1. **COMMUNITIES FOR ALL**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| 1.1 Changing attitudes and breaking down barriers by raising awareness and capability | | | | | |
| 1.1.1 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. | * Add further tools, resources and examples to website content as appropriate. | * Building on the All Abilities Queensland website content, four new videos were published for Disability Action Week 2019. * The videos highlighted the importance of creating employment pathways and opportunities for people living with disability and attracted approximately 180,000 views during Disability Action Week 15 – 22 September 2019 on DCDSS channels. * The All Abilities Queensland website has also been updated with a range of information for local government, the corporate sector, non-government organisations, communities and individuals to work in partnership to build a more accessible and inclusive Queensland * The All Abilities website had 11,187 page views from 1 July 2019 to 24 May 2020. | * Tools, resources and showcase examples progressively published (2017-20). | Strategic Projects, Communication and Governance  Disability Connect Queensland | Complete |
| 1.1.2 Support national communication strategies and activities to promote the National Disability Strategy 2010–2020 **(AAQ whole-of-government, DCDSS lead).** | * 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. | * DCDSS provided support for consultations conducted by the Australian Government Department of Social Services to inform the development of Australia’s disability policy beyond 2020. * DCDSS promoted Queensland beyond-2020 community consultation workshops, 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. * Commonwealth consultations on a new NDS were delayed due to the current COVID-19 pandemic. | * Queensland participates in and contributes to national communication strategies and activities. | Strategic Policy and Legislation | Complete |
| 1.1.3 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).** | * (Yr1) Develop information pack for ministers and consult with other Queensland Government agencies through the cross-agency reference group. * Distribute information pack to ministers. * (Yr2) Identify activities to date and further information needed to support ministers to raise awareness of disability with partners across their portfolio. * (Yr 3) Review and update information pack if required. | * Reviewed, revised and approved the AAQ information pack that contains resources covering: * inclusive 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. | * Any updates required are made to the information pack (2018-20). * Information pack provided to ministers to support development of partnerships (2017-18). | Strategic Projects, Communication and Governance  Disability Connect Queensland | Complete |
| 1.1.4 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).** | * Continue to implement disability awareness training within DCDSS. * Continue to make disability awareness training available to other Queensland Government agencies | * The DCDSS disability awareness program, ‘Inclusion is within everyone’s ability’ available on the department’s online learning platform, continues to be promoted to DCDSS staff, and is now a mandatory part of the DCDSS online induction training. * The program is available to all public sector employees through the whole-of-government website (ForGov), and was promoted to employees across all Queensland Government departments. * Number of times disability awareness training has been completed since roll out, across: * DCDSS – 277 (as at 27 May 2020) * Whole of government– 1032 (as at 27 May 2020). | * Disability awareness training available to DCDSS staff and implemented in DCDSS induction programs. * Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs (2017-18). | Corporate Services  Disability Connect Queensland | Complete |
| 1.1.5 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).** | * 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 inclusive communities, including information about larger changing facilities suitable for adults, and accessible, public toilets which are fully inclusive. | * 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. * As part of the AAQ information pack, which was provided to all Queensland Government MPs, a fact sheet was developed outlining how government and non-government organisations can develop disability access and inclusion plans. | * Letters sent to all local governments and key non-government stakeholders (2017-18). * Information to support local governments, non-government organisations and businesses to develop plans provided on dedicated website and through promotional activities (2017-20). | Disability Connect Queensland | Complete |
| 1.1.6 Promote and support Disability Action Week and International Day of people with disability to promote disability awareness and inclusion. | * Develop and implement Disability Action Week campaign. * Promote International Day of People with Disability through corporate channels | * During 2019-20 DCDSS provided Disability Community Events Grants totalling $151,000 which supported 49 community and not-for-profit groups to host: * 29 events across Queensland during Disability Action Week in September 2019 * 14 events on International Day of People with Disability on 3 December 2019. * 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 2019 campaign based on the theme, *All abilities Queensland: Everybody has a role to play in creating employment opportunities*, along with a targeted social media campaign (Facebook and Twitter) and website with supporting video content created in-house. * Throughout the week DCDSS implemented a weekly social media schedule that drove traffic to the All Abilities Queensland website and showcased community, government and organisational partner programs providing positive and meaningful employment opportunities for Queenslanders with disability. * The schedule included posts across DCDSS channels of [Thriving Communities on Facebook](https://www.facebook.com/Thrivingcommunitiesqld/) and [Disability Connect Queensland Twitter](https://twitter.com/disabilityqld). * During the week: * the website attracted approximately 4,044 views * social media messaging reached approximately 200,000 people across DCDSS channels. Partner agencies shared the campaign, as did Griffith University (including sharing posts with the university’s 31,000 followers on Twitter). * A foyer display in 1 William St featuring a TV playing the DCDSS DAW videos on loop, interactive activities simulating different types of vision impairments, factsheets on employing people with disabilities, DL flyers promoting the PSC Disabling the Barriers Knowledge Centre. * Screenings of the Wide Angle Film Festival were hosted by 35 business areas across Queensland and attended by 266 people. * 80 people attended the fully accessible panel discussion held in the 111 George St Auditorium. * More than 60 people registered interest in hosting a jobseeker with disability. * a launch for the release of a book by the Queensland Disability Advisory Council Chair was hosted by DCDSS was held at Parliament House and attended by the Minister for Communities, Minister for Disability Services and Seniors the Hon. Coralee O’Rourke and the Minister for Education and Minister for Industrial Relations the Hon. Grace Grace. * DCDSS promoted International Day of People with Disability by partnering with the Department of Employment, Training and Small Business (DETSB) to distribute the DAW videos to this key audience between 26 November and 2 December 2020. More than 120,000 people watched the videos on DETSB channels. * The All Abilities website had 11,187 page views from 1 July 2019 to 24 May 2020. | * Website and social media user data * Social media reach * Media coverage | Strategic Projects, Communication and Governance  Disability Connect Queensland | Complete |
