



Department of Child Safety, Seniors and Disability Services

Department of Child Safety, Seniors and Disability Services

Disability Service Plan

2023-2026



Queensland
Government



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Cultural acknowledgement

We pay our respects to the Aboriginal and Torres Strait Islander peoples of this land, their spirits and their legacy. The foundations laid by these ancestors—the First Australians—give strength, inspiration and courage to current and future generations towards creating a better Queensland.

Who to contact for more information

This Disability Service Plan is available at <https://www.dcssds.qld.gov.au/about-us/our-department/corporate-publications/disability-service-plan>

Further enquiries

Telephone: 13 QGOV (13 74 68)

Email: enquiries@dsdsatsip.qld.gov.au

Other languages and formats

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, we will arrange an interpreter to effectively communicate the plan to you. Alternative formats (including large print) are available on request. If you would like this document in another format, please contact us (calls from mobile phones are charged at applicable rates).

Telephone: 13 QGOV (13 74 68)

Persons with a hearing impairment

SMS: 0423 677 767

TTY: 133 677

Speak and listen: 1300 555 727 **Internet relay:** <https://internet-relay.nrscall.gov.au> **Video relay:** relayservice.gov.au



A message from the Director-General

The Department of Child Safety, Seniors and Disability Services' (DCSSDS) Disability Service Plan 2023-2026 is our action plan for including Queenslanders with disability in the work that we do.

Nearly one in five Queenslanders (19.1 per cent of our population) are living with disability, and we are fully committed to the vision, outlined in Australia's Disability Strategy, of an inclusive society that ensures people with disability can fulfil their potential as equal members of the community.

Our portfolio gives us a unique responsibility to develop and deliver inclusive policies, programs and services. This plan reflects work undertaken across Child Safety Services and Seniors and Disability Services to co-design the service delivery commitments that appear in this disability service plan. This plan acknowledges and respects the priorities of people with disability, their families and carers; and directly addresses issues that people with disability and the sector identified. We are committed to adopting a co-designed approach to all the work that we do and we acknowledge that people with disability know what is best for themselves and we seek their support and guidance as we act on their wishes and priorities.

The results of the 2023 Working for Queensland Survey show our department is a lead Queensland Government agency for the inclusion of people with disability. Specifically, 14 per cent of former department of Children, Youth Justice and Multicultural Affairs employees identified in the Working for Queensland Survey as living with disability (overall 83% response rate). 18 per cent per cent of the former Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships' employees identified as living with disability (overall 46% response rate).

I look forward to working with people with disability and the disability sector to deliver and build on the actions in our plan. Our delivery efforts will be guided by the wisdom and insights of our advisory bodies, including the Queensland Disability Advisory Council and the Queensland Carers Advisory Council, as well as our Whole-of-Government *Disability Reform and Implementation Interdepartmental Committee*.



Kate Connors
Acting Director-General

17/08/2023



About our Disability Service Plan

Context

The national disability strategy, [Australia's Disability Strategy 2021-2031](#) (ADS), was launched on 3 December 2021 to align with International Day of People with Disability.

Building on the previous National Disability Strategy 2010-2020, the ADS renews the joint commitment of all levels of government to improve the lives of Australians with disability and realise an inclusive Australian society that ensures people with disability can fulfil their potential.

The ADS will drive change over the next decade to uphold the rights of approximately 5 million Australians who live with disability, including almost one in five Queenslanders, to access social, economic and employment opportunities.

The voices of more than 3,000 people with disability, their families, carers and representatives and a broad range of disability organisations informed the development of the ADS and its priorities. The ADS includes seven outcome areas that collectively represent the areas people with disability have said are important to them and need to be improved to achieve an inclusive Australian society:

1. Employment and Financial Security.
2. Inclusive Homes and Communities.
3. Safety, Rights and Justice.
4. Personal and Community Support.
5. Education and Learning.
6. Health and Wellbeing.
7. Community Attitudes.

