



INTERIM DISABILITY SERVICE PLAN

July 2021 – June 2022

MESSAGE FROM THE DIRECTOR-GENERAL

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships' (DSDSATSIP) interim Disability Service Plan affirms our commitment to leading action on inclusion for Queenslanders with disability.

This Disability Service Plan (DSP) outlines the actions the department will take over the coming year 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 state disability plan is the Queensland Government's way of outlining our priorities for Queensland and implementing our commitments under the National Disability Strategy 2010-2021. Our disability service plan outlines the specific actions we are taking to ensure inclusion for Queenslanders with disability.

Development of a new National Disability Strategy is currently underway and is expected to be finalised in late 2021. This DSP is an interim plan while we continue to contribute to the development of the new National Disability Strategy.

There is also important work underway developing the next state disability plan which will be released after the launch of the new National Disability Strategy.

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

I know there is important progress to be made in collaborating with Queenslanders with disability to enable the systemic reform to ensure all people with disability are brought in from the margins. I am committed to connecting with the humanity of the people we work in partnership with and acknowledge and embrace their capacity to be exceptional.

I look forward to working with departmental staff, our partners and Queensland communities to deliver the actions in this 12 month plan as we work towards a new National Disability Strategy and new state disability plan to improve participation and representation of people with disability in Queensland.

Dr Chris Sarra
Director-General

About the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) is responsible for ensuring inclusive and safeguarded services to seniors and people with disability; and providing whole-of-government leadership, coordination and monitoring in policy, program and service delivery for Aboriginal and Torres Strait Islander Queenslanders.

The department's Seniors and Disability Services works with the community to enhance social and economic outcomes and advocate for, and contribute to, systems that safeguard and protect seniors and people with disability. It is also focused on promoting a culture which supports the best possible outcomes for clients through evidence-based best practice and innovation in the provision of accommodation, respite and forensic services for people with a disability, and a range of concessions and assistance for seniors.

The Aboriginal and Torres Strait Islander Partnerships of the department has a lead role in enabling Aboriginal people and Torres Strait Islander people to contribute to, and enjoy, Queensland's prosperity and lifestyle through the delivery of whole-of-Government policies, programs and services.

As lead department for disability in Queensland, the department plays a key role in building a more inclusive Queensland and promoting better outcomes for people with disability. One keyway we are doing this is by investing in the National Disability Insurance Scheme (NDIS). We are continuing to deliver quality disability services, including direct provision of accommodation support and respite services for existing clients. The department is also leading implementation of *All Abilities Queensland: opportunities for all* state disability plan 2017–2020 (*All Abilities Queensland*). 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 five priorities of: communities for all; lifelong learning; employment; everyday services and leadership and participation. Our contribution to these priorities in the 2021–22 year is detailed throughout this plan.

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:

- ▶ provides specialist disability accommodation and respite and forensic disability services
- ▶ uses the NDIS as a platform for increasing the social and economic participation of people with disability
- ▶ builds NDIS participation, outcomes, and value for money through:
 - monitoring the NDIS in Queensland to ensure appropriate support for Queenslanders with disability
 - providing assertive outreach to potential NDIS participants who may be living with disadvantage that prevents 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 under utilisation of NDIS plans and taking practical steps to overcome barriers
- ▶ supports the disability sector, including continuing to fund peak bodies to help the sector be as sustainable and competitive as possible and raise systemic issues and barriers for people with disability from accessing services and supports
- ▶ strengthens and streamlines the system of safeguards designed to protect the rights and safety of people with disability
- ▶ helps people with disability to resolve issues and concerns by funding specialist systemic and individual advocacy
- ▶ highlights 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
- ▶ seeks action on systemic issues and concerns for Queenslanders with disability across jurisdictions and within Queensland Government.

About Disability Service Plans

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.

Context

There are 938,100¹ people with disability across Queensland – that is almost one in five Queenslanders. As at 30 June 2021 almost 100,000 Queenslanders with disability were in or seeking access to the NDIS. The responsibility falls to all governments and our communities to ensure that our services, programs, and policies for all Queenslanders are designed and implemented to assist the needs of people with disability.

