

An all abilities Queensland:

EVERYBODY

has a role to play

ALL ABILITIES QUEENSLAND: OPPORTUNITIES FOR ALL

State disability plan 2017–2020

Progress report (2)





Completed







On track



COMMUNITIES FOR ALL



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Changing attitudes and breaking down barriers by raising awareness and capability					
Minister for Communities and Minister for Disability Services and Seniors Department of Communities, Disability Services and Seniors (DCDSS)	2017–2020	Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability.	<ul style="list-style-type: none"> ➤ New dedicated website launched ➤ Tools, resources and showcase examples progressively published 	<ul style="list-style-type: none"> ➤ Six videos were published on the All Abilities Queensland website, Everybody has a role to play, for Disability Action Week 2018. ➤ Between 1 July 2018 and 30 June 2019, the All Abilities website was accessed approximately 11,000 times. ➤ The videos, which featured personal stories about the creators and operators of Espresso Train Café and Catering (at Nundah, Brisbane) attracted approximately 220,980 views during the week 9 to 15 September 2018. ➤ DCDSS implemented a weekly social media schedule that showcased community, government and organisational partner programs providing positive and valuable opportunities for Queenslanders with disability. Available at DCDSS Thriving Communities on Facebook and Instagram and Disability Connect Queensland on Twitter. ➤ 119 posts were made on Facebook/Instagram reaching 855,343 unique individuals. 	 Completed



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Minister for Communities and Minister for Disability Services and Seniors Whole-of-Government (WoG) (DCDSS lead)	2017–2020	Support national communication strategies and activities to promote the National Disability Strategy 2010–2020.	➤ Queensland participates and contributes to national communication strategies and activities	<ul style="list-style-type: none"> ➤ DCDSS staff provided direct support for consultations conducted by the Australian Government Department of Social Services (DSS) to inform the development of Australia's disability policy beyond 2020: ➤ DCDSS staff attended consultations and provided logistical support and facilitated working group discussions with stakeholders. ➤ DCDSS promoted Queensland beyond 2020 community consultation workshops (Brisbane and Townsville) and online consultation opportunities throughout the department, other Queensland Government agencies, e-news and through the Queensland Disability Advisory Council and Regional Disability Advisory Councils. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	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.	➤ Information pack provided to Ministers to support development of partnerships	<ul style="list-style-type: none"> ➤ Additional consultation with key agency stakeholders, such as the Queensland Disability Advisory Council, occurred to develop a revised Ministerial information pack that is being progressed. It contains resources to assist Ministers in the areas of: <ul style="list-style-type: none"> ▪ inclusive engagement and accessible events ▪ accessible places and spaces ▪ accessible information ▪ disability action plans and relevant legislation ▪ improving disability awareness ▪ increasing employment opportunities ▪ increasing participation on boards and committees. 	 On track



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Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and incorporate disability awareness training into Queensland Government induction programs.	<ul style="list-style-type: none"> ➤ Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs ➤ Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs 	<ul style="list-style-type: none"> ➤ DCDSS developed and published the disability awareness program, Inclusion is within everyone's ability. The program was made available and promoted to DCDSS staff and linked to DCDSS online induction training. ➤ The program was also uploaded to the whole-of-government website (ForGov) making it available to all public sector employees, and was promoted to employees across all Queensland Government departments. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	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"> ➤ Information to support Local Governments, non-government organisations and businesses to develop plans provided on dedicated website ➤ Letters sent to all Local Governments and key non-government stakeholders 	<ul style="list-style-type: none"> ➤ Information to support local governments to develop disability access and inclusion plans is available on the Everybody has a Role to Play website. ➤ This page was viewed 342 times between 1 July 2018 and 30 June 2019. ➤ DCDSS is preparing communication, for distribution in 2019-20, to local governments and key non-government stakeholders to encourage developing and implementing a disability access and inclusion plan, which includes links to resources. 	 On Track
Accessible places and spaces					
Minister for Communities	2017–2020	Access for people with disability is	<ul style="list-style-type: none"> ➤ Guidance provided to staff about how to 	<ul style="list-style-type: none"> ➤ Information provided on the Everybody has a Role to Play website to guide staff: 	



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<p>and Minister for Disability Services and Seniors</p> <p>WoG (DCDSS lead)</p>		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.	choose an accessible venue for an event or meeting	<ul style="list-style-type: none"> ▪ when engaging venues or conducting events ▪ to comply with Australian Standards AS1428 and the Disability (Access to Premises - Buildings) Standards 2010 when making refurbishments to office space or building new facilities and leasing spaces. <ul style="list-style-type: none"> ➤ This page was viewed 342 times between 1 July 2018 and 30 June 2019. ➤ DESBT completed a Brisbane CBD accommodation consolidation project in June 2019. This involved a consolidation of workplaces from disparate locations to a core CBD location for DESBT hosting 452 work points. ➤ The fit out is a modern open plan workplace which has incorporated appropriate design elements to support employees and workplace visitors with a disability. Workplace adjustments included additional modifications such as desk placement, lighting and car parking arrangements. 	 Completed
<p>Minister for Communities and Minister for Disability Services and Seniors</p> <p>DCDSS</p>	2017–2019	Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: an age-friendly community grants program.	<ul style="list-style-type: none"> ➤ Number of innovative projects delivered from the grants program which benefit older people, including those with disability 	<ul style="list-style-type: none"> ➤ The 2018-19 Age Friendly Grants Program totalling \$999,955 funded 17 organisations to deliver a range of projects across the domains of Queensland civic participation and employment; community support and health services; and respect and social inclusion. ➤ One example of the projects funded to benefit older people with disability is the Dementia Friendly Pharmacy Program delivered by the Pharmacy Guild of Australia Queensland branch. 	 Completed


