



Disability Service Plan 2020-21

MESSAGE FROM THE DIRECTOR-GENERAL

The Department of Communities, Disability Services and Seniors (DCDSS) Disability Service Plan 2020-21 affirms our commitment to leading action on inclusion and diversity for Queenslanders with disability.

This Disability Service Plan (DSP) 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* (AAQ) 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.

The final calendar year of our Disability Service Plan (2020) was always going to involve significant change. We knew it would include the final phases of transition to the National Disability Insurance Scheme (NDIS). We also understood that a new National Disability Strategy (NDS) was to be developed in 2020, and that this in turn would help guide our own review of AAQ to ensure alignment. Finally, we had also planned to review the DCDSS DSP to make sure it delivered on key AAQ strategies.

However, the impact of COVID-19 was not anticipated. This has heavily influenced the time sequence and focus of the next phases of our planning.

The Commonwealth Government announcement of anticipated delays with the redevelopment of the new NDS, in combination with the need for a dedicated focus on COVID-19 recovery, has had a significant flow-on effect to this DSP. Our approach has been to update and refresh our existing (2017-20) DSP and to develop a COVID-19 recovery supplement. This DSP will be operational for a maximum of 12 months, which will enable higher level decision making and agreement to be reached between Commonwealth and state governments and stakeholders on the focus for the future of disability across all jurisdictions.

We will continue to collaboratively review this plan to ensure it is genuinely progressing inclusion and person-centred approaches, and enabling Queenslanders with disability to access opportunities on the same basis as everyone else. This DSP will include a focus on the recovery from COVID-19.

I look forward to working with departmental staff, our partners and Queensland communities to deliver the actions in this important 12 month plan that will, in a new and challenging context, help 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 has a significant reform and delivery agenda that 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 are building thriving communities that are inclusive, diverse, age friendly and places for people of all abilities. We want communities to be 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. One key way we are doing this is by investing in 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. 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: Opportunities for all Queenslanders. We are doing this through the priorities of communities for all; lifelong learning; employment; everyday services and leadership and participation. Our contribution to these priorities in the 2020-21 year is detailed throughout this plan and in the COVID-19 supplement.

Key areas of delivery within our significant program of work includes ongoing direct services, legislative, policy and practice improvements and reforms that provide new opportunities to address barriers faced by people with disability. The work aims to:

- ▶ provide specialist disability accommodation and respite and forensic disability services
- ▶ use the NDIS as a platform for increasing the social and economic participation of people with disability
- ▶ build NDIS participation, outcomes and value for money through:
 - negotiating the most favourable full scheme NDIS arrangements for Queensland and Queenslanders with disability
 - providing assertive outreach to potential NDIS participants who may be living with disadvantage preventing them using typical pathways
 - linking NDIS outreach to end-to-end case management for those hard to reach potential participants who need help with access
 - examining the reasons for underutilisation of NDIS plans and taking practical steps to overcome barriers
- ▶ support the disability sector, including continuing to fund peak bodies to help the sector navigate the current change context and be as sustainable and competitive as possible
- ▶ strengthen and streamline the system of safeguards designed to protect the rights and safety of people with disability
- ▶ help people with disability to resolve issues and concerns by funding specialist systemic and individual advocacy
- ▶ highlight the need for improved outcomes for people with disability who are especially vulnerable, including those who are subject to domestic and family violence, living in remote locations where there is a lack of disability service supply or otherwise disadvantaged due to culture, language or concurrent health concerns, and
- ▶ assist people with disability and other vulnerable community members to enhance their financial resilience and address current financial difficulties.

About Disability Service Plans

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

The Minister for Communities and Minister for Disability Services and Seniors has set an ambitious agenda for an inclusive future enabling Queenslanders with disability to have the same access to opportunities as every other Queenslanders. This vision has been set through the five priority areas of *All Abilities Queensland* (detailed below) which guide us on the kinds of changes that we can make to grow a Queensland in which everybody can thrive and reach their full potential.

There are 938,100¹ people with disability across Queensland – that is one in five Queenslanders. As at 30 June 2020 more than 80,000 Queenslanders with disability were in or seeking access to the NDIS. The onus then falls to all governments and our communities to ensure that our services, programs and policies for all Queenslanders are designed and implemented, mindful of the needs of people with disability.

