



Disability Service Plan 2017-2020

MESSAGE FROM THE DIRECTOR-GENERAL

The Department of Communities, Disability Services and Seniors (DCDSS) Disability Service Plan 2017-2020 affirms our commitment to leading action on inclusion and diversity for Queenslanders with disability.

This Disability Service Plan outlines the actions the department will take to progress the five priorities of the *All Abilities Queensland: opportunities for all state disability plan 2017-2020* to help build a Queensland where people with disability are respected for their abilities and have equal access to opportunities to contribute and participate in all that Queensland has to offer.

To drive real change, people with disability – our customers, stakeholders, members of the Queensland and Regional Disability Advisory Councils, and a number of our staff members with disability – have been involved in the development of this Disability Service Plan.

This plan will be implemented to achieve outcomes for all Queenslanders with disability, including Aboriginal and Torres Strait Islander people, seniors, and people from culturally and linguistically diverse backgrounds.

We will continue to collaboratively review this plan to ensure it is genuinely progressing inclusion, disability confidence and person-centred approaches, and enabling Queenslanders with disability to access opportunities on the same basis as everyone else.

Our department is working towards being a truly inclusive organisation which is responsive, accessible and welcoming to customers, employees and stakeholders of all abilities. Everyone benefits when communities are more inclusive and accessible and everyone in our community has a role to play in enabling opportunities for all.

We will build on investment in local community services and place-based responses to help disadvantaged communities thrive, and support the community services industry to deliver quality services, and build capacity and capability to enable jobs growth.

I look forward to working with departmental staff, our partners and Queensland communities to deliver the actions in this plan and create a fairer and more inclusive Queensland for people with disability, their families and carers.

About the Department of Communities, Disability Services and Seniors (DCDSS)

DCDSS has a significant reform and innovation agenda which aims to reduce disadvantage and advance strategies that promote positive outcomes for Queenslanders experiencing vulnerability or at risk of experiencing vulnerability. Through this work, we will build thriving communities that are inclusive, diverse, Age Friendly and All Abilities places, which are dynamic, exciting places in which to set up a business, get a job, raise a family and live a healthy and productive life.

As lead department for disability in Queensland, DCDSS plays a key role in building a more inclusive Queensland and promoting better outcomes for people with disability, to ensure that Queenslanders with disability, their families and carers can access opportunities on the same basis as everyone else. One way we are doing this is by getting Queensland ready for the National Disability Insurance Scheme (NDIS) and supporting transition. We are also continuing to deliver quality disability services, including direct provision of accommodation support and respite services during this time. DCDSS is also lead department for the implementation of *All Abilities Queensland: opportunities for all state disability plan 2017-2020 (All Abilities Queensland)*, and we are working with our partners across government, in the business sector and in the community to support the vision of “opportunities for all Queenslanders” across the priorities of communities for all; lifelong learning; employment; everyday services and leadership and participation. Our contribution to these priorities is detailed throughout this plan.

DCDSS has also embarked on a significant program of legislative, policy and practice reforms which provide new opportunities to address barriers faced by children, young people and adults with disability. The reforms aim to:

- ▶ enable children and young people with disability in care to transition successfully to adult life
- ▶ prevent and respond to domestic and family violence against women and children with disability
- ▶ promote action for children, young people and adults with disability from culturally and linguistically diverse backgrounds
- ▶ promote better outcomes for Aboriginal and Torres Strait Islander children, young people and adults with disability
- ▶ build age-friendly communities
- ▶ enable carers of children, young people and adults with disability and Seniors to participate in their communities
- ▶ assist people, including people with disability, their families and carers to enhance their financial resilience and address current financial difficulties.

About Disability Service Plans (DSPs)

1. Purpose of DSPs

The *Disability Services Act 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government departments/agencies to develop and implement a Disability Service Plan (DSP). The purpose of DSPs is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

2. Context

All Abilities Queensland sets a vision of "Opportunities for all Queenslanders" and outlines five priorities: (1) Communities for all; (2) Lifelong learning; (3) Employment; (4) Everyday services; and (5) Leadership and participation, to guide action by the Queensland Government and encourage others to act to bring the plan to life.