Queensland's human rights act, the *Human Rights Act 2019*, commenced on 1 January 2020. The *Human Rights Act 2019* articulates the collective responsibility of departments 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 Act will require that we are 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 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 service plans

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 2010–21* (NDS). 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. A new NDS is currently under development.

Queensland’s transition to the NDIS is a key deliverable under *All Abilities Queensland*. The transition of existing Queensland Government services, which the former Department of Communities, Disability Services and Seniors 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.


DSDSATSIP is committed to furthering the vision of the state disability plan

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

The department 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:

- ▶ monitor value for money and participant outcomes from the NDIS
- ▶ help people who may be disadvantaged enter to the NDIS
- ▶ continue to deliver specialist disability accommodation and respite support services
- ▶ streamline and strengthen safeguards for people with disability
- ▶ support the disability sector to deliver quality services and build capacity and capability to enable jobs growth
- ▶ lead development and implementation of the next state disability plan, and
- ▶ lead implementation on the current National Disability Strategy 2010–21 and the new National Disability Strategy in Queensland.



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

Monitoring and reporting

Progress under this DSP will be monitored by the DSDSATSIP Board of Management.

The department will report on implementation of this DSP. 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: feedback@dsdsatsip.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: feedback@dsdsatsip.qld.gov.au

To provide feedback on this Disability Service Plan

Call 13 QGOV (13 74 68)* or email: feedback@dsdsatsip.qld.gov.au

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

1. COMMUNITIES FOR ALL

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<p>Changing attitudes and breaking down barriers by raising awareness and capability</p>		
<p>Action: Maintain the 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.</p>		
<ul style="list-style-type: none"> • Build on digital presence through use of social media. • Promote the AAQ information pack through the refreshed AAQ website and through social media channels and DSC e-blasts. 	<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. 	<p>Disability and Seniors Connect</p> <p>Governance and Strategic Communications</p>
<p>Action: Support national communication strategies and activities to develop and implement the new National Disability Strategy.</p>		
<ul style="list-style-type: none"> • Collaborate with other jurisdictions on the review of the current, and the development of the new, National Disability Strategy (NDS). • Develop and release the next state disability plan to align with the new national disability strategy in collaboration with the sector including the All Abilities Queensland Working Group (consisting of at least 50% people with disabilities). 	<ul style="list-style-type: none"> • Interests of Queenslanders with disability are reflected in the new NDS. • Feedback provided to assist develop the new state disability plan. 	<p>Strategic Policy and Legislation – Seniors and Disability Services</p> <p>Disability and Seniors Connect</p>
<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.</p>		

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<ul style="list-style-type: none"> Review and update information pack to reflect key Aboriginal and Torres Strait Islander NGOs, local governments, and businesses to develop disability changes and updates to the Queensland disability context. Ensure information is accessible and supports access and inclusion plans and use processes to engage with people with disability in the design and delivery of services. 	<ul style="list-style-type: none"> Updated information provided to ministers as required to support engagement. All new key information/materials are provided in accessible formats. Existing content is regularly reviewed and updated and audited results published biannually. 	<p>Governance and Strategic Communications</p>
<p>Action: Ensure currency of disability awareness training that is available to Queensland Government staff.</p>		
<ul style="list-style-type: none"> Continue to implement and promote disability awareness training within DSDSATSIP. 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. 	<ul style="list-style-type: none"> Disability awareness training available to DSDSATSIP staff and implemented in DSDSATSIP induction programs. 100 per cent completion rate of disability awareness training in DSDSATSIP. 	<p>Disability and Seniors Connect</p> <p>Policy and Corporate Services</p>