| 1.1.7 Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department. | * 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:   + Seniors Week   + NAIDOC Week | * Information about creating inclusive, accessible events and celebrations continued to be provided on the All Abilities Queensland website. * One of the resources in the AAQ information pack provides practical advice for inclusion of people with disabilities and accessible events. The resources remind people that events such as Multicultural Month and NAIDOC Week should be inclusive of people with disability and provides practical advice for ensuring events are accessible. * 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. * Of the estimated 15,968 people who attended events across Queensland during Seniors Week in August 2019, it is estimated that 1203 people with disability attended. | * Celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability. | Strategic Projects, Communication and Governance  Disability Connect Queensland  Community Services and Seniors | Complete |
| 1.1.8 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).** | * 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. | * Information continues to be provided on the All Abilities Queensland website to guide staff: * when engaging venues or conducting events * to comply with *Australian Standards AS1428 of the Disability (Access to Premises - Buildings) Standards 2010* when making refurbishments to office space or building new facilities and leasing spaces. * The AAQ information pack provided to Ministers, Members of Parliament, Local Government and available on the All Abilities Website provides practical advice for ensuring: * inclusive and accessible events * accessible places and 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. | * Guidance provided to staff and on the new website about how to choose an accessible venue for an event or meeting. | Disability Connect Queensland  Corporate Services | Complete |
| 1.1.9 Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the *Advancing Queensland: an age-friendly community* grants program | * Commencing in 2017-18, commit $1 million per year for three years through the Advancing Queensland: an age-friendly community grants program to seed fund community projects in partnership with local government and other organisations to co-design, implement and promote innovative age-friendly projects including projects which benefit older people with disability. | * The 2019-20 Age Friendly Grants Program funded 18 organisations to deliver projects across the domains of social participation and communication and information. * Examples of the types of 2019-20 grants projects funded which benefit older people with disability include: * The Community Home Visiting Program delivered by the Older Men’s Network Inc * The Active Ageing Biloela project conducted by Blue Care Callide Valley * Enhanced participation and improved access to information for deaf seniors by Dear Services Limited * Hear Here Council project – a workforce training resource to enhance Local Government communication and information to older adults with hearing loss, delivered by Better Hearing Australia Brisbane Inc. * A total of 9 grant projects funded between 2017-2020 benefit older people with disability. | * Number of innovative projects delivered from the grants program which benefit older people including those with disability. | Community Services and Seniors | Complete |
| 1.1.10 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. | * 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. | * The All Abilities Queensland website continues to include practical 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. * Engaged with whole-of-government Inclusion and Diversity Community of Practice (I&D CoP) to determine need for information about accessibility across Queensland Government. | * Links to existing resources published on dedicated website. * Consultation with key partners undertaken to determine need for additional information. * Advice about accessibility requirements in planning the built environment is provided. | Disability Connect Queensland | Complete |
| 1.1.11 Promote public (business and community) awareness of the *Guide, Hearing and Assistance Dogs Act 2009* to improve access for people with disability and their guide, hearing and assistance dog to public places, public transport and accommodation. | * Continue to upload current information and resources on a dedicated website for the implementation of the *Guide, Hearing and Assistance Dogs Act 2009*. * Continue to update and provide material on the dedicated website in accessible formats. * Ensure electronic and hard copies of the booklets: Information for Trainers and Information for Businesses are distributed proactively and in response to any relevant complaints. * Analyse complaints and queries to inform future information and resources. | * 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 *Guide, Hearing and Assistance Dogs Act 2009* is promoted through approved trainers, training institutions and handlers and through timely responses provided to phone enquiries and emails received by the department. * In 2019-20 there were 24 complaints and queries made to the department relating to the *Guide, Hearing and Assistance Dogs Act 2009*; nine complaints were received in 2018-19 and 13 in 2017-18. * The majority of complaints related to refusal of access to public places. All matters were investigated with education material and information provided. * 485 Handler Cards were issued by DCDSS and three new trainers/training institutions were approved in 2019-20, up from 205 in 2018-19. | * Increase in inquiries and subsequent proactive engagement with members of the public and organisations which results in fewer complaints relating to the Guide, Hearing and Assistance Dogs Act 2009. * Information and resources relating to the Act are up to date. | Disability Connect Queensland | Complete |
| 1.1.a Continue to fund aids, equipment and vehicle modifications for eligible people with disability until transition to the NDIS is completed. | * No activities listed for this action in 2019-20. | * Action completed in 2018-19 and detailed in the [2018-19 DCDSS DSP Progress Report](https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf) | * Funding of aids, equipment and vehicle modifications for people with disability continues until all areas have transitioned to the NDIS. | Community Services and Seniors | Complete |
| 1.2 Accessible information | | | | | |
| 1.2.1 Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (**AAQ whole-of-government, DCDSS lead**). | * Update guidance material about accessible formats as needed. | * Continued to provide fully accessible, corporate branded document templates available on for the DCDSS intranet and continued to ensure information and materials published on the DCDSS website were provided in accessible formats. Existing content continued to be reviewed and updated. * Engaged with whole-of-government Inclusion and Diversity Community of Practice (I&D CoP) to increase awareness about accessible formats across Queensland Government. * Provided workshops on accessibility and inclusion of information to whole-of-government Social Media forum and DPC Communications professionals. * Information provided by DCDSS and Queensland Health in response to the COVID-19 health emergency was available in accessible formats. * Worked with the Department of Premier and Cabinet Queensland Register of Nominations for boards and committees and its promotional campaign were in accessible formats. * New information and materials published on the DCDSS website were provided in accessible formats, and existing content continued to be reviewed and updated. * Provided captioning of all in-house video content. * Information, Innovation and Recovery (II&R) has been working with Responsive Government on the development of a Whole of Government Federated Identity Platform and Graph API.  II&R has participated in trials with Responsive Government, and are ensuring that our systems are aligning with the platform standards and support information sharing through modern and automated integration. | * All new key Queensland Government information/materials are provided in accessible formats. * Existing content progressively reviewed and updated. * Information, Innovation and Recovery participate in reviews of whole of government federated identity and graph API policies | Disability Connect Queensland  Strategic Projects, Communication and Governance  Information, Innovation and Recovery, Corporate Services | Complete |