All Abilities Queensland and DSPs align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, *Driving Action 2015-2018*. The NDS represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. *Driving Action 2015-2018* builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort: (1) NDIS transition to full scheme; (2) improving employment outcomes for people with disability; (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability; and (4) communication activities to promote the intent of the strategy throughout the community.

All Abilities Queensland and DSPs also complement Queensland's transition to the NDIS, with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Finally, *All Abilities Queensland* and DSPs contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards 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.

3. DCDSS is committed to furthering the vision of the state disability plan

The vision of *All Abilities Queensland* is “opportunities for all Queenslanders”. This involves building a fairer, more inclusive Queensland where people with disability, their families and carers are able to access opportunities on the same basis as everyone else.

DCDSS is committed to putting people first by providing access to a range of universal and targeted services to support individuals and families across Queensland. The department aims to build thriving, resilient Queensland communities where people of all ages, backgrounds and abilities can participate, and enjoy high levels of social and economic wellbeing.

The actions in this Disability Service Plan will help the department to:

- ▶ lead and facilitate whole-of-government NDIS transition planning and implementation
- ▶ continue to deliver specialist disability support services and help eligible clients transition to the NDIS
- ▶ improve access to mainstream services for people with disability and reduce demand for more intensive services
- ▶ build on investment in local community services and place-based responses to help disadvantaged communities thrive
- ▶ support the community services industry to deliver quality services and build capacity and capability to enable jobs growth
- ▶ lead and facilitate the National Disability Strategy 2010-2020 in Queensland.

4. Monitoring and reporting

The department will report annually on the implementation of this plan and contribute to a yearly progress report on the implementation of *All Abilities Queensland*. Annual progress reports on *All Abilities Queensland* will also be shared with the Australian Government and other state and territory governments as part of reporting on Queensland’s commitment to the NDS.

Contact for more information

For further information

Telephone: 13 QGOV (13 74 68)*

Telephone Typewriter (TTY): 133 677

Email: disabilityinfo@disability.qld.gov.au

Website: www.qld.gov.au/disability

National Relay Service

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

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

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

Translating and Interpreting Service: 13 14 50

(Ask to be connected 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 Disability Service Plan

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.

Key

Actions with a teal background: All Abilities Queensland actions.

Actions with a cream background: DCDSS work areas.

COMMUNITIES FOR ALL

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Changing attitudes and breaking down barriers by raising awareness and capability				
Action: 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 (DCDSS).				
<ul style="list-style-type: none"> ▶ Develop and publicly release website. ▶ Develop and implement three-month communication strategy culminating in Disability Action Week to promote the website to the community and key stakeholders. ▶ Add website content progressively between July and September and at other times as appropriate. 	<ul style="list-style-type: none"> ▶ Add further tools, resources and examples to website content as appropriate. 	<ul style="list-style-type: none"> ▶ Same activity as 2018-19. 	<ul style="list-style-type: none"> ▶ New dedicated website launched (2017-18). ▶ Tools, resources and showcase examples progressively published (2017-20). 	<p>Strategic Communication and Engagement</p> <p>Strategic Policy and Intergovernmental Relations</p>
Action: Support national communication strategies and activities to promote the National Disability Strategy 2010-2020 (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"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Queensland participates in and contributes to national communication strategies and activities. 	<p>Strategic Policy and Intergovernmental Relations</p>
Action: 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 (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Develop information pack for ministers and consult with other Queensland Government agencies through the cross-agency reference group. ▶ Distribute information pack to ministers. 	<ul style="list-style-type: none"> ▶ 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"> ▶ Review and update information pack if required. 	<ul style="list-style-type: none"> ▶ Information pack provided to ministers to support development of partnerships (2017-18). ▶ Any updates required are made to the information pack (2018-20). 	<p>Strategic Policy and Intergovernmental Relations</p>