The past year has also seen historic change through the realisation of Queensland's first *Human Rights Act 2019* which commenced on 1 January 2020. All departments have a collective responsibility to make decisions and act compatibly with the human rights of individuals in our everyday business and interactions with the community. The department places the human rights of individuals, especially the most vulnerable, at the forefront of our service delivery. The ongoing implementation of the Act will offer an opportunity to refresh our approach and to be clear about the implications for people with disability in relation to our decision making and service provision.

On 5 April 2019, the Prime Minister announced a Royal Commission into violence, abuse, neglect and exploitation of people with disability; the Royal Commission is based in Brisbane. The department recognises the important opportunity created through the Royal Commission to contribute to better outcomes, enhance quality of life, strengthen safeguards, and improve access and inclusion for Queenslanders with disability. Over the life of this plan the department will be seeking to learn from the Royal Commission's findings about measures to provide safeguards and supports for people with disability and to build more inclusive communities.

Our stakeholders and partners remain critical to the department's engagement with people with disability, their carers and families. During implementation of this plan, we will continue to work through our advisory forums and key relationships with disability advocacy, peak bodies and Continuity of Support partners, to receive and seek insight and advice on issues arising for people with disability, their carers, families and service provision environment.

¹ 2018 Survey of Disability, Ageing and Carers (SDAC) (ABS 4430.0 2018)

State and national alignment of disability strategy

All Abilities Queensland sets a vision of “Opportunities for all Queenslanders” and outlines five priorities to guide action by the Queensland Government and encourage others to act to bring the plan to life:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services, and
5. Leadership and participation.

All Abilities Queensland and DSPs align with, and will deliver on, Queensland’s commitments under the *National Disability Strategy 2010–20* (NDS). It 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. As previously discussed, a new NDS is currently under development.

Queensland’s transition to the NDIS is a key deliverable under *All Abilities Queensland* and the DCDSS DSP. The transition of existing Queensland Government services, which DCDSS led, was completed by 30 June 2019. Commonwealth effort and investment to support access by new entrants to the NDIS is ongoing.

Importantly, *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. This is achieved through direct delivery of some services and investment in others. 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:

- ▶ complete NDIS transition and monitor value for money and participant outcomes from commencement of full scheme
- ▶ help eligible clients transition to the NDIS, with a focus on those people who may be disadvantaged
- ▶ continue to deliver specialist disability accommodation and respite support services

- ▶ deliver a community support scheme to help people with disability live in their own homes and participate in community with low-level supports
- ▶ streamline and strengthen safeguards for people with disability
- ▶ improve access to mainstream services for people with disability and reduce demand for more intensive services
- ▶ support the disability sector to deliver quality services and build capacity and capability to enable jobs growth, and
- ▶ lead implementation on the current National Disability Strategy 2010-20 in Queensland, and drive evidenced-based decisions on the development of the new Strategy.

The department will also focus on supporting the recovery of people with disability and the disability sector from COVID-19.

4. Monitoring and reporting

Progress under this DSP will be monitored by the Queensland Disability Advisory Council and the DCDSS Board of Management.

The department will report annually on the implementation of this DSP 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: disabilityconnect@communities.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: disabilityconnect@communities.qld.gov.au

To provide feedback on this Disability Service Plan

Call 13 QGOV (13 74 68)* or email: disabilityconnect@communities.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.

1. COMMUNITIES FOR ALL

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s 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"> ▶ Promote the All Abilities website. ▶ Develop and implement communication strategy culminating in Disability Action Week to promote the website to the community and key stakeholders. ▶ Add website content as appropriate. ▶ Add further tools, resources and examples to website content as appropriate. 	Completed and ongoing	<ul style="list-style-type: none"> ▶ Build upon digital presence through use of social media. ▶ Promote the AAQ information pack through the reshaped AAQ website and through social media channels and DCQ ebasts 	<ul style="list-style-type: none"> ▶ Ongoing maintenance of web and analytics demonstrate increasing traffic. ▶ Regular disability social media analytics showing increased views, likes and engagement. 	Disability Connect Queensland Strategic Projects, Communications and Governance
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 close out of the National Disability Strategy 2010-2020 and development of new national strategy ▶ Where activities relate to other Queensland Government agencies work to implement activities to promote the National Disability Strategy 2010-2020. 	Completed and ongoing	Collaborate with other jurisdictions on the review of the current NDS and the development of the new National Disability Strategy.	Interests of Queenslanders with disability are reflected in the new NDS.	Strategic Policy and Legislation Disability Connect Queensland
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. 	Completed	Review and update information pack to reflect key changes and updates to the Queensland disability context.	Updated information provided to ministers as	Disability Connect Queensland