| 1.2.2 Government policies require Queensland Government websites to meet contemporary Australian Web Content 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**). | * Continue to ensure all DCDSS managed websites meet the government’s [IS26 guidelines](https://www.qgcio.qld.gov.au/products/qgea-documents/548-information/2446-internet-is26) which outline the requirements for Queensland Government agencies in the creation, implementation and management of Internet sites. * 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. | * All DCDSS-managed websites meet the government’s [IS26 guidelines](https://www.qgcio.qld.gov.au/products/qgea-documents/548-information/2446-internet-is26) as well as existing accessibility and usability standards. * 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: * used Siteimprove software to review departmental website usability. * continued to host all corporate multi-media content on YouTube so it meets maximum accessibility standards * 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 | * All new key DCDSS website content is accessible and complies with guidelines. * All DCDSS managed websites meet the government’s IS26 guidelines. * Web writing training is provided to departmental staff to improve understanding of accessibility. | Information, Innovation and Recovery, Corporate Services  Strategic Projects, Communication and Governance | Complete |
| 1.3 Welcoming and inclusive communities | | | | | |
| 1.3.1 Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events. (**AAQ whole-of-government, DCDSS lead**). | * Continue to promote the Companion Card * Continue to work with other agencies, including other participating jurisdictions to identify potential opportunities for continuous improvement of the national companion card scheme. | * At 30 June 2020, there were 809 businesses offering the Companion Card Scheme and 25,992 cardholders. | * Number of businesses offering the Companion Card scheme. * Number of Companion Cardholders. * The percentage increase in the number of affiliates and number of Companion Cardholders from the previous financial year. | Community Services and Seniors | Complete |
| 1.3.2 Promote uptake of the Carer Business Discount Card by businesses, including Queensland Government venues and events. | * Continue to promote the Carer Business Discount Card. | * As 31 March 2020, there were 4,333 active business outlets and 18,652 cardholders. | * Number of businesses offering the Carer Business Discount Card scheme. * Number of Carer Business Discount Cardholders. * The percentage increase in the number of affiliates and number of Carer Business Discount Cardholders from the previous financial year. | Community Services and Seniors | Complete |
| 1.3.3 Implement the *Queensland Financial Inclusion Plan* to improve financial security and resilience for Queenslanders including people with disability. | * Through implementation of the [Queensland Financial Inclusion Plan](https://www.qld.gov.au/community/losing-your-job-income/financial-literacy-resilience-services/index.html), provide information and resources to financial literacy and resilience services (Better Budgeting Services) funded by the department about making these services accessible and inclusive for people with disability. Financial literacy resilience services assist people to address their financial problems before they reach crisis point. | * 12,213 people accessed this service in 2019-20. * 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. | * Number of people receiving assistance through Better Budgeting Services. * Financial literacy and resilience services receive information and resources about providing services which are accessible and inclusive of people with disability. | Community Services and Seniors | Complete |
| 1.3.4 Work towards meeting Queensland’s commitment under the National Disability Strategy Second Implementation Plan to improve outcomes for Aboriginal peoples and Torres Strait Island peoples with disability. | * Implement actions for addressing recommendations from the Redfern Statement Disability Workshop. * Implement strategies to support Aboriginal and Torres Strait Islander peoples with disability who are in contact with the Criminal Justice System. | * DCDSS contributed to DATSIP initiatives such as ‘Changing Tracks’ and ‘Moving Ahead’ to ensure the needs of Aboriginal peoples and Torres Strait Island peoples with disability are addressed under the DCDSS vision of thriving communities. * $1.56M in readiness activities specifically for Aboriginal and Torres Strait Islander people. This included 224 information sessions across 66 communities and organisations to support participant readiness. Sector readiness activities included face to face meetings with 105 families; 124 presentations to local community leaders, Elders, service providers; stalls at 15 community events; participation in 11 media interviews and distribution of over 1000 promotional materials about NDIS. | * Outcomes for Aboriginal peoples and Torres Strait Island peoples with disability are improved. * Actions for addressing recommendations from the Redfern Statement Disability Workshop are identified and progressed. * Strategies to support Aboriginal peoples and Torres Strait Islander peoples with disability who are in contact with the Criminal Justice System are identified and progressed | Strategic Policy and Legislation  Disability Connect Queensland | Complete |
| 1.4 Respecting and promoting the rights of people with disability and recognising diversity | | | | | |
| 1.4.1 Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (**AAQ whole-of-government, DCDSS lead**). | * 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 development of legislation, policies and programs, and consultation mechanisms to ensure the needs or interests of people with disability are promoted and upheld. * Engage with key advisory bodies when developing and implementing policy and programs. | * 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. * In 2019-20 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. * The Queensland Disability Advisory Council and the Queensland Carers Advisory Council, representing people with disability, families and carers, provided DCDSS with independent advice on a range of matters relating to disability and carers. * DCDSS ensured the rights and interests of people with disability were actively considered regarding the proposal to ban single-use plastic products. * On 1 January 2020, the obligations for public entities under the *Human Rights Act 2019* commenced. During 2019-2020, DCDSS undertook work to implement the *Human Rights Act 2019* across the department including: * planning * communication and awareness building * identifying and responding to training needs * identifying and responding to public entities * reviewing existing legislation, policies, procedures, decision-making frameworks and service delivery models for compatibility with human rights * review the complaints process for dealing with human rights concerns, and * actively informing our stakeholders and customers of their rights. | * New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation. * Guidance and advice provided to other Queensland Government departments and programs areas within DCDSS about the development of legislation policies and programs and consultation mechanisms to ensure the needs or interests of people with disability are promoted and upheld. | Strategic Policy and Legislation  Disability Connect Queensland | Complete |