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Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020	In consultation with key partners, investigate the need for information and resources to support business and community organisations to understand the benefits and potential methods of including accessibility in their buildings, places and spaces.	<ul style="list-style-type: none"> ➤ Links to existing resources published on dedicated website ➤ Consultation with key partners undertaken to determine need for additional information 	<ul style="list-style-type: none"> ➤ The Everybody has a Role to Play website includes good practice resources to support business and community organisations to understand the benefits and ways of including accessibility in their building, places and spaces. ➤ This page was viewed 342 times between 1 July 2018 and 30 June 2019. ➤ Resources available include Accessible events: a guide for meeting and events organisers 	 <i>Completed</i>
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017-2018	Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code.	<ul style="list-style-type: none"> ➤ Responses to QBP proposals considered and QBP Consultation Paper published 	<ul style="list-style-type: none"> ➤ Action completed in 2017-18 with progress detailed in the All Abilities Queensland: opportunities for all - State Disability Plan 2017-2020 Progress Report (Year 1), as follows: <ul style="list-style-type: none"> - Submissions and surveys were reviewed and evaluated. Published QBP released on 28 October 2017. Through the plan Queenslanders with a disability and their carers will achieve greater dignity through the provision of adult change facilities in public buildings. 	 <i>Completed</i>
Accessible information					
Minister for Communities and Minister for Disability	2017–2020	Work towards ensuring all Queensland Government	<ul style="list-style-type: none"> ➤ All new key Queensland Government information/materials 	<ul style="list-style-type: none"> ➤ The Public Service Commission (PSC) completed a visual identity rebrand, including lived experience testing to ensure accessibility and usability. Formats were adjusted based on feedback received. 	


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Services and Seniors WoG (DCDSS lead)		information is accessible and provided in multiple formats.	<ul style="list-style-type: none"> ➤ Existing content progressively reviewed and updated 	<ul style="list-style-type: none"> ➤ During 2018-19, DCDSS provided input to review activities that will be used as part of a larger digital governance review. ➤ New, fully accessible, corporate-branded document templates were produced for the DCDSS intranet and new information and materials published on the DCDSS website were provided in accessible formats. Existing content continued to be reviewed and updated. ➤ All new online Department of the Premier and Cabinet (DPC) documents are published in accessible formats (HTML) for screen readers and other assistive technologies. Website users can request documentation in an alternate or specialised format. 	 Completed
Minister for Health and Minister for Ambulance Services Department of Health (DoH)	2017–2020	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.	<ul style="list-style-type: none"> ➤ Increased staff awareness of services available for people who are deaf or hearing impaired, in the delivery of public health services 	<ul style="list-style-type: none"> ➤ The DoH established a working group with representatives from West Moreton and Metro South Hospital and Health Services (HHS) to prepare the Julian's Key Health Passport Trial, which is taking place in Ipswich and Logan Hospitals from mid-2019. ➤ Achievements of the working group include: <ul style="list-style-type: none"> ▪ evaluating the 12-month trial ▪ undertaking staff engagement activities ▪ updating the Julian's Key mobile app ➤ The DoH established a working group of internal and external stakeholders to improve the delivery of interpreter services across Queensland Government and non-government organisations. 	 On Track



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Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2018	Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members.	<ul style="list-style-type: none"> ➤ Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability 	<ul style="list-style-type: none"> ➤ Action completed in 2017-18, with progress detailed in the All Abilities Queensland: opportunities for all - State Disability Plan 2017-2020 Progress Report (Year 1), as follows: <ul style="list-style-type: none"> - Customer insight and discovery activities undertaken in 2017-18 involved representation from target groups including people with disability. Online service improvements incorporated accessibility requirements for people with disability. 	
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport WoG (DHPW support)	2017–2020	Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded	<ul style="list-style-type: none"> ➤ All new key website content is accessible and complies with guidelines ➤ Increase in the number of government websites that meet guidelines 	<ul style="list-style-type: none"> ➤ Templates for the www.qld.gov.au website were updated and managed, including maintaining the compliance of templates when monthly changes were made (this is a legislative requirement and ongoing activity for all government web teams). ➤ Accessibility review is part of the publishing process for all DHPW web requests. Only accessible content is published, or a message is included for users to request an accessible version if required. ➤ DATSIP's 'Starting the Journey' online Cultural Capability training package was launched on 5 June 2019 and is compliant with Australian Web Content Accessibility Guidelines. It includes both transcripts and closed captions. ➤ DPC implemented BrowseAloud digital accessibility software on the Queensland legislation website. The 	



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		video/audio).		app assists with speech, reading and translation, facilitating access and participation for people with dyslexia, low literacy, English as a second language, and those with low vision.	
Welcoming and inclusive communities					
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020	Implement the Queensland Financial Inclusion Plan to improve financial security and resilience for Queenslanders including people with disability.	➤ Number of people receiving assistance through Better Budgeting Services	<ul style="list-style-type: none"> ➤ 14,686 people accessed Better Budgeting Services in 2018-19. ➤ Financial literacy and resilience services continue to have an early intervention focus. These services are available to all Queenslanders and are expected to operate from facilities that are highly visible in their communities and easily accessible by a diverse client group. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.	➤ Number of businesses, offering the Companion Card Scheme	<ul style="list-style-type: none"> ➤ Promotion of the Companion Card program occurred through: <ul style="list-style-type: none"> ▪ Smart Service Queensland representatives' attendance at community events. ▪ The Queensland Government website www.qld.gov.au/disability brings together information for people with disability, and their family, carers and service providers, including promotion of the Companion Card. ➤ As at 30 June 2019, there were 793 affiliated venue partners and 22,511 cardholders. 	 Completed
Minister for Environment and the Great Barrier Reef, Minister for	2017–2020	Increase engagement, participation and access to the arts by people with disability	➤ Reported initiatives/case studies	<ul style="list-style-type: none"> ➤ Arts Queensland (AQ) has been working closely with Access Arts to develop new business models to respond to the introduction of the NDIS. ➤ AQ continues to support a range of disability arts organisations through the provision of funding to 	