An [Outcomes Framework](#) has been developed to track progress against the ADS and time limited (one to three year) Targeted Action Plans (TAPs) apply an intensive focus on specific deliverables. The Queensland Government has already committed to delivering more than 50 discrete actions under five initial TAPs which cover: employment, community attitudes, early childhood, safety, and emergency management. New TAPs will be commissioned over the life of the strategy, the focus of each new TAP will be informed by engagement with people with disability.

The ADS promotes the rights of persons with disabilities guided by two human rights instruments: the United Nations Convention on the Rights of Persons with Disabilities (CRPD), and the *Disability Discrimination Act 1992*.



Queensland's Disability Plan 2022-27: Together, a better Queensland (QDP), outlines the strategic priorities for Queensland to make sure we implement the ADS and achieve the best outcomes for Queenslanders with disability. The QDP was designed in collaboration with people with disability and was developed to align with the ADS.

Disability Service Plans (DSPs) are the Queensland Government's action plans to implement the QDP. All departments are required under the *Disability Services Act 2006* to develop and implement a DSP at least once every three-years. The QDP provides a framework for a whole-of-government, coordinated approach to service delivery for people with disability. Each department is responsible for developing a DSP to deliver ADS outcomes and implement the building blocks outlined below.

About our department

DCSSDS works to ensure inclusive and safeguarded services are delivered to children and their families, seniors and people with disability.

Our department plays a key role in building a more inclusive Queensland and promoting better outcomes for people with disability. One way we are doing this is by overseeing investment in, and outcomes of the National Disability Insurance Scheme (NDIS). We are also continuing to deliver quality disability services, including direct provision of accommodation support and respite services for existing clients. The department is also driving implementation of, and reporting on, the QDP.

Our vision

For Queensland's children, young people, families, seniors, carers and people with disability to be safe, empowered in their culture and communities and thrive socially and economically.

Our department

Works to keep children, young people, and their families safe and connected to their culture and communities and to lead systemic changes to improve the lives of seniors, carers and people with disability.

You can find more about our department and the work that we do on [our website](#).



Development of this plan

The Department worked with Queenslanders with Disability Network (QDN) on key aspects of this plan. QDN brought together a diverse range of stakeholders for a face-to-face and online workshop.

Workshop participants included people with diverse disability, seniors with disability, people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander people with disability. In addition to people with lived experience, stakeholders included fifteen representatives from community peak organisations related to our portfolio areas and key representatives across our department.

Other approaches adopted to the development of this plan included generating insights from staff living with disability who participated in a workshop to identify ways to improve the workplace environment and a recruitment audit undertaken by Job Access.

The plan aligns with the requirements of the ADS, QDP and the *Human Rights Act 2019*.

Our department's disability inclusion commitment

We work to keep children, young people, and their families safe and connected to their culture and communities and to deliver and fund high quality services and safeguards and promote the inclusion, rights and social and economic participation of seniors and people with disability.

The QDP includes the four building blocks of: co-design; measurement of outcomes and impact; serious consideration of human rights; and long-term cultural and systems change.

These building blocks have helped us identify how we can implement our DSP actions in a way that aligns with the priorities of people with disability and address the key service delivery issues as identified by people with disability during the development of the QDP.

Over the next three years, as we implement this DSP and perform our functions, we will seek to embed the building blocks in every action that we undertake. This includes ensuring our services are informed by co-design, can make a measurable difference, uphold the rights of people with disability and our information, policies, programs and places are accessible and inclusive of everyone.



Implementing the building blocks

1. Co-design

What it means for us

We base our decisions and work on the experiences of people with disability and we believe that people should always be involved in decisions that impact their lives.

What we are doing

As a department, we give a voice to people with lived experience of disability by working in partnership with the Queensland Disability Advisory Council, the Queensland Independent Disability Advocacy Network and the Queensland Carers Advisory Council. These forums contribute to and inform the work we do to improve outcomes for people with disability.

As we implement this DSP, we will embed co-design in actions that we take – including by ensuring our work is evidence-based (based on what people have said they need) and that we have robust feedback processes and good governance and advisory mechanisms in place.

2. Measurement of outcomes and impact

What it means for us

We set clear targets and measure our progress; we understand how the work we do impacts the lives of people with disability.

What we are doing

We participated in the development of the ADS and the associated outcomes framework to ensure it provides a strong basis for measuring outcomes.