| 1.4.2 Review Queensland’s legislation to ensure readiness for full implementation of the National Disability Insurance Scheme. | * No activities listed for this action in 2019-20. | * The *Disability Services and Other Legislation (NDIS) Amendment Act 2019* 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. | * Review of legislation completed. | Strategic Policy and Legislation | Complete |
| 1.4.3 Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the National Disability Insurance Scheme. | * Fund all existing advocacy services for people with disability at the current level. | * 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. * Additional funding was provided to five Advocacy organisations in response to COVID-19 demands. | * Advocacy services are available to people with disability as they transition to the NDIS. | Disability Connect Queensland | Complete |
| 1.4.4 Government services and funded non-government services provide access to language, translating and communication services (**AAQ whole-of-government, DLGRMA lead**). | * Provide advice to other government agencies about requirements of the language services policy and how to access interpreter and translation services. * Provide advice to DCDSS staff (with a priority for front-line staff) on how to access a range of interpreter and translation services. * Provide advice to other government agencies about communication with people with disability. | * 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). * In 2019-20 DCDSS provided $752,515 of funding to Deaf Services Queensland through the Disability peak program 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 Islander peoples, people from culturally and linguistically diverse backgrounds (including South Sea Islander people), and people who are hearing and/or visually impaired. | * Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services. * Advice provided to other government agencies about requirements of the language services policy and how to access interpreter and translation services. * Advice provided to other government agencies about how to communicate with people with disability. * Advice provided to DCDSS staff on how to access a range of interpreter and translation support services. * Contracted service hours are delivered by SWITC to meet identified priority need (2017-19). | Disability Connect Queensland | Complete |

**2.LIFELONG LEARNING**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| 2.1 Primary, special and secondary schools | | | | | |
| 2.1.1 Invest in supports for students and school leavers. | * No activities listed for this action in 2019-20. | * Action completed in 2018-19 and detailed in the [2018-19 DCDSS DSP Progress Report](https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf) | * School leavers with disability receive funded supports. * My Future, My Life provider submits regular reports to confirm supports provided as contracted. | Community Services and Seniors | Complete |
| 2.2 Tertiary and vocational education | | | | | |
| 2.2.1 Ensure internal departmental training is accessible to employees with disability. | * Review and monitor internal departmental training content, processes and promotion, to ensure training is accessible to employees with disability. | * 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. * Launched Performance and Development Agreement resources as part of a proactive performance management approach. The new template is screen reader accessible and includes a statement of the department’s commitment to building an inclusive and diverse workforce. | * Internal departmental training content, processes and promotion are accessible and inclusive for employees with disability. * Accessibility of content and presentation mode of internal departmental training is evaluated to ensure accessibility for participants with disability. | Human Resources and Ethical Standards | Complete |

**3. EMPLOYMENT**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| 3.1 Leading the way — increasing opportunities in the Queensland public sector | | | | | |
| 3.1.1 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**). | * Enhance the equity and diversity in the workplace Question and Answer Guide to provide managers with additional information about workplace adjustment for employees with disability. | * 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. 4.55% of employees in DCDSS identified as living with disability as at 22 May 2020, higher than the Queensland government average of 2.94%. * Implementation of the DCDSS Diversity and Inclusion Strategy 2018-2020, which aligns with the Public Service Commission’s (PSC) Disabling the Barriers Implementation Plan, continued in 2019-20. * Previous workshops with managers and potential members of selection panels designed to improve capability of evidence-based decision making and to educate panels about a range of additional and/or alternative selection methods and tools, were reinforced through ensuring availability of online training and tools to raise awareness of unconscious bias. * Updated intranet 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 2019. * Hosted two job seekers with disability for work experience during AccessAbility Week 2019. * 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. The group expanded its representation of employees with a disability and assists networking opportunities across the agency. * 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 that is compliant with the *Human Rights Act 2019*. Ensured these documents were screen reader accessible. * 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, updated Careers section on DCDSS internet page to reinforce department’s aim to attract 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. * Information on relevant topics has been shared via informal staff communication channels (e.g. Yammer) to coincide with significant dates such as Neurodiversity Celebration Week, International Down’s Syndrome Day, Disability Action Week, AccessAbility Day, Autism Acceptance Week and Global Accessibility Awareness Day. | * The proportion of people with disability employed in the DCDSS workforce increases, noting the proportion of people with disability employed in the Queensland Public Sector workforce will increase towards eight per cent by 2022. * Departmental recruitment and selection panel members have greater awareness of equity and diversity issues and strategies relating to people with disability. * Networking opportunities for DCDSS employees with disability are promoted and supported. * Mentoring opportunities for employees with disability are identified, promoted and supported. * An inclusive and diverse workplace is supported through the sharing of success stories and other innovative initiatives. * Resources for managers about workplace adjustment are enhanced by 2019-20. | Corporate Services | Complete |
| 3.2 Increasing employment opportunities for Queenslanders with disability | | | | | |