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Action: 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 (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Develop and pilot disability awareness online training with DCDSS staff. ▶ Engage with other Queensland Government agencies regarding training programs they are currently undertaking or developing and share this information with the cross-agency reference group if appropriate. ▶ Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments. ▶ Consider opportunities for incorporating disability awareness as a component of induction programs. 	<ul style="list-style-type: none"> ▶ 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"> ▶ Continue to implement disability awareness training within DCDSS. ▶ Continue to make disability awareness training available to other Queensland Government agencies. 	<ul style="list-style-type: none"> ▶ 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). 	<p>Human Resource and Ethical Standards</p> <p>Strategic Policy and Intergovernmental Relations</p>
Action: 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 (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 inclusive communities, including information about larger changing facilities suitable for adults, and accessible public toilets which are fully inclusive. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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). 	<p>Strategic Policy and Intergovernmental Relations</p>

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Action: Promote and support Disability Action Week and International Day of People with Disability to promote disability awareness and inclusion.				
<ul style="list-style-type: none"> ▶ Develop and implement Disability Action Week campaign aligned with new dedicated website. ▶ Promote International Day of People with Disability through corporate channels. 	<ul style="list-style-type: none"> ▶ Develop and implement Disability Action Week campaign. ▶ Promote International Day of People with Disability through corporate channels. 	<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"> ▶ Website and social media user data ▶ Social media reach ▶ Media coverage. 	<p>Strategic Communication and Engagement</p> <p>Strategic Policy and Intergovernmental Relations</p> <p>Disability Services Commissioning</p>
Action: Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department.				
<ul style="list-style-type: none"> ▶ Ensure celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability, and where possible promote awareness of people with disability through themes and activities. Celebrations and awareness raising activities include: <ul style="list-style-type: none"> ▶ Seniors week ▶ NAIDOC Week 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability. 	<p>Strategic Communication and Engagement</p> <p>Strategic Policy and Intergovernmental Relations</p> <p>Departmental NAIDOC Week Committee</p>
Action: 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 (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Research and promote information and resources for choosing venues for Queensland Government run events and venues. ▶ Investigate and develop information to support consideration of the needs of people with disability when buildings 	<ul style="list-style-type: none"> ▶ To be determined, based on implementation of 2017-18 activities. 	<ul style="list-style-type: none"> ▶ To be determined, based on implementation of 2017-18 activities. 	<ul style="list-style-type: none"> ▶ Guidance provided to staff and on the new website about how to choose an accessible venue for an event or meeting. 	<p>Strategic Policy and Intergovernmental Relations</p> <p>Property Services</p>

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
and venues used by the Queensland Government are refurbished or leases renewed.				
Action: 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 (DCDSS).				
<ul style="list-style-type: none"> ▶ Commencing in 2017-18, commit \$1 million per year for three years through the Advancing Queensland: an age-friendly community grants program to seed fund community projects in partnership with local government and other organisations to co-design, implement and promote innovative age-friendly projects including projects which benefit older people with disability. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Number of innovative projects delivered from the grants program which benefit older people including those with disability. 	Community Engagement
Action: 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 (DCDSS).				
<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"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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. 	Strategic Policy and Intergovernmental Relations
Action: 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>. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Reduction in complaints and queries to the department relating to the <i>Guide, Hearing and Assistance Dogs Act 2009</i>. 	Disability Services Commissioning

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
<ul style="list-style-type: none"> ▶ Continue to update and provide material on the dedicated website in accessible formats. ▶ Ensure electronic and hard copies of the booklets: Information for Trainers and Information for Businesses are distributed proactively and in response to any relevant complaints. ▶ Analyse complaints and queries to inform future information and resources. 			<ul style="list-style-type: none"> ▶ Information and resources relating to the Act are up to date. 	
Action: 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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Not applicable.¹ 	<ul style="list-style-type: none"> ▶ Funding of aids, equipment and vehicle modifications for people with disability continues until all areas have transitioned to the NDIS. 	Disability Services Commissioning
Accessible Information				
Action: Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (whole-of –government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Develop and promote guidance material for Queensland Government agencies about providing information in accessible formats. ▶ Review existing DCDSS information for accessibility and availability in multiple formats. 	<ul style="list-style-type: none"> ▶ Update guidance material about accessible formats as needed. 	<ul style="list-style-type: none"> ▶ Update guidance material about accessible formats as needed. 	<ul style="list-style-type: none"> ▶ All new key Queensland Government information/materials are provided in accessible formats. ▶ Existing content progressively reviewed and updated. 	Strategic Policy and Intergovernmental Relations Strategic Communication and Engagement/ Client Innovation and Information, Information, Innovation and Recovery