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
▶ Distribute information pack to ministers.			required to support engagement.	
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. ▶ Make disability awareness training available to DCDSS staff. ▶ DCDSS developed Disability awareness training is made available to other Queensland Government agencies. 	▶ Completed	<ul style="list-style-type: none"> ▶ Continue to implement and promote disability awareness training within DCDSS. ▶ Continue to make disability awareness training available to other Queensland Government agencies learning management systems ▶ Promote disability awareness through e-blast and social media channels, DG newsletters and intranet forums 	▶ Disability awareness training available to DCDSS staff and implemented in DCDSS induction programs.	Disability Connect Queensland Corporate Services
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. 	▶ Completed and ongoing.	▶ Further promote information to support local governments, non-government organisations and businesses to develop access and inclusion plans.	▶ Information published and promoted to target audience/s.	Disability Connect Queensland Strategic Projects, Communications and Governance

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s 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 campaigns aligned with new dedicated website. ▶ Promote International Day of People with Disability through corporate channels. 	<ul style="list-style-type: none"> ▶ Completed 	<ul style="list-style-type: none"> ▶ Develop and implement COVID 19 safe Disability Action Week campaign for both Disability Action week and the promotion of International Day of People with Disability ▶ Develop a public awareness campaign for Disability Action Week to increase access by people with disability to critical elements of community life. 	<ul style="list-style-type: none"> ▶ Digital channel presence and analytics. 	Disability Connect Queensland Strategic Projects, Communications and Governance
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. 	<ul style="list-style-type: none"> ▶ Completed. 	<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. Maybe impacted by COVID-19 safety provisions. 	<ul style="list-style-type: none"> ▶ Feedback from participants with disability in events. 	All Programs
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 and venues used by the Queensland Government are refurbished or leases renewed. 	<ul style="list-style-type: none"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Promote resources in the AAQ information pack and all abilities website which supports consideration when choosing venues for Queensland Government ▶ Buildings used by the Queensland government are refurbished or leases renewed. 	<ul style="list-style-type: none"> ▶ Web analytics data show level of access and download of relevant resource.show increasing interest. 	Disability Connect Queensland Corporate Services Strategic Projects, Communications and Governance

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ When opportunities arise, provide advice and advocacy about inclusive design. 	<ul style="list-style-type: none"> ▶ Advice and advocacy about inclusive design is adopted when input is sought from DCDSS. 	<p>Strategic Policy and Legislation</p> <p>Disability Connect Queensland</p>
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> (GHAD). ▶ 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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Update GHAD web presence on People with Disability franchise website. ▶ Promote the rights of people with disability under the GHAD Act. 	<ul style="list-style-type: none"> ▶ Reduction in complaints and queries to the department relating to the GHAD Act. ▶ Published information and resources are up to date and user friendly. ▶ Website analytics data indicate level of access to information. 	<p>Disability Connect Queensland</p>

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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. ▶ Update guidance material about accessible formats as needed. 	<ul style="list-style-type: none"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Update guidance material about accessible formats as needed. ▶ Audit sample of Queensland Government websites. 	<ul style="list-style-type: none"> ▶ All new key Queensland Government information/materials are provided in accessible formats. ▶ Issues are identified and content reviewed and updated. 	Disability Connect Queensland
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 ensure 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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Provide web writing training to relevant departmental staff to improve understanding of accessibility. 	<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. 	Information, Innovation and Recovery (DCSYW) Strategic Projects, Communications and Governance

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Promote the uptake of the companion card scheme. 	<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. 	Community Services and Seniors
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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Continue to promote the Carer Business Discount Card. 	<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 	Community Services and Seniors

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
			number of Carer Business Discount Cardholders from the previous financial year.	
Action: Implement the <i>Queensland Financial Inclusion Plan</i> to improve financial security and resilience for Queenslanders including people with disability (DCDSS).				
<p>▶ 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.</p>	<p>▶ Completed and ongoing.</p>	<p>▶ Promote the accessibility of financial literacy resilience services to assist people to address their financial problems before they reach crisis point.</p>	<p>▶ Number of people receiving assistance through Better Budgeting Services.</p> <p>▶ Financial literacy and resilience services receive information and resources about providing services which are accessible and inclusive of people with disability.</p>	<p>Community Services and Seniors</p> <p>Strategic Projects, Communications and Governance</p>
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).				
<p>▶ 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.</p>	<p>▶ Completed.</p>	<p>▶ On behalf of DCDSS, lead the review of proposed Queensland Government legislation and policy with potential impact on people with disability.</p>	<p>▶ Consultation and involvement of people with disability occurs in the development of</p>	<p>Strategic Policy and Legislation</p> <p>Disability Connect Queensland</p>