| 3.2.1 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 for people with disability to participate in employment **(AAQ whole-of-government, DCDSS lead).** | * Identify information and promote, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment processes more accessible for uploading on the dedicated website. * Implement actions in the Partnering for the Future community services industry strategy to support employment opportunities for people with disability such as: * 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. | * Information about the benefits of employing people with disability, including links to resources and disability employment services, has been updated on [Queensland Government website](http://www.qld.gov.au/disability) and is available on the [Business Queensland website](http://www.business.qld.gov.au/ndis). * DCDSS hosted a panel discussion on the topic of “*Everybody has a role to play in creating employment opportunities*” in September 2019 with all speakers having lived experience of disability. * DCDSS hosted a panel discussion on the topic of “*Engaging with people on the Autism Spectrum in the Workplace*” featuring guest speakers from Autism Queensland in March 2020. Due to the Health Emergency this session was hosted as a Live Streamed event. This session was scheduled to be followed up by other sessions featuring Deaf Services Queensland, Vision Australia, and Epilepsy Queensland, however these have been suspended due to the COVID-19 Health Emergency. | * Information, resources and good practice examples uploaded to the dedicated website. * Actions in the Partnering for the Future community services industry strategy to support employment opportunities for people with disability are implemented. * The establishment of social enterprises in Queensland is supported. * A social enterprise market in Queensland is supported. | Disability Connect Queensland  Community Services and Seniors | Complete |

**4.EVERYDAY SERVICES**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| **4.1 Housing** | | | | | |
| 4.1.1 Complete housing projects for people with disability. | * No activities listed for this action in 2019-20. | * DCDSS worked with the Department of Housing and Public Works during COVID-19 to ensure funding could be secured to provide plain English resources to assist people with disability to utilise the Governments COVID-19 rental reforms. * During COVID19 DCDSS continued to work with the NDIS, Queensland Health and the Department of Housing and Public Works to transition long stay hospital patients with a disability into suitable alternate housing streams. | * Housing projects are completed. * Housing meets the prescribed standard of accessibility. | Community Services and Seniors  Disability Connect Queensland | Complete |
| 4.2 Health | | | | | |
| 4.2.1 Respond to the Office of the Public Advocate (Qld) report *Upholding the right to life and health: A review of the deaths in care of people with disability in Queensland.* | * 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. | * Actions specific to this report were completed in 2018-19; however, the department continued to provide training in positive behaviour support for Accommodation Support and Respite Services and provided advice and support to the wider disability sector regarding Queensland’s restrictive practices authorisation processes. This included a series of presentations to service providers throughout Queensland, in conjunction with the NDIS Quality and Safeguards Commission. The presentations provided guidance to service providers about the intersection of state and Commonwealth legislation in relation to the use and reporting of restrictive practices. * The induction program for Residential Care Officers (RCO) includes training around mealtime strategies, mealtime support plans and strategies to communicate with a person with disability as part of the initial training undertaken to complete the Certificate IV in Disability. | * Delivery of activities supports improved health outcomes of people with disability. | Disability Connect Queensland | Complete |
| 4.3 Transport | | | | | |
| 4.3.1 Support accessible transport and transport infrastructure. | * Provide advice about accessibility requirements in transport planning and transport-related infrastructure. | * 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: * 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: * 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. * On 9 October 2019, the Council of Australian Government’s Disability Reform Council endorsed an approach to improve the provision of transport supports under the NDIS. This includes interim measures to increase transport funding for NDIS participants who are significant users of taxi subsidy schemes, and the full reimbursement of states and territories for the continuation of their schemes for NDIS participants until longer-term transport support policy and funding is resolved. * On 16 June 2020, the Premier announced a stimulus package for Queensland taxi and limousine operators which included o: * One-off incentive payments of an additional $1,000 per vehicle for Wheelchair Accessible Taxi operators. | * DCDSS advice results in improved transport planning and transport-related infrastructure. | Strategic Policy and Legislation | Complete |
| 4.4 Disability and Community Supports | | | | | |
| 4.4.a 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)**.  **Note: Sector Development Fund funding ceased on 30 June 2018.** | * No activities listed for this action in 2019-20.   . | * The NDIS is now available to all eligible Queenslanders with disability. * At 30 June, almost 78,000 Queenslanders were already in, or seeking access to, the NDIS, including children in the Early Childhood Early Intervention pathway. Of these:   + almost 70,000 active participants had a NDIS plan, with approximately 20,000 approved in 2019-20.   + over 2,800 had met access requirements and were in planning or soon to commence planning   + almost 30,000 Queenslanders were receiving funded disability supports for the first time. * 96 per cent of former clients supported under the *Disability Services Act 2006*, who actively sought access were successful and a further 1 per cent were in, or commencing, the access process. * During full scheme discussions, the Queensland Government negotiated a $20M investment from the Commonwealth to increase the number of Queenslanders participating in the NDIS. * The Disability Connect and Outreach Program (DCOP) has been established to deliver this program of work over three years, including:   + Assessment and Referral Teams (ART)   + Targeted Outreach   + Building Market Capacity   + Research on utilisation of participant plans. * 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. * The Department of Communities, Disability Services and Seniors has taken a number of actions during this period to ensure NDIS participants maintain their supports, including:   + Assisted the Minister to advocate for necessary system change to support people with disability to continue to receive necessary supports, through COAG’s Disability Reform Council and directly with the Commonwealth Minister for the NDIS   + Published COVID-19 communications for people with disability and the disability sector and worked with Queensland Health and Queensland Police to augment Public Health Directives to support the work of the essential services of the disability sector   + Funded Queenslanders with Disability Network to produce a range of resources to assist people with disability in understanding COVID-19 and making necessary preparations. | * All existing eligible clients transition and access services through the NDIS by 30 June 2019. * Disability supports and funding continue to be provided to people with disability who are yet to transition to the NDIS   (2017-19).   * Sector development activities are funded (2017-18). * Intergovernmental activities to support governance of the NDIS are undertaken. | Disability Connect Queensland | Complete |