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
Action: Continue to 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.		
<ul style="list-style-type: none"> Further promote information to support local governments, non-government organisations and businesses to develop access and inclusion plans. 	<ul style="list-style-type: none"> Information published and promoted to target audience/s. 	Disability and Seniors Connect Governance and Strategic Communications
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 for both Disability Action week and the promotion of International Day of People with Disability. Develop a public awareness campaign for Disability Action Week relevant to the theme to promote the objectives of the week. 	<ul style="list-style-type: none"> Digital channel presence and analytics demonstrate increasing traffic. 	Governance and Strategic Communications Disability and Seniors Connect
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"> Celebrations and awareness raising activities undertaken, funded, or sponsored by the department are accessible and inclusive for people with disability. 	<ul style="list-style-type: none"> Positive 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.		
<ul style="list-style-type: none"> Promote resources in the AAQ information pack and all abilities website which supports consideration of people with disability when choosing venues for Queensland Government events and when buildings used by the Queensland government are refurbished or leases renewed. Ensure online meetings meet accessibility standards for all participants. 	<ul style="list-style-type: none"> Web analytics data show level of access and download of relevant resource show increasing interest. 	Disability and Seniors Connect Policy and Corporate Services Governance and Strategic Communications

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<ul style="list-style-type: none"> Proactively, and 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 DSDSATSIP. 	<p>Strategic Policy and Legislation – Seniors and Disability Services</p> <p>Disability and Seniors Connect</p>
<p>Accessible Information</p>		
<p>Action: Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.</p>		
<ul style="list-style-type: none"> Update guidance material about accessible formats as needed. Audit sample of Queensland Government websites. Communicate with departmental staff to maintain staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf or hearing impaired). 	<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. Increased staff awareness of services available for people with disability. 	<p>Governance and Strategic Communications</p> <p>Disability and Seniors Connect</p> <p>Policy and Corporate Services</p>
<p>Action: Ensure DSDSATSIP websites meet contemporary Australian Web Content Accessibility Guidelines.</p>		

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<ul style="list-style-type: none"> • Provide web writing training to relevant departmental staff to improve understanding of accessibility. • Continue to work towards providing transcripts and/or making captions available for newly created time-based media. (i.e. pre-recorded video/audio.) 	<ul style="list-style-type: none"> • All new key DSDSATSIP website content is accessible and complies with guidelines. • All DSDSATSIP managed websites meet the government's IS26 guidelines. 	<p>Governance and Strategic Communications</p>
<p>Welcoming and inclusive communities</p>		
<p>Action: Promote public (business and community) awareness of the Guide, Hearing and Assistance Dogs Act 2009 to improve access for people with disability and their guide, hearing and assistance dogs to public places, public transport and accommodation.</p>		
<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 through responding to complaints and enquiries. 	<ul style="list-style-type: none"> • Reduction in complaints and queries to DSDSATSIP 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 and Seniors Connect</p>
<p>Action: Promote uptake of the Companion Card program by businesses, including Queensland Government venues and events (whole-of-government, DSDSATSIP lead).</p>		

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<ul style="list-style-type: none"> Provide information to Aboriginal and Torres Strait Islander businesses to promote the Companion Card Program. 	<ul style="list-style-type: none"> Increase in the number of businesses offering the Companion Card Program 	<p>Governance and Strategic Communications</p> <p>Culture and Economic Participation</p>
<p>Respecting and promoting the rights of people with disability and recognising diversity</p>		
<p>Action: ensure 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.</p>		
<ul style="list-style-type: none"> On behalf of DSDSATSIP, lead the review of proposed Queensland Government legislation and policy with potential impact on people with disability. 	<ul style="list-style-type: none"> Consultation and involvement of people with disability occurs in the development of 	<p>Strategic Policy and Legislation – Seniors and Disability Services</p> <p>Disability and</p>
<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 2010-2021 (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. 	<ul style="list-style-type: none"> legislation and policy. Advice provided to other Government departments and areas within DSDSATSIP to promote and uphold the needs and interests of people with disability. 	<p>Strategic Policy and Legislation – Seniors and Disability Services</p> <p>Disability and Seniors Connect</p>