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Science and Minister for the Arts Department of Environment and Science (DES)		through partnerships between arts and disability organisations.		provide arts programming and activities for people experiencing disability. ➤ State Library of Queensland (SLQ) partnered with Studio G to deliver a regular program that supports young people on the autism spectrum in the transition to employment, training or further education. ➤ Queensland Art Gallery & Gallery of Modern Art (QAGOMA) partnered with Hear and Say, a not-for-profit organisation for children with hearing loss, to arrange for children to attend a Toddler Tuesday program. ➤ In February 2019, QAGOMA engaged a volunteer with autism, arranged through the Autism Cooperative Research Centre (CRC) Future Leaders Program, to work with QAGOMA's learning team.	 Completed
Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts DES	2017–2020	Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre (QPAC), Queensland Museum and Queensland Art Gallery and Gallery of Modern Art (QAGOMA).	➤ Reported access initiatives	➤ Each of the Arts Statutory Bodies (ASBs) employ a range of assistive technologies to make their programming accessible to people with disability and their carers. ➤ Queensland Museum (QM) South Bank presented four Sensory Friendly Days in the reporting year, developed in conjunction with Autism Queensland, to provide a museum experience for visitors with sensory processing difficulties. Headphones and chill-out zones ensure the usual museum experiences are 'dialled down'. ➤ Sensory Friendly Day held on 21 May 2019 attracted 50 visitors to the NASA: A Human Adventure exhibition and 57 visitors to the Sparklab Sciencentre. ➤ QM Townsville (Museum of Tropical Queensland) provided an AUSLAN interpreter for the World	 Completed




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				<p>Science Festival 'Extreme Moments in Science' program.</p> <ul style="list-style-type: none"> ➤ QM Toowoomba (Cobb+Co Museum) adapts all programs for students with disability including the use of hands-on objects and museum explorer kits with tactile activities. ➤ QAGOMA provides a range of options to increase access for people with disability including: <ul style="list-style-type: none"> ▪ low sensory viewings for people with autism or sensory sensitivity ▪ Auslan-interpreted tours and programs ▪ Auslan, Auslan-interpreted and captioned videos for selected exhibitions ▪ tours for people with hearing loss using assistive listening devices ▪ tailored tours for people with cognitive or physical impairment ▪ tactile and audio described tours for people with low or no vision ▪ Braille signage and artwork labels for Open Studio project. 	
Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts DES	2017–2020	Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts.	➤ Reported initiatives/case studies	➤ AQ provided a funding contribution to the development of Choose Art, a world-first online application that will provide a nationwide, comprehensive and central portal to accessible arts across all art forms, cultural institutions and event types. ARTfinder allows patrons to search events and programs by location, cost, art form and access needs.	



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Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts DES	2017–2020 (ongoing)	Continue to promote and improve access to Queensland’s national parks particularly at popular sites where we are replacing or providing new facilities.	<ul style="list-style-type: none"> ➤ Accessible visitor facilities are incorporated into the design and construction of at least three new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise the protection of the natural and cultural values of the sites 	<ul style="list-style-type: none"> ➤ Recently completed projects that incorporate universal access include: <ul style="list-style-type: none"> ▪ Daisy Hill Conservation Park: Day Use Area recent upgrades to AS1428 (paths, parking, barbeques, tables, toilets, koala centre access), ▪ Walkabout Creek Gateway Visitor Centre (lower carpark, events lawn, activity trail) ▪ Jimna State Forest: Peach Trees Camping Area (tent site, table, tap, fire ring, toilets). ➤ Completed Class 2 track upgrades, to create barrier free access and diversity of experience for some wheelchair users, assisted or otherwise: <ul style="list-style-type: none"> ▪ Noosa National Park: Coastal Track to Dolphin Point. ➤ Glasshouse Mountains National Park - Tibrogargun Day Use Area Redevelopment, to improve access and mobility within the park, including a parking bay, wheelchair accessible picnic tables, and wheelchair accessible paths. ➤ The following projects are also in progress: <ul style="list-style-type: none"> ▪ D’Aguilar National Park - Maiala Day Use Area Redevelopment, to improve access and mobility within the park, including PWD parking bays, wheelchair accessible picnic tables, <i>Disability Discrimination Act</i> (DDA) certified electric BBQ, and wheelchair accessible paths to existing Visitor Shelter. ▪ D’Aguilar National Park – Gantry Day Use Redevelopment, to improve access and mobility within the park, including PWD parking bays, wheelchair accessible picnic tables and additional wheelchair accessible paths. ▪ D’Aguilar National Park – Bellbird Grove Day Use Area Redevelopment, to improve access 	



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				<p>and mobility within the park, including PWD parking bays, wheelchair accessible picnic tables, DDA certified electric BBQ, and wheelchair accessible paths leading to visitor facilities.</p> <ul style="list-style-type: none"> ▪ Daisy Hill Conservation Park: Day Use Area upgrades to Paperbark Track - Class 1. 	
<p>Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts</p> <p>DES</p>	2017–2018	Provide a range of adaptive technology devices to enable people with disability to use the State Library of Queensland collections and resources onsite.	<ul style="list-style-type: none"> ➤ Devices available for visitors with disability to access collections and resources 	<ul style="list-style-type: none"> ➤ All ASBs, including SLQ, provide adaptive technologies and aids for patrons. Adaptive technologies available at SLQ include: <ul style="list-style-type: none"> ▪ Clearview Speech desktop electronic magnifier ▪ compact 7HD portable electronic magnifier ▪ Maggy Lamp — table top magnifier ▪ Canon Visualiser — closed circuit magnifier ▪ magnifying glasses (hand-held) ▪ ZoomText — screen magnification software with speech ▪ OpenBook — software scanned text into speech ▪ adaptive technology computers ➤ Hearing aid induction loop auditoriums 1, 2 and The Edge. 	 Completed
<p>Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport</p> <p>DHPW</p>	2017–2018	Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport.	<ul style="list-style-type: none"> ➤ Communication with relevant organisations, development and distribution of relevant materials 	<ul style="list-style-type: none"> ➤ Action completed in 2017-18 with progress detailed in the All Abilities Queensland: opportunities for all - State Disability Plan 2017-2020 Progress Report (Year 1), as follows: <ul style="list-style-type: none"> - A range of Sport and Active Recreation programs including grants, partnerships (e.g with The Sporting Wheelies and Disabled Recreation Association of Queensland, and Riding for Disabled Qld and Deaf Sport) products and services have continued to be promoted to eligible stakeholders and clients with disability 	 Completed