| 4.4.1 Continue to support readiness for the NDIS of participants and providers, and provide funding for disability support until transition to the NDIS. | * No activities listed for this action in 2019-20. | * NDIS readiness activities were provided for people with disability, their families and carers, existing and new service providers and for building Queensland’s disability sector workforce.   + $14.8M was spent on participant readiness activities   + $6.8M was spent on provider readiness activities   + $2M was spent on workforce readiness activities * The Queensland Government has also invested $1.56M in readiness activities specifically for Aboriginal and Torres Strait Islander people. * Funding of $20m over three years has been allocated to support the delivery of the NDIS in Queensland by increasing participant numbers through an Assessment and Referral Team (ART) within the Disability Connect and Outreach Program (DCOP). * ART provides individual support through the NDIS application process to people with disability aged 7 to 65yo who are:   + living in regional or remote areas   + school leavers   + attending a special school   + from culturally and linguistically diverse backgrounds (CALD)   + Aboriginal peoples and/or Torres Strait Islander peoples   + in youth detention   + an adult subject to supervision by Community Corrections   + leaving the criminal justice system. * Since launching in February 2020, ART has received over 800 referrals for support. 73% of people who received access met decisions with support from ART were previously on a negative pathway. This shows that there are still people who may be eligible for the NDIS who are yet to apply or who have been unsuccessful in their applications and who may benefit from ART’s intensive case management approach[[1]](#footnote-1). | * Readiness activities are effective, as evidenced through a six monthly evaluation and reporting process. | Disability Connect Queensland | Complete |
| * No activities listed for this action in 2019-20. | * Action completed in 2018-19 and detailed in the [2018-19 DCDSS DSP Progress Report](https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf) | * People with newly acquired spinal cord injuries are enabled to leave the Princess Alexandra Hospital and return to the community. | Not applicable | Complete |
| * No activities listed for this action in 2019-20. | * Action completed in 2018-19 and detailed in the [2018-19 DCDSS DSP Progress Report](https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf) | * Young adults with disability are enabled to leave the care of the state with due planning for their future. | Not applicable | Complete |
| 4.4.2 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. | * No activities listed for this action in 2019-20.9 | * Between December 2016 and June 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over was successfully transferred to the Commonwealth Continuity of Support Programme. * DCDSS retains responsibility for continuity of support for clients under 65 years of age who are ineligible for the NDIS. In 2019-20 a total of 44 individuals were supported through state Continuity of Support funding with an allocation of $1.6M. | * Existing clients 65 years and over transition to the Commonwealth Continuity of Support Programme. | Disability Accommodation, Respite and Forensic Services | Complete |
| 4.4.3 Continue delivering basic [community care services](https://www.qld.gov.au/community/getting-support-health-social-issue/access-community-care-services/) to people whose needs are not intended to be met by the National Disability Insurance Scheme. | * 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, organisations to deliver culturally appropriate Community Care services, particularly in rural and remote regions and Indigenous communities. * Continue to apply the Queensland Human Services Quality Framework to Community Care Services. | * The Queensland Community Support Scheme (QCSS) commenced 1 July 2019. Under the QCSS 164,737 hours of in-home Supports and 81,184 hours of Community Connection Supports have been provided[[2]](#footnote-2). As at 31 March 2020 a total of 7,568 people have received supports through QCSS[[3]](#footnote-3). | * Community care services are provided to eligible persons aged under 65 who are not eligible to participate in the NDIS. | Community Services and Seniors | Complete |
| 4.4.4 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. | * 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](https://agedcare.health.gov.au/programs-services/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. * Continue to provide continuity of support for eligible people with disability after transition to the NDIS is completed on  30 June 2019. | * In 2019-20 a total of 44 individuals were supported through state Continuity of Support funding with an allocation of $1.6M. | * Continuity of support process in place and accessible by eligible people with disability. | Community Services and Seniors | Complete |
| 4.4.5 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 National Quality and Safeguarding Framework. | * Not applicable | * Human Services Quality Framework continued to be used to monitor services funded by DCDSS and new NDIS providers until transition. * Information about the worker screening and restrictive practice requirements of the NDIS Quality and Safeguarding Framework continued to be available through the website and factsheets. * Throughout 2019‑20, DCDSS provided worker screening services for workers employed by NDIS providers and other workers engaged in state disability services, and performed behaviour support and restrictive practices authorisation functions in relation to NDIS participants and recipients of state disability services. * DCDSS represented Queensland on the NDIS Quality and Safeguarding Framework Review Working Group, which is developing the proposed approach for the Framework Review, for consideration by the Disability Reform Council. * Implementation of 2019-20 Quality Improvement Plan (QIP) which sets out performance targets on identified risk areas and sets out performance improvement initiatives for the service. * Implementation of AS&RS Governance Framework incorporating oversight, monitoring and reporting on performance targets in QIP (August 2019) * Audit Preparedness activities including Internal Assessments against the HSQS (ongoing) * External Certification Audit undertaken by IHCAC against HSQS (January 2020); Certification achieved 06/03/2020 – 06/03/2023 * Establishment of the AS&RS Service Support Unit’s Quality Management Team to support the state through rolling internal audit program and quality oversight. | * Queensland Human Services Quality Framework is in place until completion of NDIS transition. | Disability Connect Queensland  Disability Accommodation, Respite and Forensic Services | Complete |
| 4.5 Building cultural capability | | | | | |
| 4.5.1 Build the capability of communities and the disability services sector to deliver support to Aboriginal peoples and Torres Strait Island peoples with disability and support the readiness of Aboriginal peoples and Torres Strait Island peoples to transition to the NDIS. | * Not applicable.11 Note: Sector Development Fund funding ceased on 30 June 2018. | * Funding of $20m over three years for an Assessment and Referral Team (ART) to provide individual support through the NDIS application process to people with disability aged 7 to 65yo who are:   + Aboriginal peoples and/or Torres Strait Islander peoples   + living in regional or remote areas   + school leavers   + attending a special school   + from culturally and linguistically diverse backgrounds (CALD)   + in youth detention   + an adult subject to supervision by Community Corrections   + leaving the criminal justice system. * The Queensland Government has invested $1.56M in readiness activities specifically for Aboriginal and Torres Strait Islander people:   + participant readiness work - 224 info sessions - 66 A&TSI communities and organisations   + sector development work – face to face meetings with 105 families; 124 presentations to local community leaders, Elders, service providers; co-ordinated stalls at 15 community events; participated in 11 media interviews and distributed over 1000 promotional materials about NDIS | * Participant readiness activities are accessible to Aboriginal peoples and Torres Strait Island peoples with disability. * Supports and services to Aboriginal peoples and Torres Strait Island peoples with disability are maintained and improved during NDIS transition. | Disability Connect Queensland | Complete |