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
<ul style="list-style-type: none"> Ensure that consultation and engagement processes are offered in a range of ways, including the use of technology, which maximises participation opportunities for people with disability their families and carers. 	<ul style="list-style-type: none"> Increased participation of people with disability in consultation processes. Options for engagement promoted. 	<p>Governance and Strategic Communications</p> <p>Culture and Economic Participation</p> <p>Strategic Policy and Legislation – Seniors and Disability Services</p>
<p>Action: Monitor the effectiveness of the NDIS for Queenslanders with disability.</p>		
<ul style="list-style-type: none"> Monitor the NDIS in Queensland to ensure appropriate support for Queenslanders with disability. Monitor implementation through whole of government and interjurisdictional governance groups. Deliver the outreach program to potential NDIS participants who may be living with disadvantage that prevents them using typical pathways. Link NDIS outreach to end-to-end case management for those hard to reach potential participants who need help with access. 	<ul style="list-style-type: none"> Increase of Queensland participants in the NDIS. Increased plan utilization by Queensland participants. 	<p>Disability and Seniors Connect</p>
<p>Action: Continue to fund non-government agencies to provide independent advocacy for people with disability.</p>		
<ul style="list-style-type: none"> Program manage advocacy funding in a way that delivers best value for money and outcomes. Undertake open grant process for disability advocacy organisations to ensure ongoing services and support for Queenslanders with disability. 	<ul style="list-style-type: none"> Advocacy services are available to people with disability. State-wide representation including priority cohorts. Diversity of disability types represented. 	<p>Disability and Seniors Connect</p>

Interim Actions	Success Measures	Responsible area/s in DSDSATSIP
Action: DSDSATSIP services and funded non-government services provide access to language, translating and communication services.		
<ul style="list-style-type: none"> • Provide advice to DSDSATSIP 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 and meaningful engagement 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 DSDSATSIP staff on how to access a range of interpreter and translation support services. • Funded organisations compliant with accessibility requirements. 	<p>Policy and Corporate Services</p> <p>Disability and Seniors Connect</p>

2. LIFELONG LEARNING

Interim Activities	Success Measures	Responsible area/s in DSDSATSIP
Action: Ensure internal departmental training is in accessible formats.		
<ul style="list-style-type: none"> Increase the usefulness of internal training by including the use of accessible formats. 	<ul style="list-style-type: none"> Internal departmental training content, processes and promotion are accessible and inclusive for employees with disability. 	Policy and Corporate Services
<ul style="list-style-type: none"> Partner with non-government sector to support the provision of work experience and training to people with disability within DSDSATSIP. 	<ul style="list-style-type: none"> Number of people with disability placed with DSDSATSIP. 	Policy and Corporate Services

3. EMPLOYMENT

Interim Activities	Success Measures	Responsible area/s in
<p>Leading the way – increasing opportunities in the Queensland public sector</p>		
<p>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.</p>		
<ul style="list-style-type: none"> Collaborate with the Public Sector Commission to increase employment of people with disability across the public sector. Collaborate with other agencies to improve disability awareness in staff and provide advice to support recruitment activities. 	<ul style="list-style-type: none"> Advice provided to other Government departments and areas within DSDSATSIP to Promote increased employment of people with disability. 	<p>Disability and Seniors Connect</p>
<ul style="list-style-type: none"> Annually review the department's attraction and retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability. 	<ul style="list-style-type: none"> DSDSATSIP's attraction and retention, and recruitment and selection policies ensure equal opportunity for people with disability. 	<p>Policy and Corporate Services</p>
<ul style="list-style-type: none"> Annually review DATSIP's employee support strategies to include information on state and federal services and the (EAP), to ensure staff with disability receive appropriate support. 	<ul style="list-style-type: none"> Employee support strategies are inclusive of people with disability. 	<p>Policy and Corporate Services</p>