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
<ul style="list-style-type: none"> ▶ 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. 		<ul style="list-style-type: none"> ▶ Provide guidance and advice, and follow best practice, when incorporating the views of people with disability in policy development. ▶ Provide guidance to departments about Queensland's commitments to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the current National Disability Strategy 2010-2020 (NDS) and its implementation plans and new NDS under development during 2020-21 ▶ Engage with key advisory bodies when developing and implementing policy and programs. 	<p>all legislation policy.</p> <ul style="list-style-type: none"> ▶ Advice provided to other Government departments and areas within DCDSS to promote and uphold the needs and interests of people with disability. 	
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 restrictive practices, worker screening and the Community Visitor program. ▶ Comprehensive review of the <i>Disability Services Act 2006</i> to determine what disability legislation for Queensland should look like beyond the full scheme NDIS to support Queenslanders with disability. 	<ul style="list-style-type: none"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Manage the timing of transition to full scheme NDIS in a manner that includes the best interests of Queensland and Queenslanders with disability. 	<ul style="list-style-type: none"> ▶ Timing of full scheme commencement in Queensland generates value for money and best possible outcomes for people with disability. 	Strategic Policy and Legislation
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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Program management advocacy funding in a way that delivers best value for money and outcomes. 	<ul style="list-style-type: none"> ▶ Advocacy services are available to people with 	Disability Connect Queensland

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
			disability during and immediately after transition to the NDIS.	
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 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. ▶ Provide interpreting services as well as captioning and loop services through SWITC. ▶ Provide advice to other government agencies about requirements of the language services policy and how to access interpreter and translation services. 	<ul style="list-style-type: none"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ 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. 	<ul style="list-style-type: none"> ▶ Advice provided to other government agencies about requirements of the language services policy and how to access interpreter and translation services. ▶ Advice provided to DCDSS staff on how to access a range of interpreter and translation support services. 	<p>Corporate Services</p> <p>Disability Connect Queensland</p>

2. LIFELONG LEARNING

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
Tertiary and Vocational Education				
Action: 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.	▶ Completed.	▶ Promote the accessibility and usefulness of content and presentation mode of internal departmental training to all employees.	▶ Internal departmental training content, processes and promotion are accessible and inclusive for employees with disability.	Corporate Services
▶ N/A	▶ N/A	▶ Partner with non-government sector to support the provision of work experience and training to people with disability within DCDSS.	▶ Number of people with disability placed with DCDSS.	Disability Connect Queensland Corporate Services

3. EMPLOYMENT

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s 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"> ▶ Ensure advice and information is included in 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. ▶ 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. ▶ 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"> ▶ Completed 	<ul style="list-style-type: none"> ▶ Seek membership and complete workplace accessibility self-assessment through Australian Network on Disability. ▶ Implement DCDSS-wide approaches to accurately count the proportion of employees with disability, lived experience of disability and professional experience of disability. 	<ul style="list-style-type: none"> ▶ AND accessibility self-assessment completed. ▶ The proportion of people with disability employed in DCDSS workforce increases. 	Corporate Services

4. EVERYDAY SERVICES

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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).				
▶ 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.	▶ Completed.	▶ Maintain funding for the Comprehensive Health Assessment Program (CHAPs) program.	▶ Uptake of access to CHAPs.	Disability Connect Queensland
Transport				
Action: Support accessible transport and transport infrastructure.				
▶ Provide advice about accessibility requirements in transport planning and transport-related infrastructure.	▶ Completed.	▶ Promote availability of the extension to the Taxi Subsidy Scheme.	▶ Uptake of TSS.	Disability Connect Queensland
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. 	▶ Completed.	<ul style="list-style-type: none"> ▶ Provide ongoing support to Queensland Government agencies to help build their capability to support NDIS access. ▶ Fund assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients. ▶ Implement NDIS assurance framework for measuring value for money and client outcomes. 	<ul style="list-style-type: none"> ▶ Number of clients referred to ART by outreach partner. ▶ Number of access requests submitted by ART. ▶ Number of referrals to other services. ▶ Agreed approach to measuring 	Disability Connect Queensland Strategic Policy and Legislation