| 4.5.2 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. | * Funding of $20m over three years for an Assessment and Referral Team (ART) to provide individual support through the NDIS application process to people with disability aged 7 to 65yo, including to people who are from culturally and linguistically diverse backgrounds (CALD) * Since launching in February 2020, ART has received over 800 referrals for support. 73% of people who received access met decisions with support from ART were previously on a negative pathway. This shows that there are still people who may be eligible for the NDIS who are yet to apply or who have been unsuccessful in their applications and who may benefit from ART’s intensive case management approach[[4]](#footnote-4). | * Participant readiness activities accessible to people with disability from culturally and linguistically diverse backgrounds. * Supports and services to culturally and linguistically diverse Queenslanders with disability are maintained and improved during NDIS transition. | Disability Connect Queensland | Complete |
| 4.6 Justice and Community Safety | | | | | |
| 4.6.1 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 *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland* report, to inform service responses to women with disability who have experienced violence outside of an intimate partner, family or informal care relationship. * Continue to engage with specialist and non-specialist violence, community and health services to ensure services are accessible and appropriate to women with disability and acknowledge additional vulnerability to experiencing violence. | * The Queensland Government has completed 23 of the 26 actions in the Queensland Violence against Women Prevention Plan, or embedded them into business as usual activities. * Three actions will continue to be progressed as we implement Prevent. Support. Believe. Queensland’s Framework to address Sexual Violence * Commencement of implementation of *Queensland’s plan to respond to domestic and family violence against people with disability* (the plan), consisting of 22 discrete actions under the plan. * Actions are spread across four key focus areas; raising awareness, building sector capacity and capability, implementing practical responses and building the evidence. | * Specialist and non-specialist violence, community and health services are accessible and appropriate to women with disability and acknowledge their additional vulnerability to experiencing violence. | Community Services and Seniors  Strategic Policy and Legislation  Disability Connect Queensland | Complete |
| 4.6.2 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. | * Provide ongoing funding of: * 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 underserviced areas of Queensland. * Provide information to the above services about how to be inclusive of seniors with disability or impaired capacity. | * Monitored performance of seniors legal and support services through quarterly reporting. From 1 July 2019 to 31 March 2020 the eleven seniors legal and support services, located in Brisbane, Toowoomba, Gold Coast, Sunshine Coast, Gladstone, Bundaberg, Hervey Bay, Rockhampton, Mackay, Townsville and Cairns have assisted over 8700 senior Queenslanders with free legal advice and representation to resolve elder abuse and other legal issues | * Funds and relevant information provided. | Community Services and Seniors | Complete |
| 4.6.a Complete the review of the *Forensic Disability Act 2011* 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. | * Review completed in 2018 | * Action completed in 2018-19 and detailed in the [2018-19 DCDSS DSP Progress Report](https://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf) | * Review of the *Forensic Disability Act 2011* completed. | Strategic Policy and Legislation | Complete |
| 4.6.3 Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable. | * Promote toolkit of strategies and resources to assist organisations to apply the Vulnerability Framework, including applying the framework to people with disability. * Continue to consider people with disability in Community recovery activities. | * 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](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 | * Framework published online. * Consultation about implementation conducted with stakeholders. * On-line toolkit is promoted. * People with disability are considered in community recovery activities. | Community Services and Seniors | Complete |
| 4.6.4 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. | * Share information tailored to meet the needs of various stakeholders, about systems, resources and safeguards that protect people with disability who are outside the NDIS Quality and Safeguarding Framework, from abuse and neglect | * Legislative amendments commenced on 1 July 2019 to ensure 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 Safeguards Commission, such as Accommodation Support and Respite Services provided by the Queensland Government on an in-kind basis. * Throughout 2019-20, the Queensland Government continued to provide criminal history screening of disability services workers, the authorisation of the use of restrictive practices, complaints management processes, monitoring and investigations, the community visitor program and coronial jurisdiction for deaths in care in relation to disability services outside the remit of the NDIS Commission. * A national NDIS worker screening system is under development and due to commence in 2020‑21. The national system will enable a consistent approach to criminal history screening of all NDIS workers. * In preparation for the new national system starting in Queensland, DCDSS has released an online employee screening portal to streamline the yellow card application process. This will help to ensure that people with disability are protected from abuse and neglect. * Criminal history screening (yellow card):   + In 2019-20 DCDSS:     - received 33,620 worker screening applications     - issued 31,111 positive notices * Complaints and investigations:   + In 2019-20 (up to 30 April 2020) DCDSS received 391 complaints, 201 related to the NDIS. | * Systems, resources and safeguards which protect people with disability who are outside the NDIS Quality and Safeguarding Framework from abuse and neglect are scoped. | Disability Connect Queensland  Strategic Policy and Legislation | Complete |

**5.LEADERSHIP AND PARTICIPATION**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| 5.1 Inclusion in consultation, civic participation and decision making and supporting leadership development | | | | | |
| 5.1.1 Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers **(AAQ whole-of-government, DCDSS lead).** | * 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. | * DCDSS used a range of platforms for consultation and engagement, on major policy and program initiatives, including: * developing and hosting the Queensland Communities Hub, an online community engagement platform * 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 engagement with the public on the COVID-19 health emergency, which provided information in the following formats: * Easy Read * Board symbols and ALD chat board * Auslan Video * Captioned Video * Screen Reader Accessible, and * translation in 46 languages | * Increased participation of people with disability in consultation. * Options for engagement promoted. | Strategic Projects, Communication and Governance  Disability Connect Queensland | Complete |
| 5.1.2 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).** | * Seek input from people with disability (including staff) in implementing and reviewing progress against DCDSS Disability Service Plan actions. | * 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 Disability Advisory Council and the Queensland Transition (NDIS) Advisory Group (QTAG). | * People with disability provide input to implementation and review of progress against Queensland Government Disability Service Plans 2017-19. | Disability Connect Queensland | Complete |