We ensure that the services we fund also deliver outcomes for people with disability and the broader community, and we measure outcomes through regular reporting from service providers.

Our department is committed to supporting and advocating for people with disability, working in partnership with the disability sector, and monitoring the NDIS to ensure it delivers positive outcomes for Queenslanders with disability.



By implementing this DSP, we seek to embed measurement of outcomes and impact in actions that we take – including by ensuring we have a way of measuring impact and outcomes (including baselining), and a way of seeking feedback from our advisory mechanisms to understand the impact of our work.

We will ensure regular reporting on our progress through our department’s governance arrangements.

3. Human rights

What it means for us

Services, systems, policies and programs that promote the rights of people with disability will benefit everyone.

What we are doing

Promoting respect for human rights and freedoms is a core part of our department’s purpose.

Through our work with and for people with disability, we seek to embed the principles and articles of the United Nations Convention on the Rights of Persons with Disabilities.

The department applies Queensland’s *Human Rights Act 2019* when making decisions and developing policies and processes.

All services delivered by the department have regard to the human rights principles under the *Disability Services Act 2006*.

These are:

- People with disability have the same human rights as others.
- People with disability have the right to —
 - respect for their human worth and dignity as individuals
 - realise their individual capacities for physical, social, emotional, cultural, religious and intellectual development
 - live lives free from abuse, neglect or exploitation
 - participate actively in decisions affecting their lives, including the development of disability policies, programs and services
 - recognition of their individual autonomy and independence, including the freedom to exercise choice and have control of their lives.
- When using disability services or NDIS supports or services, people with disability have the right to:
 - supports or services designed and delivered to enhance quality of life, supports their family unit and their full participation in society
 - receive supports or services with minimum restriction of rights and opportunities
 - receive supports or services that respect the confidentiality of their information



- receive supports or services in safe and accessible built environments that are appropriate to needs
- pursue grievances about supports or services without fear of reprimand
- support to enable them to pursue grievances about supports or services
- support, and access to information, to enable participation in decisions affecting their lives.
- People with disability have the right to receive supports or services, and information necessary to support their rights, in ways that appropriately consider their disabilities and cultural backgrounds.

Advocacy services are provided under our Queensland Disability Advocacy Program to support Queenslanders with disability, their family members and carers:

- to understand their rights
- to navigate the NDIS and other mainstream services (including Health and Education)
- to address gaps in support
- to address discrimination, conflict and unfair treatment
- to make informed decisions
- to build capacity to advocate for themselves
- ensure fundamental needs are met
- through legal matters
- with information and referrals to disability support services.

We work to protect the rights and safety of people with disability in service environments by investigating complaints, assessing requests for approval of the short term use of restrictive practices and the screening of disability workers.



4. Cultural and systems change

What it means for us

We will grow and promote inclusion by removing barriers embedded in structures and systems.

What we are doing

We administer the Queensland Disability Peak and Representative Bodies Program. This program recognises the role that systemic advocacy and providing appropriate, accessible information play in removing barriers for people with disability and growing a culture of inclusion. This program funds organisations across Queensland to provide information and referral services and champion the importance of inclusive employment in Queensland.

Our department leads the Queensland Government's participation in key national reforms, including Commissions of Inquiry, service system reviews and the Disability Reform Ministers meetings.

Our department coordinates the work of the Queensland Government's *Disability Reform and Implementation Interdepartmental Committee* (DRIIC), which oversees:

- implementation of the Queensland NDIS full scheme agreement
- the Queensland Government's response to national inquiries and reforms, and
- implementation of ADS and the QDP.

This key oversight role supports systems change by providing consistency and building opportunities for collaboration across the Queensland Government.

By implementing this DSP, we will work to embed cultural and systems change in every action that we take – this includes by ensuring our actions are promoted across our organisation and to stakeholders, there are good governance mechanisms in place that have participation of people with disability at every level, and that each action is designed to promote inclusion.



Our actions

The *Disability Services Act 2006* (section 221) requires our DSP to identify issues relating to our department's service delivery for people with disability, outline how issues will be addressed and how we will consult with other departments as part of a coordinated whole-of-government approach for service delivery for people with disability.