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				with the aim of increasing their participation in sport and active recreation.	
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2020	Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations.	➤ Communication with relevant organisations, development and distribution of relevant materials	<ul style="list-style-type: none"> ➤ Continued to promote grants programs through stakeholders and community organisations and clubs. ➤ Provided advice to sporting organisations regarding legislative requirements and Australian standards for accessibility in relation to infrastructure development. ➤ Promoted access to programs that support participation by people with disability, through workshops and information sessions. 	 Completed
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport And Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games	2017-2020	Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland.	➤ Funding of innovative research, development or commercialisation projects which directly assist the disability services sector	<ul style="list-style-type: none"> ➤ The Advance Queensland Ignite Ideas Fund supports start-ups and small-to-medium Queensland businesses to commercialise innovative products, processes and services to enable them to grow and compete in a global market and create new jobs. ➤ The Ignite Ideas Fund has supported numerous projects including those focussed on commercialising disability support products. For example: <ul style="list-style-type: none"> ▪ Dimity Dornan Consulting Pty Ltd developed Akoue Assistive Hearing Device, an innovative device to support people who are losing their hearing but are not yet ready to wear hearing aids. ▪ Kynd Pty Ltd received funding for its home care solution platform — Kynd, which is a ‘mobile’ peer-to-peer marketplace and community for individuals and/or their families to search for, compare, instantly book and manage their carers, along with smart in-home tools. 	 Completed



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DHPW and Department of Innovation, Tourism Industry Development and the Commonwealth Games (DITIDCG)				<ul style="list-style-type: none"> ➤ Queensland Capacity Network Pty Ltd, trading as QCN Fibre (formerly known as FibreCo Queensland) has been established as a jointly-owned subsidiary of both Powerlink and Energy Queensland. QCN Fibre is charged with facilitating access to low cost wholesale internet backhaul services to regional Internet Service Provider's in Queensland. QCN Fibre will connect the government owned corporations' fibre network to National Broadband Network Points of Interconnect throughout regional Queensland. 	
Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games DITIDCG	2017-2020	Promote the Inclusive Tourism Guide – Inclusive Tourism: Making your business more accessibility and inclusive.	<ul style="list-style-type: none"> ➤ The guide is widely distributed through and used in industry networks 	<ul style="list-style-type: none"> ➤ The Inclusive Tourism Guide continues to be promoted and maintained as a resource for the tourism industry through the department's website, 	 Completed
Respecting and promoting the rights of people with disability and recognising diversity					
Attorney-General and Minister for Justice	2017-2020	Maintain a strong voice for the rights of Queenslanders with impaired capacity.	<ul style="list-style-type: none"> ➤ Services provided to protect the rights and interests of vulnerable adults and children 	<ul style="list-style-type: none"> ➤ The Office of the Public Guardian undertakes significant pre-appointment advocacy to the Queensland Civil and Administrative Tribunal to ensure the Public Guardian (PG) is only appointed as guardian of last resort. 	

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Department of Justice and Attorney-General (DJAG)				<ul style="list-style-type: none"> ➤ In 2018-19, the PG was appointed for 3100 adults, two-thirds of whom are adults with disability. ➤ The Community Visitors Program (CVP) visits visitable sites such as Authorised Mental Health Services (AMHS), Forensic Disability Service, level 3 residential accommodation, and disability-funded sites to advocate for the rights and interests of residents. ➤ Community Visitors made approximately 4000 visits to adult visitable sites, raising approximately 2000 issues for adults with impaired decision making capacity. 	 Completed
Attorney-General and Minister for Justice DJAG	2017–2020 (ongoing)	Continue to fund community legal centres to provide advice and support to vulnerable Queenslanders, including people with disability.	<ul style="list-style-type: none"> ➤ Community legal centres funded to support vulnerable Queenslanders 	<ul style="list-style-type: none"> ➤ DJAG enters into service level agreements with individual community legal centres. The agreements include performance measures defining the number and types of legal services to be delivered to persons identifying as vulnerable. ➤ The Queensland Government continues to provide funding to community legal centres (CLCs) to provide free legal advice, support and referral for vulnerable Queenslanders. In 2018-19, \$20.439 million was allocated to CLCs to provide services to the community including people with disability. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2019	Review Queensland's legislation to ensure readiness for full implementation of the National Disability Insurance Scheme.	<ul style="list-style-type: none"> ➤ Review completed 	<ul style="list-style-type: none"> ➤ The NDIS whole-of-government legislative review was completed with the commencement on 1 July 2019 of the <i>Disability Services and Other Legislation (NDIS) Amendment Act 2019</i>, which made legislative amendments to facilitate the commencement of the NDIS and NDIS Quality and Safeguards Commission operations in Queensland from that date. ➤ Work is underway to progress further amendments 	 Completed



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				to support full-scheme operation of the NDIS in Queensland, including nationally consistent NDIS worker screening by 1 July 2020 and legislation to champion access and inclusion for people with disability.	
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers, and promote and uphold the human rights of people with disability.	<ul style="list-style-type: none"> ➤ New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation 	<ul style="list-style-type: none"> ➤ All Abilities Queensland and disability service plans contribute to meeting Queensland’s obligations under the United Nations Convention on the Rights of Persons with Disabilities by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability and to promote respect for their inherent dignity. ➤ DCDSS undertook statewide public consultation on the review of the <i>Disability Services Act 2006</i> to consider options to reflect the changing landscape of disability services with the introduction of the NDIS. ➤ The Queensland Transition Advisory Group, which met six times in 2018-19, was the key advisory mechanism for NDIS transition. ➤ The Queensland Disability Advisory Council and Regional Disability Advisory Councils, representing people with disability, families and carers, provided DCDSS with independent advice on local, state and national disability matters. 	
Minister for Communities and Minister for Disability Services and Seniors	2017–2019	Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the	<ul style="list-style-type: none"> ➤ Advocacy services are available to people with disability as they transition to the National Disability Insurance Scheme 	<ul style="list-style-type: none"> ➤ DCDSS allocated \$3.9million to 14 disability advocacy organisations to continue to provide vital advocacy services for people with disability. ➤ An additional \$750,000 was allocated to the Queensland Disability Network to provide peer to peer advocacy support for people with disability who are yet to enter the NDIS. 	