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
		<ul style="list-style-type: none"> ▶ Continue to undertake intergovernmental activities to support governance of the NDIS 	NDIS outcomes implemented.	
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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Build the capacity of Indigenous organisations to deliver NDIS services within their own communities. ▶ Research the reasons underpinning the underutilisation of NDIS plans by Queensland participants, including by identifying markets that are thin or have gaps. 	<ul style="list-style-type: none"> ▶ Partnerships established and projects delivered, including practical strategies. 	Disability Connect Queensland
<ul style="list-style-type: none"> ▶ Provide funding to assist people with newly acquired spinal cord injuries to leave Princess Alexandra Hospital and return to the community. 	<ul style="list-style-type: none"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Partner with QH and NDIA on a hospital discharge project. 	<ul style="list-style-type: none"> ▶ Number of people with disability discharged from hospital. 	Disability Connect Queensland
Action: Continue delivering basic community care services to people whose needs are not intended to be met by the NDIS (DCDSS).				
<ul style="list-style-type: none"> ▶ Continue to fund Queensland Community Care services for eligible people with disability who are not eligible for the NDIS to support them to live independently and participate in their communities. ▶ Fund Aboriginal and Torres Strait Islander and mainstream 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. 	<ul style="list-style-type: none"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Same activities, but delivered to NDIS ineligible clients from 2019-20 under the Queensland Community Support Scheme (QCSS). 	<ul style="list-style-type: none"> ▶ QCSS is provided to eligible persons aged under 65 who are not eligible to participate in the NDIS. 	Community Services and Seniors

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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).				
<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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Continue to provide continuity of support for eligible people with disability after transition of former Queensland Government clients to the NDIS is completed on 30 June 2019. 	<ul style="list-style-type: none"> ▶ Continuity of support process remains in place and accessible by eligible people with disability. 	Community Services and Seniors
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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Yellow Card system is reformed to align with national worker screening. ▶ Restrictive Practices system builds upon alignment to national approach. 	<ul style="list-style-type: none"> ▶ National worker screening reforms go-live within agreed timeframes. 	Disability Connect Queensland Strategic 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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Build the capacity of Indigenous organisations to deliver NDIS services within their own communities. ▶ Fund assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients, 	<ul style="list-style-type: none"> ▶ Partnerships established and projects delivered, including practical strategies. ▶ Outreach and ART work effectively targets 	Disability Connect Queensland

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
		including Aboriginal and Torres Strait Islanders.	Aboriginal and Torres Strait Islanders as a priority cohort.	
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).				
▶ 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.	▶ Completed.	▶ Fund assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients, including CALD clients.	▶ Outreach and ART work effectively targets CALD as a priority cohort.	Disability Connect Queensland
Justice and Community Safety				
Action: Co-Lead implementation of the Queensland Plan to respond to domestic and family violence against people with disability, 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).				
▶ 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.	▶ Completed.	▶ Partner with DCSYW and QPS on work to drive outcomes under the Rec 10 action plan.	▶ Community awareness campaign delivered. ▶ Sector capacity building delivered. ▶ Accessibility of services confirmed.	Disability Connect Queensland
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).				
▶ Provide ongoing funding of: ○ the Elder Abuse Prevention Unit to coordinate a statewide telephone helpline and provide an information,	▶ Completed and ongoing.	▶ Continued investment and program focus on preventing elder abuse.	▶ Funds and relevant information provided.	Community Services and Seniors

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
<p>training and referral service for preventing, responding to, and raising awareness of elder abuse</p> <ul style="list-style-type: none"> ○ five Seniors Legal and Support Services across Queensland ○ additional Seniors Legal and Support Services in underserved areas of Queensland. <p>▶ Provide information to the above services about how to be inclusive of seniors with disability or impaired capacity.</p>				
<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).</p>				
<p>▶ Progress a review of the <i>Forensic Disability Act 2011</i>.</p>	<p>▶ Ongoing</p>	<p>▶ Review of the <i>Forensic Disability Act 2011</i> finalised.</p> <p>▶ Continue work with Queensland Health to explore options for and reforms to improved the service model for the Forensic Disability Service System.</p>	<p>▶ Continued reform and improvement in the operations of the Forensic Disability Service and further opportunities to improve the Forensic Disability Service System are identities.</p>	<p>Strategic Policy and Legislation</p>
<p>Action: Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable (DCDSS).</p>				
<p>▶ Develop and publish online a toolkit of strategies and resources to assist organisations to apply People with vulnerabilities in disasters: A framework for an effective local response (the Vulnerability Framework), including strategies and</p>	<p>▶ Completed.</p>	<p>▶ Promote the availability of resources to support a person-centred approach to supporting people with disability during disaster events.</p>	<p>▶ Resources are published and web analytics confirm access during disaster events.</p>	<p>Community Services and Seniors</p>