| 5.1.3 Existing leadership programs are accessible and inclusive of Queenslanders with disability **(AAQ whole-of-government, DCDSS lead).** | * Continue to monitor participant demographics for DCDSS leadership programs and leadership positions. | * 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. | * Application and assessment processes for Queensland Government leadership programs are accessible. * Participant demographics for Queensland Government leadership programs are representative of the community. | Human Resources and Ethical Standards | Complete |
| 5.1.4 Support the Queensland Disability Advisory Council (QDAC) and seven Regional Disability Advisory Councils (RDACs) to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion, and contributing practical ideas and solutions for government consideration. | * 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. * 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. | * During 2019-20, the Queensland Disability Advisory Council met seven times. * QDAC meet more frequently via telelink and video link from April 2020 to June 2020 due to COVID-19. * 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. * QDAC provided input and feedback on topics such as: * Impact of *Human Rights Act 2019* for people with disability and sector compliance * NDIS issues such as the Full Scheme Agreement, transport, nursing supports * National Disability Strategy * Queensland Disability Advisory Strategy * DCQ work program * All Abilities Queensland strategy * Employment strategy for people with disability * The Engagement Hub * The proposed banning of single-use plastics * The Senate Select Committee on Autism * Worker Screening and the National/state legislative change and the DCQ Safeguards Worker Screening solution * Yellow Card risk assessments using complex case examples * The Disability Connect and Outreach Program including follow-up on regional opportunities and impacts * Impacts of COVID-19 on people with disability (information specific to the sector, accessibility of information formats, increased distress, education, essential services, NDIS funding, Roadmap to Recovery, DSP/JobSeeker) | * Information is provided about the number of times each council has met and the number of members attending each meeting. * Information provided on the issues identified by councils and practical ways the councils and members have informed government activities. | Disability Connect Queensland | Complete |
| 5.1.5 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. | * Continue to convene the [Queensland Carers Advisory Council](https://www.communities.qld.gov.au/community/carers/queensland-carers-advisory-council) to provide advice on Queensland Government policy and programs with implications for carers and the people they care for. | * Queensland Carers Advisory Council meetings were held on 8 July 2019, 4 November 2019 and 2 March 2020. Communiques are published on the [department’s website](https://www.communities.qld.gov.au/community/carers/queensland-carers-advisory-council). | * Three meetings held per year. | Community Services and Seniors | Complete |
| 5.1.6 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).** | * Promote the [Queensland Register of Nominees to Government Bodies](https://www.qld.gov.au/about/contact-government/have-your-say/board-committee) 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. | * The All Abilities Queensland website promotes the register to all Queenslanders in an accessible and inclusive format. * An accessible and inclusive resource and promotional campaign, ‘Increasing participation on boards and committees’, has been developed and distributed to promote representation on government bodies. It was shared on departmental social media platforms and included in the eNews. DCQ has continued to work with Department of Premier and Cabinet to improve the accessibility and inclusivity of the materials and registration of nominees webform. * DCDSS continued to work with other government agencies to increase the diversity of representation on government boards | * Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability. | Disability Connect Queensland | Complete |

**Responses to the COVID-19 Health Emergency prior to 30 June 2020**

| DCDSS DSP commitments  (2017-20 Actions) | What we said we would do  (Year 3 2019-20 Activities) | What we did  (2019-20 Progress/Achievements) | Success Measures | Responsible Area | Status |
| --- | --- | --- | --- | --- | --- |
| Measures to ensure the safety and inclusion of people with disability during the COVID-19 Health Emergency prior to 30 June 2020 | | | | | |
| Not applicable | * Not applicable | * As part of the COVID-19 response, DCQ established a dedicated team to identify, address and respond to issues impacting people with disability and the sector in Queensland through engaging with the sector, peak bodies and people with disability to understand the challenges they faced as a result of the pandemic. Some of the resulting 250 responses included:   + Provided guidance to service providers on COVID-19 responses that align with Public Health Directions issued by Queensland’s Chief Health Officer and best practice   + provided advice to people with disability and information to assist them during the pandemic   + listened to, and sought advice from peak organisations and the non-government sector, about the impacts of COVID-19 on the sector and people with disability   + recorded, assessed and actioned COVID-19 related issues   + provided support to people with disability through the Community Recovery hotline (1800 173 349) including delivery of essential food, household items and medicines   + continued to provide worker screening services for existing and new disability workers in both NDIS and non-NDIS service settings   + continued to provide legislative safeguards that regulate the use of restrictive practices in the context of COVID-19 Public Health Directions   + worked with Queensland Health and the NDIA to support the priority discharge of long-stay patients in hospital facilities who are NDIS participants or NDIS-eligible   + worked closely with the Commonwealth Government, the NDIA and the NDIS Commissioner to support a collaborative response to the COVID-19 threat. * Provided funding to Queenslanders with Disability Network (QDN) to produce a range of accessible resources to assist people with disability in understanding COVID-19 and making necessary preparations. As well as COVID-19 fact sheets, a tool called The Person-Centred Emergency Preparedness Planning Tool, was developed in collaboration with the University of Sydney to assist in making plans tailored to a person’s unique support needs. * Distributed special COVID-19 editions of the DCQ eNews covering: |  | Disability Connect Queensland  Community Services and Seniors | Complete |

**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**

1. 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.

1. 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](http://www.qld.gov.au/disability)
* [*All Abilities Queensland*  - Everybody has a role to play](http://www.allabilities.qld.gov.au)
* [State Disability Plan 2017-2020 - *All Abilities Queensland* : opportunities for all](file:///\\ebus.root.internal\dc\DCQ\IEA\AAQ\DCCDS%20DSP%20reporting\2019-20%20DSP%20progress%20report\Final%20Report\%09www.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: [enquiries@communities.qld.gov.au](mailto:enquiries@communities.qld.gov.au)
* [Queensland Government Website](http://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

**To provide feedback on this progress report**

Email [enquiries@communities.qld.gov.au](mailto:enquiries@communities.qld.gov.au)

1. Data at 15 May 2020 [↑](#footnote-ref-1)
2. figures represent supports provided between 1 July 2019 – 31 March 2020 [↑](#footnote-ref-2)
3. Total number of people to have received supports through QCSS between 1 July 2019 and 31 March 2020 [↑](#footnote-ref-3)
4. Data at 15 May 2020 [↑](#footnote-ref-4)