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DCDSS		National Disability Insurance Scheme.			
Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs Department of Local Government, Racing and Multicultural Affairs (DLGRMA)	2017-2020	Establish a panel of training providers to better support the cultural capability of organisations, to contribute towards the Multicultural Action Plan 2016–17 to 2018–19 focus on building culturally capable services and programs, including disability services.	➤ Establishment of a panel of cultural capability training providers	<ul style="list-style-type: none"> ➤ DLGRMA led development of the <i>Queensland Multicultural Action Plan 2019-20 to 2021-22</i>, which includes whole-of-government commitment to increase cultural capability of agencies through access to training, events and development opportunities. ➤ A standing offer arrangement with a panel of cultural capability service providers has been superseded as a result of the continued focus of the Queensland Multicultural Action Plan 2019-20 to 2021-22 to improve cultural capability across the whole-of-government. ➤ Under the Queensland Multicultural Action Plan 2019-20 to 2021-22, the Public Service Commission has committed to working with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options. 	 Completed
Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs WoG	2017-2020	Government services and funded non-government services provide access to language, translating and communication services.	➤ Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	<ul style="list-style-type: none"> ➤ DLGRMA continued to support the implementation of the Queensland Language Services policy, including through participation in a range of working groups, committees and meetings, distribution of resources such as interpreter cards and posters, and monitoring reporting on the engagement of interpreters. ➤ DCDSS continued to ensure that language, translating and communication services were available to Queenslanders with disability when accessing Queensland Government-funded services, by facilitating eligible non-government 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
(DLGRMA lead)				<p>organisations (NGOs) to have access to interpreter services provided by Translating and Interpreter Services (TIS National).</p> <ul style="list-style-type: none"> ➤ The DCDSS website continued to provide up-to-date information for NGOs about how to access language, translating and communication services for service users, including linking to the Multicultural Affairs Queensland website which publishes the Language Services Policy and Language Service Guidelines (to support Queensland Government agencies to implement the Policy). ➤ DCDSS funded \$752,514 to Deaf Services Queensland to continue to provide the Support with Interpreting Translating and Communication (SWITC) program. The SWITC program was available to funded providers delivering disability services and community care services, and registered NDIS providers, to provide appropriate service responses to Aboriginal and Torres Strait Islander peoples, people from a wide range of culturally and linguistically diverse backgrounds (including South Sea Islander people) and people who are hearing and/or visually impaired. ➤ 4070 hours of interpreting was provided. Bookings for interpreting services by people culturally and linguistically diverse backgrounds continued to rise to 65.5 per cent compared to 56 per cent at last report. 33 translations and 62 captioning services were also provided. 	




Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Safe, healthy and respectful relationships					
Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence Department of Child Safety, Youth and Women (DCSYW)	2017–2020 (ongoing)	Improve access to appropriate information on planned parenthood options and reproductive and maternal health services, particularly for rural, regional and remote women through the Queensland Women’s Strategy, including for women with disability.	<ul style="list-style-type: none"> ➤ Commence delivery of a number of initiatives to improve access 	<ul style="list-style-type: none"> ➤ Six new initiatives were added to the Queensland Women’s Strategy Community Implementation Plan (CIP) in 2018-19 relevant to this action. This increased the number of relevant initiatives being delivered by both government and NGOs to 20. ➤ DCSYW has coordinated the update of the CIP with new initiatives under all actions of the Queensland Women’s Strategy, including this action. ➤ DCSYW released the Queensland Women’s Strategy progress report for 2016-18 in February 2019, highlighting the significant progress being made to implement the strategy. This included actions to improve access to health information and services by women and girls, including those with disability. 	 Completed
Minister for Education and Minister for Industrial Relations Department of Education (DoE)	2017–2020 (ongoing)	Promote the Respectful Relationships Education Program in Queensland schools.	<ul style="list-style-type: none"> ➤ Publication of Program and communication to stakeholders 	<ul style="list-style-type: none"> ➤ The Respectful Relationships Education Program (RREP) has been promoted through Australian Curriculum professional development for regions and schools delivered by DoE. It has also been the focus of web conferences for teachers. ➤ RREP is promoted in the Learning Place and through ongoing communications to schools. ➤ Since the previous reporting period, the 2018 school annual reports have been checked with all state schools reporting that they currently implement respectful relationships education. 	 Completed



LIFELONG LEARNING



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Early childhood					
Minister for Education and Minister for Industrial Relations DoE	2017–2020 (ongoing)	Continue to provide Early Years Connect resources to support to Early Childhood Education and Care (ECEC) educators working with children with disability and children with complex additional needs.	<ul style="list-style-type: none"> ➤ The provision of quality professional learning resources for ECEC educators 	<ul style="list-style-type: none"> ➤ Early Years Connect information sheets for ECEC services, which provide information for ECEC educators in relation to inclusion, legislation, disability and transdisciplinary practice, were revised in 2018-19. Information sheets are available at https://earlychildhood.qld.gov.au/early-years/activities-and-resources/early-years-connect ➤ DoE has continued to: <ul style="list-style-type: none"> ▪ provide access to 16 professional learning recorded webinars for ECEC educators working with children with disability available at: https://earlychildhood.qld.gov.au/early-years/activities-and-resources/early-years-connect ▪ Provide eight online professional development modules for ECEC educators focussing on inclusion, behaviour support, governance, disability and transdisciplinary practice. 	 Completed
Minister for Education and Minister for Industrial Relations DoE	2017–2020 (ongoing)	Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) program for sessional kindergartens.	<ul style="list-style-type: none"> ➤ Increased enrolments of children with disability and greater number of kindergartens accessing the program 	<ul style="list-style-type: none"> ➤ In 2019, the Kindergarten Inclusion Support Scheme (KISS) replaced DISQK. Under KISS, Central Governing Bodies receive funding to administer the program in consultation with the kindergarten member services. ➤ In 2018–19, 1153 children were able to access an inclusive learning program in the year before school. 	 Completed
Minister for Education and	2017–2020	Continue to provide access to free on-loan	<ul style="list-style-type: none"> ➤ Increased number of sessional kindergartens 	<ul style="list-style-type: none"> ➤ DoE entered into a new funding arrangement with KU Children’s Services in 2018. 	