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
<p>resources for applying the Vulnerability Framework to people with disability.</p> <ul style="list-style-type: none"> ▶ Consult about implementation of the Vulnerability Framework conducted with stakeholders, including people with disability. 			<ul style="list-style-type: none"> ▶ People with disability are considered in community recovery activities. 	
<p>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.</p>				
<ul style="list-style-type: none"> ▶ In consultation with stakeholders, scope the need for, and extent of, safeguards that protect people with disability who are outside the NDIS Quality and Safeguarding Framework, from abuse and neglect. ▶ 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. 	<ul style="list-style-type: none"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Maintain a system of worker screening to protect people with disability in service environments not regulated under the NDIS. ▶ Maintain the HSQF system. ▶ Regularly review and update the suite of policies designed to protect all people with disability from abuse, neglect and exploitation. ▶ Maintain a disability advisory council to provide insights on key risks and issues. 	<ul style="list-style-type: none"> ▶ State Yellow Card system continues following implementation of national worker screening. ▶ HSQF continues to be specified in DCDSS disability related service agreements. ▶ DCDSS maintains polices on the prevention of abuse, neglect and exploitation; risk management; critical incident reporting; compliance; and complaints management. 	<p>Disability Connect Queensland</p>

5. LEADERSHIP AND PARTICIPATION

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s 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"> ▶ Advance the views and participation of people with disability through the Department's participation in <i>Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability</i> 	<ul style="list-style-type: none"> ▶ Ongoing 	<ul style="list-style-type: none"> ▶ Maintain and manage the Department's Royal Commission Liaison functions ▶ Provide critical analysis of past service delivery and provide key learnings and insights ▶ Research and engagement with key stakeholders to prepare QLD to lead and action key positions 	<ul style="list-style-type: none"> ▶ Systemic advocacy is recognised 	Disability Connect Queensland
<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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Promote processes and options for consulting and engaging with people with disability. 	<ul style="list-style-type: none"> ▶ Increased participation of people with disability in consultation. ▶ Options for engagement promoted through digital channels and monitored through analytics. 	Disability Connect Queensland Strategic Projects, Communications and Governance
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"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Same action as 2017-20. 	<ul style="list-style-type: none"> ▶ People with disability provide input to implementation and review of progress against Queensland Government Disability Service Plans. 	Disability Connect Queensland

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
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. ▶ 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"> ▶ Completed. 	<ul style="list-style-type: none"> ▶ Continue to monitor participant demographics for Queensland Government leadership programs and leadership positions. 	<ul style="list-style-type: none"> ▶ Application and assessment processes for leadership programs are accessible. 	<p>Corporate Services</p> <p>Disability Connect Queensland</p>
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. ▶ 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. 	<ul style="list-style-type: none"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Manage advisory mechanisms involving people with disability, advocates and the sector, to ensure the Minister and DCDSS are aware of key issues and impacts. ▶ Participate in local disability networks to enable two-way exchange of information about key issues and change in disability service delivery. 	<ul style="list-style-type: none"> ▶ QDAC and QTAF meet as per TOR. ▶ Information provided by councils is used as evidence of issues and required change. 	<p>Disability Connect Queensland</p>

Foundation or Linked Activities Previously Undertaken in 2017-20	Status	Planned Activities for 2020-21	Success Measures for 2020-21	Responsible area/s in DCDSS
<ul style="list-style-type: none"> ▶ Members meet with targeted sectors to identify opportunities for change. ▶ Members reflect on outcomes achieved and refine resources to support council members to promote <i>All Abilities Queensland</i>. 				
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 with implications for carers and the people for whom they care. 	<ul style="list-style-type: none"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-20. 	<ul style="list-style-type: none"> ▶ Three meetings held per year. 	Community Services and Seniors
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. 	<ul style="list-style-type: none"> ▶ Completed and ongoing. 	<ul style="list-style-type: none"> ▶ Same activity as 2017-20, with increased promotion through digital channels. 	<ul style="list-style-type: none"> ▶ Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability, and uptake is monitored and reported. 	Disability Connect Queensland

COVID-19 SUPPLEMENT TO DCDSS DISABILITY SERVICE PLAN

Introduction

Background to the Plan

The *Queensland Disability Recovery Action Plan* has been developed as a response to COVID-19 under the Department of Communities, Disability Services and Seniors (DCDSS) Disability Service Plan (DSP) 2020-21.