Current actions

A range of disability-related actions are part of our business as usual approach to delivering our department's functions and addressing issues related to service delivery for people with disability. Many of these are included in either the department's strategic plan, reported in our annual report or service delivery statements and include:

- administering the Queensland Government's investment in the NDIS and monitoring the performance of the NDIS in Queensland to ensure value for money and outcomes for Queenslanders with disability
- providing accommodation support services for people with disability who require full-time support with the core activities of daily living, and regularly assessing their needs
- improving the service delivery model for the forensic disability service system in Queensland
- ensuring that the voices of Queenslanders with disability are heard and that people with disability are supported to participate in their communities
- safeguarding the rights and wellbeing of people with disability by working in partnership with disability and carer representatives, key stakeholders and other agencies, and by continuing to perform certain regulatory functions under the NDIS Quality and Safeguarding Framework
- supporting Queenslanders with disability to participate as equal citizens in society, and to maximise their social and economic participation, including through the NDIS
- delivering NDIS and state disability worker screening in Queensland to protect people with disability from individuals who may pose an unacceptable risk of harm
- working with parents, families, carers and communities to promote health and wellbeing outcomes, especially for children with disability in care
- advocating for an effective NDIS that will improve outcomes for people with disability and their families and carers, helping them achieve their life goals and participate in social and economic life.



New actions

We have identified some specific actions (outlined below) that we will take over the life of this DSP to improve what we deliver, how we deliver it and how to lead by example as an inclusive organisation. By focusing on the four impact areas discussed below, we will make sure we are inclusive of our entire disability community.

To ensure we meet our commitment to *Queensland's Disability Plan 2022-27: Together, a better Queensland*, we will apply the four building blocks as we further develop and implement these actions.

Further ideas

Our engagement with people with lived experience of disability identified many issues for the department to consider, including issues that are broader in scope than our department can deliver alone. A list of the ideas that the engagement identified is in Appendix A.

Over the life of this DSP, we will collaborate across government and the non-government sector to consider these ideas further in the context of the development of ours and other relevant department's future DSPs.



Actions to support Our Service Users

Our Service Users should have access to the best services, tailored to meet individual needs and goals.

We recognise that services must be inclusive of all people, as well as being safe and of high quality. Services must also provide an excellent, person-centred, user experience.

Who are Our Service Users?

Our Service Users are the people who access and use the services that our department provides. They are our priority and focus.



Table 1 Actions for Our Service Users

Action #	Actions	Measurement	Timing	ADS Outcome Areas
1	Prepare, publish and promote an annual "Voice of Queenslanders with Disability" report identifying issues for people with disability to inform strategy, policy and programs, and to inform the wider community.	Annual publication of report	Years 1-3	7
2	Undertake journey mapping of services as part of a human-centred design approach to capture the experience and steps in the processes for people with disability to interact with DCSSDS to receive services.	Percentage of services journey mapped	Year 2-3	2,7
3	Identify and incorporate relevant issues for carers of seniors with disability in the development of the next Seniors Strategy and/or supporting action plans.	Carer peak engagement with the strategy and future action plans	Year 1	2,6
4	Identify and champion positive case studies and stories on the Queensland Disability Plan website to raise awareness and promote inclusion.	Number of case studies published each year	Year 1-3	7
5	Actively participate in and respond to the review of the NDIS, reflecting Queensland disability sector and government views and issues.	Number of review activities undertaken, submissions or advice provided	Year 1-2	3,4
6	Work with the Commonwealth, state and territory governments to consider potential arrangements for national consistency in relation to the regulation and accreditation of assistance animals.	Participation in national meetings and finalise Queensland analysis	Year 1-2	2,4
7	Undertake a review of DCSSDS procurement processes to assess accessibility and consider opportunities for inclusion targets.	Completion of review	Year 3	7
8	Work with the Commonwealth, state and territory governments to coordinate the implementation and monitoring of the <i>Australia's Disability Strategy 2021-2031</i> and all associated work priorities (for example, the National Disability Data Asset, National Disability Advocacy Framework, and Targeted Action Plans).	Participation in national meetings and monitoring of performance of ADS	Year 1-3	7
9	Review Queensland's Forensic Disability Service System and develop implementation plan for addressing recommendations.	Completion of review, completion of plan	Year 1-2	4