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Industrial Relations DoE	(ongoing)	specialised equipment and professional resources to eligible sessional kindergarten services.	accessing support to assist children with disability	<ul style="list-style-type: none"> ➤ During the establishment period (January to June 2019) KU has loaned 107 pieces of specialised equipment to 29 services. ➤ KU is currently working in partnership with Deadly Ears, NDIS ECEI Benevolent Society and Bush Kids to develop a collaborative approach to supporting services. 	 Completed
Minister for Employment and Small Business and Minister for Training and Skills Development Department of Employment, Small Business and Training (DESBT)	2016–2019	Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the Early Childhood Education and Care Workforce Action Plan 2016–2019.	<ul style="list-style-type: none"> ➤ Numbers of educators that access the skills sets to enable them to have the skills and knowledge they need to deliver a quality early childhood program that meets the needs of all children in their care 	<ul style="list-style-type: none"> ➤ The following skill sets are subsidised through the Vocational Education and training system: <ul style="list-style-type: none"> ▪ Building inclusive practices in early childhood education and care ▪ Child protection ▪ Supporting children and families with complex needs ▪ Team leader ➤ A total of 2233 participants were supported across the identified skill sets in 2018-19 as follows: <ul style="list-style-type: none"> ▪ Building inclusive practices in early childhood education and care — 100 ▪ Child protection — 1 ▪ Supporting children and families with complex needs —2147 ▪ Team Leader — 517 	 Completed
Primary, special and secondary schools					
Minister for Education and Minister for Industrial Relations DoE	2017–2020	Implement 17 recommendations of the independent review of education for students with disability in Queensland state schools.	<ul style="list-style-type: none"> ➤ Implementation of the recommendations 	<ul style="list-style-type: none"> ➤ As at 30 June 2019: <ul style="list-style-type: none"> ▪ eight recommendations are complete and embedded into everyday practice ▪ eight recommendations have progressed significantly ▪ one recommendation is in the planning phase. ➤ Significant achievements to date include: 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> ▪ a new inclusive education policy is being embedded in practice supported through the delivery of regional capability packages ▪ a review of special school eligibility ▪ providing principal scholarships to complete a Masters of Education (Inclusive Education). 	
Minister for Education and Minister for Industrial Relations DoE	2017–2018	Ensure the Department's parent engagement strategy is inclusive of parents of students with disability.	➤ Publication of strategy	<ul style="list-style-type: none"> ➤ In support of the revitalised Parent and Community Engagement Framework, Advancing Partnerships, DoE: <ul style="list-style-type: none"> ▪ published additional resources for parents including parent information sheets on how to engage with their children's learning across four age groups (Prep–Year 2; Years 3–6; Years 7–9 and Years 10–12) ▪ published additional resources for schools, including an information sheet providing ideas for engaging with parents, and case studies outlining approaches to parent engagement at nine schools ➤ From July 2018 to June 2019, DoE: <ul style="list-style-type: none"> ▪ promoted the Parent and Community Engagement Framework and support materials to state schools across Queensland through internal communication channels (e.g. Schools Update) ▪ provided information about the Parent and Community Engagement Framework to school reviewers to assist in ensuring schools are effectively engaging with parents 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Education and Minister for Industrial Relations DoE	2017–2020	Develop a state-wide continuum of educational delivery to ensure that students with severe and complex mental health needs have access, across the state, to specialised and appropriate educational support at all stages of their illness.	➤ Information on implementation included in the department's Disability Service Plan 2017-2020	<ul style="list-style-type: none"> ➤ Developed the evidence-based five drivers towards best practice in supporting the education of students with severe and complex mental health conditions. ➤ Supported hospital teaching staff and guidance officers to improve their practice according to the five drivers. 	 <i>Completed</i>
Minister for Education and Minister for Industrial Relations DoE	2017–2020 (ongoing)	Continue inclusion coach positions across Queensland to provide leadership and direction to state schools about evidence-based inclusive practices focused on improving educational outcomes for all students.	➤ Annual evaluation	<ul style="list-style-type: none"> ➤ The Signposts for School Improvement – Inclusive Education has been developed as a tool for schools to use as they plan their next steps towards inclusive education. Inclusion coaches have received training in the use of this product. ➤ Inclusion coaches continue to provide advice, support and professional learning to assist schools to build inclusive practices to support all learners. ➤ The Signposts for School Improvement – Inclusive Education has been developed to support the work of the inclusion coaches. 	 <i>Completed</i>
Tertiary and vocational education					
Minister for Employment and Small Business and Minister for Training and	2017–2019	Continue to support the delivery of lifelong learning options in rural areas including through the use of	➤ Skilling Queenslanders for Work continues to be delivered in rural areas and includes people who identify as having disability	<ul style="list-style-type: none"> ➤ Since being reintroduced in 2015, Skilling Queenslanders for Work (SQW) has assisted 5270 people with disability by providing supported training. ➤ SQW has assisted 1583 people with disability during the period 1 July 2018 to 30 June 2019. 	 <i>Completed</i>