The DCDSS work in response to COVID-19 to date has incorporated four areas of focus, namely:

1. Ongoing engagement and communication with the Disability Sector and people with disability to understand and action the COVID-19 impacts
2. Uninterrupted Departmental service delivery during COVID-19
3. Supporting the Disability Sector respond to emerging needs during COVID-19 to maintain service continuity
4. Ongoing monitoring of disability service supply, demand and effectiveness

This *Plan* has been influenced by both the Commonwealth recovery planning and the *Queensland Roadmap to Easing Queensland's Restrictions* (May 2020). It has also been influenced by the observed impacts of COVID-19 and the data and evidence available.

Status of COVID-19 – *Roadmap to Easing Queensland's Restrictions*

The *Roadmap to Easing Queensland's Restrictions* is a three-stage, step-down approach that commenced 16 May 2020.

Key steps across the phases include easing restrictions on movement within the community and increasing numbers at gatherings of people together, including:

- Dining in at restaurants, pubs, clubs, RSLs and cafes
- Easing recreational travel restrictions
- Reopening of libraries, playground equipment, skate parks and outdoor gyms
- Wedding guests and funeral attendance being progressively increased
- Open homes and auctions recommencing, and
- Re-opening public pools and lagoons (e.g. South Bank, Cairns, Airlie Beach).

These and other objectives will be achieved through amendments to Queensland's Public Health Directions, in a phased way, over coming weeks and months. To maximise the potential for the best possible recovery, it will be important for DCDSS to provide guidance to people with disability and the Sector on the timing and implications of the *Roadmap*.

The latest Public Health Directions can be found at: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>.

In support of easing restrictions, the Queensland Government is also asking industries to develop COVID Safe Plans (for the protection of employees and clients) <https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b>.

Observed impacts of COVID-19 on people with disability and the Disability Sector

Engagement

During COVID-19 there has been significant ongoing engagement with service providers, people with disability, advocates and peak and representative bodies. As a result, a significant number of issues have been captured and actioned.

Key themes of the impacts observed and reported by DCDSS during the most active period of COVID-19 in Queensland included:

- Disability advocates concerned that PwD may not be able to access telehealth due to lack of mobile devices and data
- Confusion around what constitutes an 'essential service' adversely impacting service providers' ability to support clients, while simultaneously applying social distancing directions
- Risk of policing enforcement action due to people with intellectual disability not understanding requirements of isolation and risk to selves and others, and
- Concerns that a decrease in service demand will affect long-term viability of providers with the Commonwealth not acting quickly enough to implement new initiatives for the sector.

Data analysis

Analysing available data has assisted DCDSS in two key ways during COVID-19.

Firstly, monitoring internal data and monthly reporting has helped DCDSS assess the effectiveness of its own service response under its *Disability Strategy in Response to the COVID-19 Pandemic*.

Secondly, the analysis of NDIS data has provided additional insights into key areas of the provider market during COVID-19, including trends across regions and service types related to impacts on plan utilisation (purchased services), cessation of service delivery and service provider sustainability.

Action taken and required

While many of the observed impacts of COVID-19 required immediate action by DCDSS, this Plan describes the action proposed specifically in support of the recovery phase, which will form a key addition to DCDSS's Disability Service Plan for the 2020-21 period.

Roles and responsibilities

The Commonwealth - Queensland roles and responsibilities under this Plan are consistent with those set out in bi-lateral arrangements. Specifically, the actions under this Plan are intended to complement the activities of the Commonwealth Government, which has lead responsibility in relation to NDIS services, including funding service delivery through participant plans and Information Linkage and Capacity Building grants.

The NDIA is also market steward and, with the support of the Queensland Government, has overall responsibility for maintaining continuity of NDIS services, including the NDIS workforce.

Commonwealth actions and updates are described on the websites of the National Disability Insurance Agency and the NDIS Quality and Safeguards Commission.