Interim Activities	Success Measures	Responsible area/s in
<ul style="list-style-type: none"> Review and implement communication strategies to raise awareness with senior officers and line managers of DSDSATSIP's DSP in order to attract and retain people with disability. 	<ul style="list-style-type: none"> Communication strategies raise awareness of DSDSATSIP's DSP in order to attract and retain people with disability. 	Policy and Corporate Services Governance and Strategic Communications
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, DSDSATSIP lead).		
<ul style="list-style-type: none"> Work with cross government disability employment and sector stakeholders to generate employment for people with disability. Maintain up to date and helpful web based information about the benefits of employing people with disability. Undertake initiatives to promote social enterprises across Queensland. Develop the next state disability plan with a focus on employment opportunities for people with disability. 	<ul style="list-style-type: none"> AAQ employment strategy finalised and implemented. Information, resources and good practice examples uploaded to the dedicated website. 	Disability and Seniors Connect Policy and Corporate Services
<ul style="list-style-type: none"> People with disability are considered in ongoing negotiations with industry peak bodies. Collaborate at the regional and local levels with disability service providers to articulate needs and respond to people with disability. 	<ul style="list-style-type: none"> Case studies/examples of collaboration with disability service providers at regional and local levels that articulate needs and respond to people with disability. 	Regional and Infrastructure Coordination
<ul style="list-style-type: none"> Continue to facilitate linkages between local councils and disability service providers across Cape York to 	<ul style="list-style-type: none"> Case study 	Culture and

Interim Activities	Success Measures	Responsible area/s in
support recruitment and retention of Aboriginal peoples and Torres Strait Islander peoples with disability.	examples highlight support provided to disability service providers to recruit and retain Aboriginal peoples and Torres Strait Islander peoples with disability.	Economic Participation Local Thriving Communities

4. EVERYDAY SERVICES

Interim Activities	Success Measures	Responsible area/s in
Health		
Action: Continue activities to improve health outcomes for people with disability.		
<ul style="list-style-type: none"> Maintain funding for the Comprehensive Health Assessment Program (CHAPs) program. 	<ul style="list-style-type: none"> Uptake of access to CHAP licences. 	Disability and Seniors Connect
Action: Provide advice to cross-jurisdictional, community and internal networks on COVID-19 issues for people with disability.		
<ul style="list-style-type: none"> Participate on cross-jurisdictional and agency networks and reference groups in relation to COVID-19 issues for people with disability. Provide advice to the sector, other jurisdictions, other agencies and the community on COVID-19 issues for people with disability, including the ongoing vaccination rollout. 	<ul style="list-style-type: none"> Number of newsletters sent in relation to COVID-19. 	Disability and Seniors Connect
Transport		
Action: Support accessible transport and transport infrastructure.		
<ul style="list-style-type: none"> Promote availability of the extension to the Taxi Subsidy Scheme. 	<ul style="list-style-type: none"> Uptake of TSS. 	Disability and Seniors Connect
Disability and Community Supports		
Action: Work with the NDIA to support effective NDIS operation in Queensland.		
<ul style="list-style-type: none"> Provide ongoing support to Queensland Government agencies to help build their capability to support NDIS access. Manage the funding for assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients. Assist Aboriginal and Torres Strait Islander people with disability access the NDIS and use their plans effectively. 	<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 	Disability and Seniors Connect

Interim Activities	Success Measures	Responsible area/s in
	services. <ul style="list-style-type: none"> Appropriate representation of Aboriginal and Torres Strait Islander participants in the NDIS percentage of participants. 	
<ul style="list-style-type: none"> Continue to coordinate and support governance forums to support governance of the NDIS 	<ul style="list-style-type: none"> Governance framework operating effectively. 	Disability and Seniors Connect
Action: Monitor implementation of NDIS in Queensland for people with disability.		
<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 and Seniors Connect
<ul style="list-style-type: none"> Develop and implement the Queensland NDIS Assurance Framework. 	<ul style="list-style-type: none"> Framework is integrated into monitoring and evaluation processes. Publication of baseline measures for NDIS assurance framework. 	Disability and Seniors Connect
Action: Maintain continuity of support for people with disability under the age of 65 years who previously received funded disability supports but do not meet the access criteria for the NDIS.		
<ul style="list-style-type: none"> Continue to provide continuity of support for eligible people with disability after transition of former 	<ul style="list-style-type: none"> Continuity of 	Disability Accommodation,