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Skills Development DESBT	2017–2020 (ongoing)	online options and technology.	➤ Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training	➤ Skills Disability Support (SDS) reimbursed pre-qualified suppliers (PQS) for specialised support services delivered to assist 366 learners with disability during the period 1 July 2018 to 30 June 2019 (as per demand for this period). SDS also provided assistive technology to PQS to assist learners with disability.	
Minister for Employment and Small Business and Minister for Training and Skills Development DESBT	2017–2020 (ongoing)	Promote Skills Disability Support as a participation strategy for learners with disability.	➤ Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training	➤ SDS Communication Plan 2017-2020 continued to be implemented to promote Skills Disability Support (SDS) services via communication, website updates and presentations to disability support networks.	 Completed
Minister for Employment and Small Business and Minister for Training and Skills Development DESBT	2018–2020	Provide guidance to all registered training organisations via the resource 'Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners'.	➤ Resource is reviewed, promoted and made publically available	<ul style="list-style-type: none"> ➤ Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners was updated and published. ➤ The resource continues to be promoted as a key document to guide VET practitioners and the public regarding reasonable adjustment in VET. 	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Employment and Small Business and Minister for Training and Skills Development DESBT	2017–2020	Encourage and support participation of Queenslanders with disability in mainstream training programs under the Annual VET Investment Plan, through concessional arrangements, i.e. higher government subsidies to enable lower fees and increased training support, and tailored learning pathways (e.g. through Skilling Queenslanders for Work, foundation skills and lower level qualifications).	<ul style="list-style-type: none"> ➤ People with disability continue to remain a priority target group within programs offered through the Annual VET Investment Plan 	<ul style="list-style-type: none"> ➤ Student eligibility restrictions for access to government subsidised training in community services qualifications were amended. ➤ The definition of existing workers in the community services and health industry now includes parents and unpaid carers of NDIS participants to encourage and support carer participation in training. New funding arrangements apply from 3 December 2018. 	 On track
Minister for Employment and Small Business and Minister for Training and Skills Development DESBT	2017–2020 (ongoing)	Support pre-qualified suppliers to provide inclusive learning environments through the Inclusive Learning: A Way Forward framework.	<ul style="list-style-type: none"> ➤ Inclusive practice continues to be evaluated in scheduled audits by identifying opportunities for improvement to ensure pre-qualified suppliers achieve and maintain the intended policy goals 	<ul style="list-style-type: none"> ➤ The Queensland VET Quality Framework Audit methodology was reviewed and refreshed to incorporate a working together approach for continuous improvement in compliance and quality. ➤ Audit reports are more balanced, providing insights on governance, risk and assurance practices. ➤ Identified root causes of internal control deficiencies are reported quarterly to educate and foster collaborative learning. ➤ Support Forums for knowledge sharing remain embedded DESBT Regional practice. 	 Completed



EMPLOYMENT




Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Leading the way – increasing opportunities in the Queensland public sector					
Premier and Minister for State WoG - Public Service Commission (PSC) lead	2017–2020 ongoing	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.	➤ The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022	➤ As at June 2019 – based on Minimum Obligatory Human Resources Information (MOHRI) Equal Employment Opportunity (EEO) data — people with disability represented 3.07 per cent of the Queensland public sector workforce and 3.08 per cent for leadership board agencies. ➤ This is an increase of 0.49 per cent across the Queensland public sector workforce and 0.62 per cent for leadership board agencies over the past year. ➤ PSC, with the assistance of DPC, partnered with Queensland Shared Services to explore inclusive enhancement options specific to the Smart Jobs and Careers website and the Springboard recruitment platform. ➤ During 2018-19, PSC also: <ul style="list-style-type: none"> ▪ launched the different faces of impairment communications campaign to raise greater awareness of people with disability ▪ published empowered and confident: disabling the barriers implementation plan 2018–2022 and commenced delivery of the associated actions ▪ developed an online knowledge centre to provide resources and tools to help foster more inclusive workplaces for people with disability ▪ partnered with the department of communities, disability services and seniors to co-facilitate the all abilities Queensland workshop to improve the employment experience and career pathways of people with disability in the public sector 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> delivered a think tank in partnership with Queensland University of Technology, University of New South Wales (NSW) and the NSW Public Service Commission, exploring issues around disability and disclosure. 	
Increasing employment opportunities for Queenslanders with disability					
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment.	<ul style="list-style-type: none"> Information, resources and good practice case studies uploaded to the dedicated website 	<ul style="list-style-type: none"> Information about the benefits of employing people with disability, including links to resources and disability employment services, has been updated on Queensland Government website www.qld.gov.au/disability and added to the Business Queensland website www.business.qld.gov.au/ndis. In late 2018, the Queensland Government (led by DESBT) committed to creating a Queensland Social Enterprise Strategy (QSES). In September 2019, the Queensland Social Enterprise Strategy was released to support the development and growth of social enterprises to create jobs, support inclusive workforce participation and deliver social impact. The Queensland Government is investing \$1million in 2019-20 in initiatives under the Strategy. DESBT has entered into a \$240,000 two-year agreement with the Queensland Social Enterprise Council in May 2019 to help develop and grow the social enterprise sector. DCDSS, in collaboration with PSC, held an All Abilities Queensland Employment Workshop in May 2019 to discuss improving employment opportunities for people with disability. Members from the Queensland and regional disability advisory councils attended the workshop to provide practical advice and feedback. 	 Completed




Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Employment and Small Business and Minister for Training and Skills Development DESBT	2017-2018	Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy.	➤ Number of job seekers with disability who received support through the Back to Work regional employment program	➤ During 2018/19, 429 employees in Regional Queensland and 200 employers in South East Queensland who identified as a person with disability were supported by the Back to Work Employment package.	 <i>Completed</i>