¹ Note: Implementation of the NDIS will be completed by 30 June 2019.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Action: Government policies require Queensland Government websites to meet contemporary <i>Australian Web Content Accessibility Guidelines</i>. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) (whole-of-government, DHPW lead).				
<ul style="list-style-type: none"> ▶ Continue to ensure all DCDSS managed websites meet the government's IS26 guidelines which outline the requirements for Queensland Government agencies in the creation, implementation and management of Internet sites. ▶ Assess or self-audit new web content, 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"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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. 	<p>Client Innovation and Information, Information, Innovation and Recovery</p> <p>Strategic Communication and Engagement</p>
Welcoming and inclusive communities				
Action: Promote uptake of the Companion Card program by businesses, including Queensland Government venues and events (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Continue to promote the Companion Card. ▶ Continue to work with other agencies including other participating jurisdictions to identify potential opportunities for continuous improvement of the national companion card scheme. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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. 	<p>Community Engagement</p>

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Action: 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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ 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 Engagement
Action: Implement the <i>Queensland Financial Inclusion Plan</i> to improve financial security and resilience for Queenslanders including people with disability (DCDSS).				
<ul style="list-style-type: none"> ▶ Through implementation of the <i>Queensland Financial Inclusion Plan</i>, provide information and resources to financial literacy and resilience services (Better Budgeting Services) funded by the department about making these services accessible and inclusive for people with disability. Financial literacy resilience services assist people to address their financial problems before they reach crisis point. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ 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
Action: Work towards meeting Queensland's commitment under the National Disability Strategy Second Implementation Plan to improve outcomes for Aboriginal and Torres Strait Islander people with disability.				
<ul style="list-style-type: none"> ▶ Investigate actions for addressing recommendations arising from the Redfern Statement Disability Workshop held on 2 May 2017. ▶ In conjunction with relevant agencies, explore strategies to support Aboriginal and Torres Strait Islander people with disability who are in contact with the Criminal Justice System. 	<ul style="list-style-type: none"> ▶ Implement actions for addressing recommendations from the Redfern Statement Disability Workshop. ▶ Implement strategies to support Aboriginal and Torres Strait Islander people with 	<ul style="list-style-type: none"> ▶ Same activities as 2018-19. 	<ul style="list-style-type: none"> ▶ Outcomes for Aboriginal and Torres Strait Islander people with disability are improved. ▶ Actions for addressing recommendations from the Redfern Statement Disability Workshop are identified and progressed. ▶ Strategies to support Aboriginal and Torres Strait Islander people 	Strategic Policy and Intergovernmental Relations

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
	disability who are in contact with the Criminal Justice System.		with disability who are in contact with the Criminal Justice System are identified and progressed.	
Respecting and promoting the rights of people with disability and recognising diversity				
Action: 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 (whole-of-government, DCDSS lead).				
<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, the National Disability Strategy 2010-2020 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. 	▶ Same activities as 2017-18.	▶ Same activities as 2017-18.	<ul style="list-style-type: none"> ▶ 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
Action: Review Queensland's legislation to ensure readiness for full implementation of the NDIS (DCDSS).				
<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 	▶ Same activity as 2017-18.	▶ Not applicable. ²	▶ Review of legislation completed.	Legal Policy and Legislation

²Note: Implementation of the NDIS will be completed by 30 June 2019.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
<p>restrictive practices, worker screening and the Community Visitor program.</p> <ul style="list-style-type: none"> ▶ Comprehensive review of the <i>Disability Services Act 2006</i> to determine what disability legislation for Queensland should look like beyond the full scheme NDIS to support Queenslanders with disability. 				
Action: Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS (DCDSS).				
<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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2018-19.³ 	<ul style="list-style-type: none"> ▶ Advocacy services are available to people with disability as they transition to the NDIS. 	Disability Services Commissioning
Action: Government services and funded non-government services provide access to language, translating and communication services (whole-of-government, DLGRMA lead).				
<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 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. ▶ Fund Deaf Services Queensland to provide the Support with Interpreting Translating and Communication (SWITC) program which assists funded non-government service providers to provide appropriate service responses 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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 	<ul style="list-style-type: none"> ▶ 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 	Strategic Policy and Intergovernmental Relations Disability Services Commissioning

