clients with case management • 70 people with brokered legal services. ▶ Discussions held with the EAPU and seniors legal and support services regarding inclusivity for seniors with a disability or impaired capacity. ▶ Issues pertaining to the abuse of older people with impaired decision-making capacity are a regular item of discussion at the EAPU Reference Group. The group includes representation from all key elder abuse stakeholders including the Public Trustee and Office of the Public Guardian. 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
<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, the effective oversight of the Forensic Disability Service, and a contemporary legislative framework consistent with complementary Queensland legislation.</p>	<ul style="list-style-type: none"> ▶ Complete a review of the <i>Forensic Disability Act 2011</i>. 	<ul style="list-style-type: none"> ▶ The Queensland Government tabled the Review of the operation of the Forensic Disability Act 2011 Report (FDA Review Report) in the Legislative Assembly on 9 October 2018. This included the independent system review report, Addressing Needs and Strengthening Services: Review of the Queensland Forensic Disability Service System Report (FDSS Review Report). 	<p>Delivered</p>
<p>Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.</p>	<ul style="list-style-type: none"> ▶ Promote toolkit of strategies and resources to assist organisations to apply the Vulnerability Framework, including applying the framework to people with disability. 	<ul style="list-style-type: none"> ▶ The Vulnerability Framework and Toolkit approved by the Queensland Government in November 2016, has been published in the document library under 'Mitigation, Resilience and Recovery' and 'People' on the Queensland Government Disaster Management Portal at: https://dmportal.disaster.qld.gov.au. ▶ The focus of this project is to ensure the needs of people with disability are considered in community recovery activities, disaster planning, preparedness, response and recovery. ▶ The Vulnerability Framework and Toolkit is intended to inform existing arrangements and plans for preparedness, response and recovery, as well as to support transition of the framework into business-as-usual. The Toolkit achieves this by providing a foundation for delivery of the framework. ▶ The Vulnerability Framework and Toolkit is now being used as the foundation for the development and implementation of a Disability Inclusive Disaster Risk Reduction Framework and Toolkit, which is being developed in collaboration with University of Sydney, Queenslanders with Disability Network and Community Services Industry Alliance. The first phase of the project will be delivered in September 2019. 	<p>Delivered</p>

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
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 Safeguards Framework.	<ul style="list-style-type: none"> ▶ In consultation with stakeholders, scope the need for, and extent of, safeguards that protect people with disability who are outside the NDIS Quality and Safeguarding Framework, from abuse and neglect. 	<ul style="list-style-type: none"> ▶ The NDIS whole-of-government legislative review was completed during 2018-19 and amendments commenced on 1 July 2019. ▶ The legislative review ensured robust quality and safeguards continue to apply in relation to disability services funded or provided by the Queensland Government outside the remit of the NDIS Quality and Safety Commission, such as Accommodation Support and Respite Services provided by the Queensland Government on an in-kind basis. ▶ The quality and safeguards that have been retained by the Queensland Government include criminal history screening of disability services workers, the regulation of the use of restrictive practices, complaints management processes, monitoring and investigations, the community visitor program and coronial jurisdiction for deaths in care. 	Delivered