Action #	Actions	Measurement	Timing	ADS Outcome Areas
10	Review Queensland's positive behaviour support and restrictive practices authorisation arrangements and develop implementation plan for addressing recommendations.	Completion of review, completion of plan	Year 1-2	3,4
11	Configure the Unify client management system to record client disability type and NDIS information. Unify will improve information sharing and collaboration across Queensland Government, social services and justice sectors while engaging with young people, families, carers and services. The system will ensure that children with disability are provided with appropriate care while in the child protection system.	Transition to Unify is implemented. Staff are able to record disability and NDIS status in the client management system.	Year 2-3	4
12	Continue to address the intersectional needs of children and families with disability who are from Aboriginal and Torres Strait Islander and other cultural and linguistic backgrounds by ensuring that case management practices consider the intersectionality needs of children with disability.	Improvement in case management outcomes.	Year 2-3	4
13	Deliver the co-designed First Nations Queensland Children with Disability Action Plan.	Increased number of Aboriginal and Torres Strait Islander children with disability accessing the NDIS	Year 2	4
14	Ensure disability awareness training options for frontline staff are available on a range of topics pertaining to disability and intersectionality.	Training completion rates	Year 1-3	3, 4,7
15	Mandate disability awareness training in the Child Safety Officer frontline induction programs.	Training completion rates	Year 1-3	3,4,7
16	Offer engagement processes in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers.	Identify good practice processes for client engagement, in consultation with key stakeholders. Options for engagement with people with disability and their families and carers are promoted, including	Year 1-3	2, 3



Action #	Actions	Measurement	Timing	ADS Outcome Areas
		translators and the use of technology.		
17	Ensure that Business Continuity Management processes provide service continuity for people with disability. Engagement and communication methods are provided in various formats for staff and clients with disability to convey necessary information.	Service delivery to clients with disability is not impacted during emergency events.	Year 1-3	2, 3



Actions to support Our People

Our culture exemplifies who we are, what we do, why we do it and the value we add.

We recognise the importance and value of social and economic participation by people with disability, which is enabled by creating inclusive workplaces and workforces. By building and promoting the workforce participation of people with disability, which help people with disability achieve financial security and broader inclusion in the community.

A diverse and inclusive workforce is comprised of people drawn from a broad range of backgrounds, experiences, knowledge and skills; one which represents a cross-section of the community it serves.

An inclusive workplace values, respects and harnesses the diversity of its people and is a place where people feel safe, valued, and included.

Our department is a diverse and inclusive workplace where people of all ages, backgrounds and abilities feel safe, valued and respected.

Our departments culture and value prioritise employee inclusion and embrace difference.

Who are Our People?

Our People are the employees who work in our department.

As at 30 June 2023, we had:

- 5,342 (Full Time Equivalent) staff working across Queensland for our department
- 82.88 per cent of our workforce in frontline or frontline support roles
- 4.45 per cent identifying as Aboriginal or Torres Strait Islander
- 4.10 per cent of staff with a disability
- 4.06 per cent of staff from culturally and linguistically diverse backgrounds and speak a language other than English at home
- 72.80 per cent in leadership roles were women.