³Note: From 1 July 2019 the NDIS will provide decision making support to assist individual participants, and legal and systemic advocacy will be available through the National Disability Advocacy Program.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
<p>to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds (including South Sea Islander people), and people who are hearing impaired, and/or visually impaired.</p> <p>▶ Provide interpreting services as well as captioning and loop services through SWITC.</p>		<p>communication with people with disability.</p>	<p>interpreter and translation support services.</p> <p>▶ Contracted service hours are delivered by SWITC to meet identified priority need (2017-19).</p>	

LIFELONG LEARNING

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Primary, special and secondary schools				
Action: Invest in supports for students and school leavers.				
<ul style="list-style-type: none"> ▶ Fund delivery of My Future, My Life to assist students with disability (who have not yet transitioned to the NDIS) before they leave school to make plans for and make choices about their future after they leave school, including delivery of eight workshops, 67 transition preparation sessions and 12 information and awareness sessions in locations yet to transition. ▶ Provide \$7 million funding to assist young people with disability leaving school in 2017 transition to adult life in the community.⁴ 	<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"> ▶ Not applicable.⁵ 	<ul style="list-style-type: none"> ▶ School leavers with disability receive funded supports. ▶ My Future, My Life provider submits regular reports to confirm supports provided as contracted. 	Disability Services Commissioning
Tertiary and Vocational Education				
Action: 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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ 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

⁴ Note: All students leaving school in 2018 will be in NDIS transitioning locations by the time funded supports commence in January 2019.

⁵ Note: Implementation of the NDIS will be completed by 30 June 2019.

EMPLOYMENT

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Leading the way – increasing opportunities in the Queensland public sector				
Action: 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 (whole-of-government, Public Service Commission lead).				
<ul style="list-style-type: none"> ▶ Enhance the department’s recruitment and selection resources to ensure the inclusion of people with disability. ▶ Place greater emphasis on additional or alternative recruitment and selection assessment methods and tools, to promote flexible processes. ▶ Scope interest from DCDSS employees with disability about establishing a network. ▶ Partner with the Public Service Commission to improve career opportunities for existing employees with disability and to increase pathways into employment. 	<ul style="list-style-type: none"> ▶ 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"> ▶ 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. 	<ul style="list-style-type: none"> ▶ 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. 	Human Resources and Ethical Standards

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Increasing employment opportunities for Queenslanders with disability				
Action: Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make the recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Identify information and promote resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment processes more accessible for uploading on the dedicated website. ▶ Implement actions 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"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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. 	<p>Strategic Policy and Intergovernmental Relations</p> <p>Community Services</p>

EVERYDAY SERVICES

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Housing				
Action: Complete housing projects for people with disability.				
<ul style="list-style-type: none"> ▶ Continue the following construction projects for housing for people with disability: <ul style="list-style-type: none"> ▶ five Elderly Parent Carer Innovation Initiative housing projects ▶ two housing projects for people with disabilities living in inappropriate health and aged care settings ▶ two housing projects for people with high and complex support needs ▶ one housing project for people with physical support needs ▶ one housing project for people with disabilities on Thursday Island. 	<ul style="list-style-type: none"> ▶ Complete housing projects identified in 2017-18 which continue into 2018-19. 	<ul style="list-style-type: none"> ▶ Not applicable.⁶ 	<ul style="list-style-type: none"> ▶ Housing projects are completed. ▶ Housing meets the prescribed standard of accessibility. 	Disability Services Commissioning Property Services
Health				
Action: 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> (DCDSS).				
<ul style="list-style-type: none"> ▶ Work closely with organisations to deliver training, workshops and support regarding health and well-being of people with disability in response to the Public Advocate's report into deaths in care. 	<ul style="list-style-type: none"> ▶ Continuation of 2017-18 activities to be confirmed. 	<ul style="list-style-type: none"> ▶ Continuation of 2017-18 activities to be confirmed. 	<ul style="list-style-type: none"> ▶ Delivery of activities supports improved health outcomes of people with disability. 	Centre of Excellence for Clinical Innovation and Behaviour Support
Transport				
Action: 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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ DCDSS advice results in improved transport planning and transport-related infrastructure. 	Strategic Policy and Intergovernmental relations