LEADERSHIP AND PARTICIPATION

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Inclusion in consultation, civic participation and decision making and supporting leadership development			
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	<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"> ▶ DCDSS used a range of platforms for consultation and engagement, on major policy and program initiatives, including: <ul style="list-style-type: none"> • developing and hosting the Queensland Communities Hub, an online community engagement platform • use of Easy Read and accessible versions of any reading material 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
and carers (AAQ whole-of-government, DCDSS lead) .		<ul style="list-style-type: none"> • YouTube videos with explanatory information • regional and metro face-to-face forums and meetings • the DCDSS website • consultation with Queensland regional and advisory councils • distribution information via an e-newsletter with over 6000 subscribers. ▶ An example was the consultation and engagement on reshaping the <i>Disability Services Act 2006</i>, which used all of the above strategies, resulting in: <ul style="list-style-type: none"> • 226 survey submissions • 276 downloads of the options paper and 91 of the Easy Read version • 323 views of the YouTube videos. 	
Queensland Government agencies consult with people with disability when either developing a disability service plan 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"> ▶ DCDSS provided a vehicle for consultation, with representatives of people with disability, families and carers and the disability sector, for the Queensland Government via the Queensland and regional disability advisory councils and the Queensland Transition (NDIS) Advisory Group (QTAG). ▶ DCDSS, in collaboration with the Public Service Commission, hosted a whole-of- government All Abilities Queensland workshop on employment in May 2019. The workshop was designed to address the barriers to employment within the Queensland public service and provide opportunities for departments' representatives to consult with keynote speakers with lived experience. Members from the Queensland Disability Advisory Council attended the workshop and provided practical advice and feedback. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> ▶ Continue to monitor participant demographics for DCDSS leadership programs and leadership positions. 	<ul style="list-style-type: none"> ▶ In 2018-19, DCDSS continued to invest in the development of our current and future leaders through a range of leadership and professional development programs aligned to the Public Service Leadership competencies. ▶ Following machinery-of-government changes, participation in the STEPS and REACH programs was placed on hold in 2018-19, and the department's approach to leadership and other capability development was reviewed as a part of the development of the workforce capability plan 2019-23. Activities were consequently focused on identifying alternative leadership programs for 2019-20 and, as a result, the department will focus on the Lead4Qld program and performance management programs, all aligned with the leadership competencies for Queensland. Monitoring of staff demographics participating in these programs will occur in 2019-20. ▶ In 2018-19, the department also developed a Leadership Charter encompassing five leadership values: partnership, integrity, recognition, respect and innovation. This defines the department's commitment to the leadership values, behaviours and actions expected of those working in the department. 	Delivered
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	<ul style="list-style-type: none"> ▶ Continue to promote All Abilities Queensland and the DCDSS Disability Service Plan benefits, and share resources. ▶ QDAC and RDACs identify sectors to target (e.g. business, health, education, housing) and how to approach and influence these sectors. 	<ul style="list-style-type: none"> ▶ During 2018-19, the Queensland Disability Advisory Council had a total of 8 meeting days, and the 7 regional councils had 27 meeting days. ▶ Council members were also invited to attend other meetings throughout the year to represent the views of Queenslanders with disability, including national meetings and workshops with Queensland government departments. 	Delivered

DCDSS DSP commitments (2017-20 Actions)	What we said we would do (Year 2 2018-19 Activities)	What we did (2018-19 Progress/Achievements)	Status
with disability in communities, leading discussions about disability and inclusion, and contributing practical ideas and solutions for government consideration.	<ul style="list-style-type: none"> ▶ Members meet with targeted sectors to identify opportunities for change. ▶ Members reflect on outcomes achieved and refine resources to support council members to promote All Abilities Queensland. 		
Continue to convene the Queensland Carers Advisory Council (QCAC), which provides advice to the Minister for Seniors and Minister for Disability Services on carer-related issues.	<ul style="list-style-type: none"> ▶ Continue to convene the Queensland Carers Advisory Council to provide advice on Queensland Government policy and programs with implications for carers and the people they care for. 	<ul style="list-style-type: none"> ▶ Queensland Carers Advisory Council meetings were held on 17 December 2018 and 4 March 2019. 	Delivered
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).	<ul style="list-style-type: none"> ▶ Promote the Queensland Register of Nominees to Government Bodies to people with disability. ▶ Identify and promote information about Queensland Government boards, steering committees and advisory bodies, which is accessible and inclusive of women with disability. 	<ul style="list-style-type: none"> ▶ The All Abilities Queensland website promotes the register to all Queenslanders in an accessible and inclusive format. ▶ A resource, 'Increasing participation on boards and committees', has been developed to promote representation on government bodies. ▶ DCDSS continued to work with other government agencies to increase the diversity of representation on government boards. 	Delivered

Agency abbreviations

DCSYW	Department of Child Safety, Youth and Women
DCDSS	Department of Communities, Disability Services and Seniors
DESBT	Department of Employment, Small Business and Training
DHPW	Department of Housing and Public Works
DLGRMA	Department of Local Government, Racing and Multicultural Affairs
DTMR	Department of Transport and Main Roads
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 (<https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub>) 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.