Table 2 Actions for Our People

Action #	Actions	Measurement	Timing	ADS Outcome Areas
18	Develop and embed a set of accessibility and inclusion outcomes into executive and senior managers' performance agreements.	All executive and senior performance agreements updated	Year 2	2,7
19	Promote accessibility checker tools and how to improve accessibility of departmental documents to all office-based staff.	Percentage of staff completion	Year 1	2
20	Consider options for delivering annual training for all executive and senior managers on inclusion legislation, standards and guidelines.	Percentage of executive and senior managers who have completed the training	Year 2	3,7
21	Review staff performance planning processes to include disability inclusion and accessibility considerations.	Performance and Development Agreement template updated for implementation	Year 1	2,3,7
22	Review project and program management processes to ensure inclusion of people with disability is embedded in planning and reporting documentation and processes.	Percentage of processes updated	Year 2	2,7
23	Raise awareness of the Queensland Government accessibility guidelines and standards for websites and build the capability of program areas to routinely develop products (including Queensland Government publications) that meet the guidelines	Internal communication of the guidelines and standards	Year 1	1,7
24	Audit internet and intranet platforms to ensure compliance with the Queensland Government accessibility guidelines and standards for websites .	Audit undertaken and follow up action occurs	Year 2	2,7
25	Review recruitment practices and resources to ensure they are inclusive of people with disability and maximise employment opportunities.	Percentage of employment of people with disability	Year 2	1,2
26	Update internal audit processes to include accessibility and inclusion consideration in all audits undertaken.	Percentage of audits undertaken including inclusion	Year 1	2



Action #	Actions	Measurement	Timing	ADS Outcome Areas
27	Provide disability awareness training in corporate induction.	Number of staff accessing training options	Year 1	7
28	Ensure that development programs are inclusive of, and accessible to people with disability.	Representation of staff living with disability across the workforce in leadership and specialist roles.	Year 1-3	1,5
29	Review the department's recruitment and selection process to promote contemporary inclusive recruitment practices.	Target = 12% workforce with disability Increased attraction and appointment rates of people living with disability	Year 1-3	1,7
30	Ensure that disability inclusion is considered as part of workforce planning activities.	Workforce plans include disability employment and inclusion actions	Year 1	1
31	Involve people with disability in identifying and implementing workforce strategies to employ and retain people with disability.	Strategies are identified and designed in partnership with staff living with disability.	Year 1	1
32	Promote visibility of staff living with disability and promote the disability service plan.	Disability is represented in communications.	Year 1-3	7



Action #	Actions	Measurement	Timing	ADS Outcome Areas
33	Adopt a person-centric approach to the design and implementation of reasonable adjustment policy and other staff supports.	Implementation of the reasonable adjustment policy and procedure. Information is published on the intranet and promoted to all staff	Year 1	6
34	Increase staff awareness of services that are available for people with disability (e.g., electronic interpreting services for people who are deaf or hearing impaired), including intersectionality considerations.	Information is included in the Child Safety Practice Manual.	Year 3	4



Actions to support Our Community

Our Community should be inclusive of all people with disability.

We recognise that the actions and activities of government and community-based organisations should be inclusive of the whole community and the requirements of those in all regions.

Our actions for Our Community seek to achieve the best outcomes from the work that we do and who we work with.

What is Our Community?

Our Community includes our partners and the work that we do, including service provision, policies and programs delivered with and for:

- children and young people in care, their families and carers
- seniors, people with disability and carers throughout Queensland
- organisations funded by the department to deliver services
- companies, industry, businesses, government and non-government organisations, research institutes, advisory councils, advocacy organisations and peak bodies
- Commonwealth, Queensland and Local Governments, and other State and Territory Governments.

Table 3 Actions for Our Community

Action #	Actions	Measurement	Timing	ADS Outcome Areas
35	Review the Disability Awareness Training for the Queensland public sector to ensure the training content addresses contemporary understanding of inclusion issues and promote across all agencies. <i>(TAP Action)</i>	Review completed	Year 1	2,7
36	Deliver the Research Partnerships Projects to better understand the reasons for under-utilisation of NDIS funding by Queensland participants, particularly those who are hard to reach, disconnected from mainstream services and may experience multiple layers of disadvantage. <i>(TAP Action)</i>	Project completed	Year 1	2,3
37	Work with the Queensland Disability Advisory Council to provide high quality evidence-based advice to the Minister and department on issues impacting Queenslanders with disability, their families and carers.	Annual QDAC work program report	Year 1-3	2,4
38	Promote and support Disability Action Week and International Day of People with Disability in partnership with the disability sector and amplify these and other activities that promote inclusion via online and social media platforms.	Activities undertaken Annual calendar in place	Year 1-3	2,7
39	Identify and resource an Olympics and Paralympics Champion in the department.	Champion identified Annual update	Year 1	2,7
40	Analyse Queensland Disability Advocacy Program reporting data in Queensland to identify priority issues and develop recommendations for action.	Data analysed and advice provided	Year 1	2,3,4
41	Promote opportunities for people with disability to participate on Queensland Government boards. <i>(TAP Action)</i>	Number of submissions or advice provided	Year 1-3	1,2,7
42	Develop a whole-of-government inclusive language guide/toolkit in consultation with people with disability. <i>(TAP Action)</i>	Toolkit published	Year 2	2,7
43	Fund the Queensland Disability Advocacy Program to enhance capacity of people with disability to self-advocate, promote the rights of individuals, as well as address systemic issues of discrimination and unfair treatment. <i>(TAP Action)</i>	Number of hours delivered	Year 1	2,3,7