Interim Activities	Success Measures	Responsible area/s in
Queensland Government clients to the NDIS.	support process remains in place and accessible by eligible people with disability.	Respite & Forensic Services
Action: Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework and contributing to implement the NDIS Quality and Safeguarding Framework.		
<ul style="list-style-type: none"> • Manage and deliver the Queensland Disability Worker Screening program. • Work toward a Queensland Restrictive Practices system that aligns, as far as possible, with a national approach. • Assess options to integrate disability screening process with working with children checks. 	<ul style="list-style-type: none"> • Number of worker screening clearances issued. • Unsuitable people prevented from working with people with disability. 	Disability and Seniors Connect
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 Aboriginal and Torres Strait Islander people to access the NDIS.		
<ul style="list-style-type: none"> • Build the capacity of Indigenous organisations to deliver NDIS services within their own communities. • Manage funding for assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients, including Aboriginal and Torres Strait Islanders. 	<ul style="list-style-type: none"> • Partnerships established and projects delivered, including practical strategies. • Outreach and ART effectively targets Aboriginal and Torres Strait Islander peoples 	Disability and Seniors Connect

Interim Activities	Success Measures	Responsible area/s in
	with disability as a priority cohort.	
<ul style="list-style-type: none"> Continue to partner with local Aboriginal and Torres Strait Islander services and communities and relevant state government agencies to improve coordination and enhance access to general and disability support services for Aboriginal peoples and Torres Strait Islander peoples. 	<ul style="list-style-type: none"> Case study examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services. 	Local Thriving Communities
<ul style="list-style-type: none"> Continue to support service providers with the recruitment and retention of employees who identify as being Aboriginal and/or Torres Strait Islander, to meet the needs of Aboriginal peoples and Torres Strait Islander peoples with disability. 	<ul style="list-style-type: none"> Case study examples highlight support provided to disability service providers to recruit and retain Aboriginal and/or Torres Strait Islander staff. 	Culture and Economic Participation
Action: Continue to support the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support people from diverse backgrounds to access the NDIS, including strong engagement with family and support networks.		
<ul style="list-style-type: none"> Manage the funding for assertive outreach and implement Assessment and Referral teams (ART) to case manage NDIS access for hard to reach clients, including CALD clients. 	<ul style="list-style-type: none"> Outreach and ART effectively targets people with disability from CALD communities as a priority cohort. 	Disability and Seniors Connect
Action: Identify and address systemic and individual advocacy issues for First Nations people with disability and people with disability from culturally and linguistically diverse backgrounds.		
<ul style="list-style-type: none"> Fund state-wide advocacy services for First Nations people with disability, and people with disability from culturally and linguistically backgrounds across Queensland. 	<ul style="list-style-type: none"> Number of individuals 	Disability and Seniors Connect

Interim Activities	Success Measures	Responsible area/s in
	receiving advocacy support. <ul style="list-style-type: none"> Number of systemic issues identified and addressed. 	
Justice and Community Safety		
Action: Support 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.		
<ul style="list-style-type: none"> Collaborate with the Department of Justice and Attorney-General on the Queensland Government's Domestic and Family Violence work and provide advice from a disability perspective in relation to the plan to respond to Domestic and Family Violence against people with disability. 	<ul style="list-style-type: none"> Actions undertaken and Information published incorporate disability specific issues and concerns. 	Disability and Seniors Connect
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.		
<ul style="list-style-type: none"> Continue investment and program focus on preventing elder abuse. 	<ul style="list-style-type: none"> Funds and relevant information provided. 	Disability Seniors Connect
Action: Implement the recommendations of the review of the Forensic Disability Act 2011.		
<ul style="list-style-type: none"> Review of the Forensic Disability Act 2011 finalised. DSDSATSIP to develop improved service delivery model for forensic disability services. 	<ul style="list-style-type: none"> Continued reform and improvement in the operations of the Forensic Disability Service and further opportunities to improve the Forensic 	Strategic Policy and Legislation – Seniors and Disability Services Disability Accommodation, Respite & Forensic Services