The NDIA disaster response website <https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response> has information in a range of formats for NDIS participants and providers in relation to COVID-19, including information on management and revisions to NDIS plans during the COVID-19 pandemic.

The NDIS Commission coronavirus website <https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information> contains links to updates, training, alerts, and resources for NDIS participants and providers.

Next steps by DCDSS

The evidence gathered by DCDSS identifies that action is required in some key areas for both people with disability and the Disability Sector. Specifically, key areas of focus for advocacy, communication and partnership have been identified for this Plan. These include:

- Phased withdrawal of Public Health Directions requiring a communication effort and practical support that achieves:
 - economic recovery for people with disability, including participation in work and education
 - renewed social participation of people with disability, and
 - resumption of the full range of possible services and normal service delivery modes
- Identifying needs of the disability sector and capturing learning from then COVID-19 experience, and
- Monitoring the NDIS operation in Queensland, including analysis of service provider impacts and identification of any service gaps, thin markets or issues.

DCDSS intends to approach implementation of the Recovery Action Plan under the DSP with the guidance and support of the Queensland Disability Advisory Council and partner agencies and organisations.

Queensland COVID-19 Disability Recovery Action Plan

Strategy	Actions	Tasks	Due Date	Status as at 30 June 2020
1. High quality engagement and communication	Use expert advisors and Ministerial Councils to confirm and prioritise areas for action on systemic issues and modifiable risks during COVID-19 recovery phase	Gather evidence on the economic impacts of C-19 on PwD: <ul style="list-style-type: none"> • Employment/unemployment rates (change compared to general population) and potential for re-employment • Any disproportionate impact of disrupted education on children with disability and any special needs now required to help get back on-track • Cost of living impacts particular to PwD during C-19 and financial support required 	July 2020	Underway
	Work with disability experts to develop communication and resources tailored to the needs of people with disability during the recovery phase of COVID-19	<ul style="list-style-type: none"> • Translate Commonwealth and Queensland roadmaps to practical guidance on how and when restrictions will be lifted • Generate communication campaign to encourage PwD to safely re-engage with community and regular activities • Work with Qld Govt agencies on any interim C-19 specific updates required to their Disability Support Plans 	Commenced and ongoing	
2. Identify opportunities for reshaping service arrangements and supporting providers	Identify actions to assist sector to respond to easing of the Public Health Directions (PHD) and assess the client and community impacts	<ul style="list-style-type: none"> • Translate and prepare guidance for the Disability Sector on both the timing and implication for service delivery of restrictions being eased under the PHDs • Support the Disability Sector to develop COVID Safe Plan/s • Capture learnings from Disability Sector of successful changes made to modes of service delivery during C-19, for promotion to the Sector and inclusion in BCPs 	Commenced and ongoing	Underway

	Engage disability peaks to deliver tailored new COVID-19 related programs, resources and services to help support the Disability Sector, including NDIS service providers	<ul style="list-style-type: none"> Engage disability peak and representative bodies to translate DCDSS messaging about C-19 recovery into accessible formats and distribute – including some guidance on what a COVID-Safe Plan should include for services broadly. 	Commenced and ongoing	
	Advocate to the Commonwealth for support programs tailored to identified and anticipated needs in the Queensland sector	<ul style="list-style-type: none"> Capture, prepare supporting evidence and promote the recovery needs of the Queensland Disability Sector to the Commonwealth, incorporating analysis of regional need and service type Promote the intention and benefits of the Commonwealth NDIS Workforce Strategy to the Queensland Disability Sector 	Commenced	
	Promote opportunities for the sector to access financial support programs provided by governments	<ul style="list-style-type: none"> Research Commonwealth and Queensland subsidies and supports available to the Disability Sector, and assemble easy to understand information Promote the available subsidies to the Queensland Disability Sector through all available channels 	Commenced and ongoing	
3. Ongoing monitoring of service capacity and value	Monitor and quantify any NDIS savings arising from COVID-19 underutilisation	<ul style="list-style-type: none"> Analyse available data and model future spend/savings for the Commonwealth resulting from COVID-19 	December 2020	Underway
	Advocate for reinvestment of any underutilised NDIS funds during COVID-19 in the Queensland sector	<ul style="list-style-type: none"> Develop advocacy plan identifying available forums and approaches for pursuing the investment of any Commonwealth NDIS savings in the Queensland Disability Sector (for the benefit of PwD) 	December 2020	

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