⁶Note: Implementation of the NDIS will be completed by 30 June 2019.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Disability and Community Supports				
Action: Work with the NDIA to provide a smooth transition to the NDIS (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Lead and facilitate whole-of-government and agency NDIS transition planning. ▶ Work with the NDIA to facilitate and manage transition of eligible people with disability to the NDIS. ▶ Continue to provide disability supports and funding to people with disability who are yet to transition to the NDIS. ▶ Continue to fund sector development activities. ▶ Continue to undertake intergovernmental activities to support governance of the NDIS. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18.⁷ 	<ul style="list-style-type: none"> ▶ Not applicable.⁸ 	<ul style="list-style-type: none"> ▶ 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. 	<p>Whole-of-government NDIS Implementation Program Management Office</p> <p>Disability Services Commissioning</p>
Action: Continue to support readiness for the NDIS of participants and providers, and provide funding for disability support until transition to the NDIS.				
<ul style="list-style-type: none"> ▶ Participant readiness activities are delivered up to six months prior to locations phasing to the NDIS. ▶ Deliver provider readiness activities to empower and enable existing and new service providers in hard to reach markets operating within the NDIS environment. 	<ul style="list-style-type: none"> ▶ Not applicable.⁹ 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁰ 	<ul style="list-style-type: none"> ▶ Readiness activities are effective, as evidenced through a six monthly evaluation and reporting process. 	<p>Disability Services Commissioning</p>
<ul style="list-style-type: none"> ▶ Provide funding to assist people with newly acquired spinal cord injuries to leave Princess 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Not applicable.¹¹ 	<ul style="list-style-type: none"> ▶ People with newly acquired spinal cord injuries are enabled to leave the Princess 	<p>Disability Services Commissioning</p>

⁷ Note: Sector Development Fund funding ceases on 30 June 2018.

⁸ Note: Implementation of the NDIS will be completed by 30 June 2019.

⁹ Note: This activity will be completed by 30 June 2019 in preparation for full scheme implementation of the NDIS beginning 1 July 2019.

¹⁰ Note: As above.

¹¹ Note: Implementation of the NDIS will be completed by 30 June 2019.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Alexandra Hospital and return to the community.			Alexandra Hospital and return to the community.	
▶ Provide funding to support young adults with disability leaving the care of the state, who are yet to transition to the NDIS.	▶ Same activity as 2017-18.	▶ Not applicable. ¹²	▶ Young adults with disability are enabled to leave the care of the state with due planning for their future.	Disability Services Commissioning
Action: 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.				
▶ Manage and support smooth transition of existing clients 65 years and over to the Commonwealth Continuity of Support Programme .	▶ Same activity as 2017-18.	▶ Not applicable. ¹³	▶ Existing clients 65 years and over transition to the Commonwealth Continuity of Support Programme.	Disability Services Commissioning
Action: Continue delivering basic community care services to people whose needs are not intended to be met by the NDIS (DCDSS).				
▶ 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. ¹⁴ ▶ 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.	▶ Same activities as 2017-18.	▶ Same activities as 2017-18.	▶ Community care services are provided to eligible persons aged under 65 who are not eligible to participate in the NDIS.	Disability Services Commissioning
Action: Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not meet the access criteria for the NDIS (DCDSS).				

¹² Note: Implementation of the NDIS will be completed by 30 June 2019.

¹³ Note: All affected clients in this cohort are expected to have transitioned to Commonwealth Continuity of Support Program by 30 June 2019.