Interim Activities	Success Measures	Responsible area/s in
	Disability Service System are identities.	
Action: Maintain safeguards to prevent and address abuse and neglect of people with disability who are outside the NDIS Quality and Safeguarding Framework.		
<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 Human Services Quality Framework 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. • Maintain an effective complaints management system for non-NDIS related complaints about disability service delivery. 	<ul style="list-style-type: none"> • The Disability Worker Screening program continues to prevent unsuitable people from working with people with disability. • HSQF continues to be specified in DSDSATSIP disability related service agreements. • DSDSATSIP maintains policies on the prevention of abuse, neglect and exploitation; risk management; critical incident reporting; compliance; and complaints management. • QDAC members appointed and 	Disability and Seniors Connect

Interim Activities	Success Measures	Responsible area/s in
	meetings convened. <ul style="list-style-type: none"> • Complaints are managed according to approved policies and procedures. 	

5. LEADERSHIP AND PARTICIPATION

Interim Activities	Success Measures	Responsible area/s in DSDSATSIP
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 maximises participation opportunities for people with disability, their families and carers.		
<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. • Consider all relevant recommendations and publicly report on acceptance and implementation of recommendations. 	<ul style="list-style-type: none"> • Systemic advocacy is recognised. • Implementation report released. 	Disability and Seniors Connect Strategic Policy and Legislation – Seniors and Disability Services
<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 and Seniors Connect Governance and Strategic Communications
Action: Queensland Government agencies consult with people with disability when either developing Disability Service Plans or implementing Disability Service Plan actions.		
<ul style="list-style-type: none"> • Seek input from people with disability (including staff) in implementing and reviewing progress against DSDSATSIP Disability Plan actions. 	<ul style="list-style-type: none"> • People with disability provide input to implementation and review of progress against Queensland Government Disability Service Plans. 	Policy and Corporate Services Culture and Economic Participation Disability and Seniors Connect
Action: leadership programs are accessible and inclusive of Queenslanders with disability.		
<ul style="list-style-type: none"> • Continue to monitor participant demographics for Queensland Government leadership programs and leadership positions. • Review DSDSATSIP leadership programs to ensure they are accessible and inclusive of people with disability 	<ul style="list-style-type: none"> • Application and assessment processes for leadership programs are accessible. • Participant demographics for DSDSATSIP leadership 	Policy and Corporate Services

Interim Activities	Success Measures	Responsible area/s in DSDSATSIP
	programs are representative of the community.	
Action: Support disability advisory bodies in leading discussions about disability and inclusion and to contribute practical ideas and solutions for government consideration.		
<ul style="list-style-type: none"> • Manage advisory mechanisms involving people with disability, advocates and the sector, to ensure the Minister and DSDSATSIP 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"> • Disability advisory body meeting frequency. • Information provided by advisory bodies is used as evidence of issues and required change. 	Disability and Seniors Connect
Action: Reconvene the Queensland Carers Advisory Council which provides advice to the Minister for Seniors and Minister for Disability Services on carer-related issues.		
<ul style="list-style-type: none"> • Reconvene the Queensland Carers Advisory Council which provides advice on Queensland Government policy and programs with implications for carers and the people with whom they care. 	<ul style="list-style-type: none"> • Meeting outcomes are considered and adopted by department and issues identified and addressed. 	Disability and Seniors Connect
Action: Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.		
<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"> • 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. 	Policy and Corporate Services
Action: Facilitate strategic and systemic leadership for advocacy for people with disability		
<ul style="list-style-type: none"> • Provide a formal feedback mechanism to DSDSATSIP to identify and address advocacy issues for people with disability in Queensland. 	<ul style="list-style-type: none"> • Advice provided to DSDSATSIP on systemic advocacy issues and opportunities. 	Disability and Seniors Connect