Action #	Actions	Measurement	Timing	ADS Outcome Areas
		Number of service users		
44	Support eligible school leavers to access the NDIS to obtain the supports they need to transition from school-based learning programs to employment. <i>(TAP Action)</i>	Number of people supported	Year 1	1
45	Implement the Disability Peak Bodies funding program and ensure it includes funding to support First Nations people with disability, people from CALD communities with disability, developing the market of small disability service providers and providers of supported accommodation, as well as the employment of people with disability.	Number of hours delivered Number of service users	Year 1-2	1,7
46	Fund the Queensland Disability Advocacy Program Specialist Individual Advocacy service to ensure children and young people with disability receive advocacy supports that uphold their rights and interests. <i>(TAP Action)</i>	Number of hours delivered Number of service users	Year 1	3,5
47	Fund the Queensland Disability Advocacy Program Specialist Individual Advocacy services to ensure First Nations people with disability and people with disability from Culturally and Linguistically Diverse Backgrounds receive advocacy supports that uphold their rights and interests. <i>(TAP Action)</i>	Number of hours delivered Number of service users	Year 1	3
48	Support parents of children with a disability through the Stepping Stones Triple P parenting program, which is designed to offer tailored support to meet the different needs of families raising children with disability, including tailoring for parents with intellectual and other disability. <i>(TAP Action)</i>	Percentage of children/families with disability supported through the program	Year 1	4
49	Continue to engage in educational and awareness raising communications campaign providing information about disability in a variety of service contexts. <i>(TAP Action)</i>	Number of campaigns undertaken Percentage of frontline workforce participating in educational and awareness campaigns and presentations	Year 1	7



Action #	Actions	Measurement	Timing	ADS Outcome Areas
50	Work with Aboriginal and Torres Strait Community Controlled Organisations to foster links with the NDIA.	Case studies developed as a resource to highlight improvements to cultural capability to support Aboriginal people and Torres Strait Islander people with disability	Year 1-3	4,7



Actions to support Our Places

Our Places should be accessible and inclusive of everyone.

We recognise that people with disability live in all regions across Queensland, meaning that all public places must be accessible for all.

What and where are Our Places?

Our Places are everywhere we provide services, including our workplaces and digital places. Our workplaces includes our offices, Accomodation Support and Respite Services and our Regional Service Centres. They also include in-person meetings and other in-person engagement activities.

Our online places include our websites, social media and engagement platforms, documents and online meetings.



Table 4 Actions for Our Places

Action #	Actions	Measurement	Timing	ADS Outcome Areas
51	Develop a guide for universal design to guide updates to DCSSDS workplaces.	Guide published	Year 2	2
52	Undertake an accessibility audit of DCSSDS premises and workplaces and develop an accessibility improvement plan incorporating universal design principles.	Audit completed Plan developed Progress reporting	Year 3	2
53	Undertake an accessibility audit of DCSSDS IT (software and hardware) and develop a plan to improve accessibility.	Audit completed Plan developed Progress reporting	Year 2	1,2
54	Undertake accessibility and inclusion assessment of departmental communication arrangements and work with program areas to improve communication resources.	Audit undertaken and follow up action occurs	Year 2	2,7
55	Review departmental policy and procedure for identifying and referring concerns when a person with disability may be at risk of harm to ensure they are evidence based and that service delivery staff are supported to recognise, prevent and minimise abuse, neglect and exploitation, and are subject to mandatory worker screening. <i>(TAP Action)</i>	Policy and procedure updated	Year 1	3
56	Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the department are refurbished or leases commenced and renewed.	The needs of people with disability are considered when buildings and accommodation are constructed, refurbished or leases renewed.	Year 1-3	2
57	Accessibility features are clear and recognisable, and hallways are kept free from clutter for ease of access and mobility.	Incorporate into health and safety policy	Year 1	2
58	Provide guidance to staff about how to choose an accessible venue and hold an inclusive event or meeting.	The needs of people with disability are considered when choosing venues for events and meetings.	Year 1	7