¹⁴ Note: Community Care services will also continue to be funded for eligible people with disability, who live in areas that have not yet phased into the NDIS.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
<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"> ▶ Same activities as 2017-2018. 	<ul style="list-style-type: none"> ▶ Continue to provide continuity of support for eligible people with disability after transition to the NDIS is completed on 30 June 2019. 	<ul style="list-style-type: none"> ▶ Continuity of support process in place and accessible by eligible people with disability. 	Disability Services Commissioning
Action: Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework and contributing to implementing the NDIS Quality and Safeguarding Framework (DCDSS).				
<ul style="list-style-type: none"> ▶ Monitor the application and outcomes from the Queensland Human Services Quality Framework to ensure levels of quality and safety for consumers remain high. ▶ Provide communication and training as transition to the NDIS continues. ▶ Contribute to national work to implement the NDIS Quality and Safeguarding Framework. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-2018. 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁵ 	<ul style="list-style-type: none"> ▶ Queensland Human Services Quality Framework is in place until completion of NDIS transition. 	Disability Services Commissioning Legal Policy and Legislation
Building cultural capability				
Action: Build the capability of communities and the disability services sector to deliver support to Aboriginal and Torres Strait Islander people with disability and support the readiness of Aboriginal and Torres Strait Islander people to transition to the NDIS (DCDSS).				
<ul style="list-style-type: none"> ▶ Deliver targeted workshops, individual support, resources and activities to enable Aboriginal and Torres Strait Islander people with disability and service providers to prepare for the NDIS, through funds provided under the Sector Development Fund. 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁶ 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁷ 	<ul style="list-style-type: none"> ▶ Participant readiness activities are accessible to Aboriginal and Torres Strait people with disability. ▶ Supports and services to Aboriginal and Torres Strait Islander people with disability 	Disability Services Commissioning

¹⁵ Note: Implementation of the NDIS will be completed by 30 June 2019.

¹⁶ Note: Sector Development Fund funding ceases on 30 June 2018.

¹⁷ Note: As above.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
			are maintained and improved during NDIS transition.	
Action: Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks (DCDSS).				
<ul style="list-style-type: none"> ▶ Deliver targeted workshops, individual support, resources and activities to enable people with disability from culturally and linguistically diverse backgrounds and service providers to prepare for the NDIS, through funds provided under the Sector Development Fund. 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁸ 	<ul style="list-style-type: none"> ▶ Not applicable.¹⁹ 	<ul style="list-style-type: none"> ▶ 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 Services Commissioning
Justice and Community Safety				
Action: 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 (DCDSS).				
<ul style="list-style-type: none"> ▶ 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, which addresses Recommendation 10 of the <i>Not Now, Not Ever: Putting 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. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ 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 	<ul style="list-style-type: none"> ▶ 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 Strategic Policy and Intergovernmental Relations

¹⁸ Note: Sector Development Fund funding ceases on 30 June 2018.

¹⁹ Note: As above.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
		experiencing violence.		
Action: 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 (DCDSS).				
<ul style="list-style-type: none"> ▶ Provide ongoing funding of: <ul style="list-style-type: none"> ▶ the Elder Abuse Prevention Unit 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"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Funds and relevant information provided. 	<p>Community Engagement</p> <p>Strategic Policy and Intergovernmental Relations</p>
Action: Complete the review of the <i>Forensic Disability Act 2011</i> to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation (DCDSS).				
<ul style="list-style-type: none"> ▶ Progress a review of the <i>Forensic Disability Act 2011</i>. 	<ul style="list-style-type: none"> ▶ Complete a review of the <i>Forensic Disability Act 2011</i>. 	<ul style="list-style-type: none"> ▶ Not applicable.²⁰ 	<ul style="list-style-type: none"> ▶ Review of the <i>Forensic Disability Act 2011</i> completed. 	<p>Legal Policy and Legislation</p>
Action: Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable (DCDSS).				
<ul style="list-style-type: none"> ▶ Develop and publish online a toolkit of strategies and resources to assist organisations to apply People with vulnerabilities in disasters: A framework for an effective local response (the Vulnerability Framework), including strategies and 	<ul style="list-style-type: none"> ▶ Promote toolkit of strategies and resources to assist organisations to apply the Vulnerability Framework, 	<ul style="list-style-type: none"> ▶ Continue to consider people with disability in Community recovery activities. 	<ul style="list-style-type: none"> ▶ Framework published online. ▶ Consultation about implementation conducted with stakeholders. ▶ On-line toolkit is promoted. 	<p>Community Recovery</p>

²⁰ Note: Review scheduled to have been completed in 2018-19.

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
resources for applying the Vulnerability Framework to people with disability. ▶ Consult about implementation of the Vulnerability Framework conducted with stakeholders, including people with disability.	including applying the framework to people with disability.		▶ People with disability are considered in community recovery activities.	
Action: Scope the need for, and extent of, safeguards to prevent and address abuse and neglect of people with disability who are outside the NDIS Quality and Safeguarding Framework.				
Action to commence in 2018-19.	▶ 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.	▶ 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.	▶ Systems, resources and safeguards which protect people with disability who are outside the NDIS Quality and Safeguarding Framework from abuse and neglect are scoped.	Strategic Policy and Intergovernmental Relations Centre of Excellence for Clinical Excellence and Behaviour Support

LEADERSHIP AND PARTICIPATION

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Inclusion in consultation, civic participation and decision making and supporting leadership development				
Action: 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 (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Identify good practice processes for consultation and engagement, in consultation with key stakeholders. ▶ Promote processes and options for consulting and engaging with people with disability. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activities as 2017-18. 	<ul style="list-style-type: none"> ▶ Increased participation of people with disability in consultation. ▶ Options for engagement promoted. 	<p>Strategic Policy and Intergovernmental Relations</p> <p>Strategic Communication and Engagement</p>
Action: Queensland Government agencies consult with people with disability when either developing Disability Service Plans or implementing Disability Service Plan actions (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"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ People with disability provide input to implementation and review of progress against Queensland Government Disability Service Plans 2017-19. 	<p>Strategic Policy and Intergovernmental Relations</p>
Action: Existing leadership programs are accessible and inclusive of Queenslanders with disability (whole-of-government, DCDSS lead).				
<ul style="list-style-type: none"> ▶ Review application and assessment processes for DCDSS leadership programs (REACH, STEPS) to ensure they are accessible. ▶ Review participant demographics for DCDSS leadership programs. ▶ Engage with the Public Service Commission to determine strategy for communicating the need for other Queensland Government agencies to do the same types of reviews. 	<ul style="list-style-type: none"> ▶ Continue to monitor participant demographics for DCDSS leadership programs and leadership positions. 	<ul style="list-style-type: none"> ▶ Same activity as 2018-19. 	<ul style="list-style-type: none"> ▶ Application and assessment processes for Queensland Government leadership programs are accessible. ▶ Participant demographics for Queensland Government leadership programs are representative of the community. 	<p>Human Resources and Ethical Standards</p> <p>Strategic Policy and Intergovernmental Relations</p>

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
Action: Support the Queensland Disability Advisory Council (QDAC) and seven Regional Disability Advisory Councils (RDACs) to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for government consideration (DCDSS).				
<ul style="list-style-type: none"> ▶ Develop resources to support QDAC and RDAC members to promote <i>All Abilities Queensland</i> and the DCDSS Disability Service Plan, explain the benefits and share practical examples to deliver to their networks and broader communities. ▶ Work with members to identify opportunities for sharing these resources. ▶ Members meet with networks and broader community to promote <i>All Abilities Queensland</i>. ▶ Work with members to track/monitor opportunities undertaken and feedback. 	<ul style="list-style-type: none"> ▶ Continue to promote <i>All Abilities Queensland</i> 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 <i>All Abilities Queensland</i>. 	<ul style="list-style-type: none"> ▶ Same activities as 2018-19. 	<ul style="list-style-type: none"> ▶ 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 Services Commissioning
Action: Continue to convene the Queensland Carers Advisory Council which provides advice to the Minister for Seniors and Minister for Disability Services on carer-related issues (DCDSS).				
<ul style="list-style-type: none"> ▶ Continue to convene the Queensland Carers Advisory Council which provides advice on Queensland Government policy and programs 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-18. 	<ul style="list-style-type: none"> ▶ Three meetings held per year. 	Community Engagement

Year 1 2017-18 Activities	Year 2 2018-19 Activities	Year 3 2019-20 Activities	Success measures (that is, how we know we have completed these actions and activities)	Responsible area in DCDSS
with implications for carers and the people for whom they care.				
Action: Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (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 people with disability. 	▶ Same activities as 2017-18.	▶ Same activities as 2017-18.	▶ Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability.	Strategic Policy and Intergovernmental Relations