59	Ensure agreements between the department and funded organisations consider accessibility and inclusiveness of people with disability.	All funding and service agreements include accessibility and inclusiveness of people with disability where necessary.	Year 1-3	2
60	Ensure information and communication platforms are accessible to people with disability. Transition content from Web Content Accessibility Guidelines (WCAG) version 2.0A to 2.1	Website and intranet content including published documents are accessible for people with disability in line with the WCAG 2.1 standard.	Year 1-3	2



Appendix A - Further ideas

The engagement process to develop this plan also generated ideas that will be considered by the department to inform future thinking and discussion with our stakeholders.

Our Service Users

Design/implement an overarching research framework and data collection methodology to understand the needs and experiences of people with disability accessing services.
Develop an inclusion capability framework to guide individual departments, businesses, services and system practices for both employees and customers.
Work with local governments, non-government organisations and businesses to understand current trends in disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.
Build individual capacity and effective natural safeguards (i.e. informal supports and protections such as connection with family and community) of people with disability.
Build self-advocacy skills, experience, and confidence of Queenslanders with disability through the development of resources and provision of training/mentoring opportunities.



Our People

Showcase disability inclusion and leadership within the public service with a focus on inclusion framework elements and employment practices.
Through established mechanisms for traineeships within the public service, identify and map current pathways and how this can be communicated more broadly with community including through universities and TAFE.
Create a pilot mentoring program for public sector employees with disability in DCSSDS and promote to broader network.
Employ people with lived experience to co-design engagement strategies to extend the reach of consultation in the community.
Support an increase in direct government spend under the social procurement framework to benefit people with disability.
Develop, promote, and share best practice employee life-cycle resources to support inclusive recruitment, employment, and career progression of employees with disability.
Scope the development of a strategic marketing plan for showcasing the leadership of people with disability to improve community understanding and attitudes towards disability and inclusion.
Develop and increase leadership skills and enable people with lived experience of disability, or who are ambassadors/working in the disability sector, to become more influential, confident, and effective leaders.

Our Places

Coordinate a state-wide approach to reduce the digital divide for people with disability across Queensland. This program will need to address areas of access to digital devices, affordability of data and ability to use devices (capacity building).
Develop whole-of-government strategies to ensure awards and recognition initiatives are inclusive, accessible, and actively target people with disability.



Our Community

Develop a strategic communication/marketing initiative to improve public understanding and community attitudes to improve inclusion and disability awareness.
Engage with people with disability to determine the best approach to fostering and promoting disability pride within mainstream community.
Develop, design, and promote public awareness and education campaigns (case studies) that demonstrates the diversity of disability and works to break down barriers and stigma through multiple, accessible platforms/mediums.
Ensure activities to change community attitudes, including efforts to build disability-confident and inclusive workforces, highlight the experiences of people with disability who are not well understood or considered, including people from underserved communities or with invisible disability.
Develop 'Community of Practice' models as informal and organic networks to promote/guide knowledge, professional development, and capacity-building service.
Develop e-learning and other training packages and courses that are co-designed and co-delivered with people with disability and which promote inclusion, foster a culture of respect, and change attitudes towards people with disability.
Highlight the stories and achievements of people with disability in internal and external communications, including in annual and other reports, media/marketing, to showcase the diverse skills and achievements of people with disability (the power of positive narrative).
Design and implement an overarching research framework and data collection methodology to understand the needs and experiences of people with disability accessing employment. Determine and action findings of inquiries to building work readiness, and better support participants to transition into meaningful employment.