EVERYDAY SERVICES


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Housing					
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2018	Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy.	<ul style="list-style-type: none"> ➤ A housing strategy and QBP Consultation Paper published 	<ul style="list-style-type: none"> ➤ Action completed in 2017-18 with progress detailed in the All Abilities Queensland: opportunities for all - State Disability Plan 2017-2020 Progress Report (Year 1) <ul style="list-style-type: none"> - The <i>Queensland Housing Strategy 2017-2027</i> was published on 12 June 2017. The QBP was published on 28 October 2017 and included four action items for inclusive communities. 	 Completed
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2020	Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs.	<ul style="list-style-type: none"> ➤ Housing Strategy is published ➤ Housing Strategy Action Plan supports person-centred approaches to housing assistance ➤ Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants 	<ul style="list-style-type: none"> ➤ DHPW has worked with DCDSS to phase out the Housing with Shared Support (HwSS) Program. A joint stocktake of all existing HwSS arrangements was undertaken as the NDIS was progressively phased in across the state. ➤ Bundaberg Housing Service Centre (HSC), in collaboration with community stakeholders, worked with vulnerable public and community housing tenants who are living in HwSS arrangements, people with disability, and seniors to develop an emergency plan that could be actioned in the event of a disaster. ➤ This project is now complete and the HSC continues to engage with vulnerable tenants to undertake emergency planning. Outcomes of the project included: <ul style="list-style-type: none"> ▪ 9 workshops with tenants ▪ 22 home visits 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> ▪ 107 households engaged; 138 participants ▪ 108 emergency kits provided; 107 emergency plans completed ▪ identified 14 households requiring further welfare checks during an emergency. 	
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2018 (HAS and QSTARS) 2017–2020 (RentConnect)	Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy.	<ul style="list-style-type: none"> ➢ Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) ➢ Continuation of RentConnect program 	<ul style="list-style-type: none"> ➢ In 2017-18, Home Assist Secure provided assistance to 37,495 eligible Queenslanders while QSTARS provided 121,398 instances of assistance to Queenslanders. ➢ RentConnect provided 17,528 households with private rental assistance. 	 Completed
Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport DHPW	2017–2020	Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability.	<ul style="list-style-type: none"> ➢ Best practice housing solutions and case study examples published ➢ Guidelines for housing providers developed 	<ul style="list-style-type: none"> ➢ Under the TenantConnect program, DHPW engaged Queenslanders with Disability Network (QDN) to co-design communication and engagement resources for staff to engage with tenants and other key stakeholders about housing options. The resources will be distributed in July 2019. ➢ The NDIS toolkit for community housing providers is under development. Information on housing pathways for people with disability is being collected and prepared for inclusion in a future web-based information hub. 	 Completed
Minister for Housing and Public Works, Minister for Digital	2017–2020	Develop policy positions on housing access, quality and safeguards and new supply that improve	<ul style="list-style-type: none"> ➢ Meetings of the Reform Leaders' Group Sub-committee on Housing held 	<ul style="list-style-type: none"> ➢ Progress against the inter-agency action plan helped to ensure the state was well prepared from a housing perspective for NDIS full scheme. DHPW is continuing to lead implementation in collaboration 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Technology and Minister for Sport DHPW		housing choice for people with disability and influence national implementation and guide state roll-out of the National Disability Insurance Scheme.	<ul style="list-style-type: none"> ➤ Recommendations provided to the NDIS Reform Leader's Group on improving housing choice for people with disability including quality and safeguards ➤ Inter-agency Action Plan developed ➤ Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers) 	<ul style="list-style-type: none"> ➤ with Queensland Government agencies. This will continue into the full scheme. ➤ Application of NDIA pass-through mechanism confirmed and state approach to transacting state land for Specialist Disability Accommodation has been clarified. 	
Minister for State Development, Manufacturing Infrastructure and Planning Department of State Development, Manufacturing Infrastructure	2018–2019	Include additional guidance in Economic Development Queensland (EDQ) guidelines for accessible housing to promote liveable housing design in new dwellings in Priority Development Areas (PDAs) and in PDAs	<ul style="list-style-type: none"> ➤ Guideline published 	<ul style="list-style-type: none"> ➤ In 2018-19 EDQ commenced a selection process for two builder partners for the Carseldine Urban Village (CUV). One of the key criteria for those bidding was their ability to deliver 100% accessible dwellings (with minimum silver level) for the 193 terrace dwellings within the CUV. Two 'preferred' builders have been selected in Q3 2019 with the CUV design guidelines and accessible compliant builder designs to be finalised ahead of the builders being confirmed in Q4 2019. 	 On track


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
and Planning (DSDMIP)		where EDQ is the developer.		<ul style="list-style-type: none"> ➤ A broader review of all of EDQ's guidelines is underway with a target date for release of a new guidelines framework in June 2020. 	
Health					
Minister for Health and Minister for Ambulance Services DoH	2017–2020	In implementing <i>My health, Queensland's future: Advancing health 2026</i> , the needs of people with disability are taken into consideration.	<ul style="list-style-type: none"> ➤ The needs of people with disability are reflected in implementation actions 	<ul style="list-style-type: none"> ➤ In line with the strategic agenda of <i>My health, Queensland's future: Advancing health 2026</i>, people with disability have been represented as a consumer voice in health consultation, including through Health Consumers Queensland and individual Hospital and Health Service consumer groups. 	 Completed
Minister for Health and Minister for Ambulance Services DoH	2017–2020	In developing and implementing Queensland Health strategies, programs and policies, the needs of people with disability are taken into consideration.	<ul style="list-style-type: none"> ➤ Strategies, programs and policies reflect the needs of people with disability 	<ul style="list-style-type: none"> ➤ Continued implementation of <i>Connecting Care to Recovery 2016-2021</i>, which sets the direction and highlights priorities to enhance state funded mental health, alcohol and drug services. ➤ DoH commits to making reasonable adjustments when providing health treatment services for people with disability and when employing staff. ➤ Metro South HHS completed broad engagement and consultation with people with disability, carers, health workers and disability support workers. The draft Disability Strategic Plan will be released for public consultation in the second half of 2019. 	 Completed
Minister for Health and Minister for Ambulance Services DoH	2017–2020	Investigate options to improve health service data collection about people with disability.	<ul style="list-style-type: none"> ➤ Improved ability to identify patients with disability in public health services 	<ul style="list-style-type: none"> ➤ In 2018-19 the DoH undertook the following actions: <ul style="list-style-type: none"> ▪ Queensland Health NDIS Phase 2 — NDIS Plan information entry in Consumer Integrated Mental Health Application (CIMHA) ▪ Incorporated NDIS participant status into the 2018 Long Stay Younger Patients Census. 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> ▪ Educated and shared information with staff to support data collections. ▪ Received final evaluation framework that is designed to understand, monitor and report on the impacts of the NDIS on HHSs. This will inform future projects and activities to better understand how people with disability utilise health services. <p>➤ Children’s Health Queensland updated its patient registration and consent forms to include NDIS fields to align with Queensland Health Hospital Based Corporate Information System (HBCIS) and Integrated Electronic Medical Record (ieMR) updates.</p>	
Minister for Health and Minister for Ambulance Services DoH	2017–2020	Improved access and experience of the health system by Aboriginal and Torres Strait Islander people with disability and their carers/families and communities.	➤ Aboriginal and Torres Strait Islander people with disability and their carers/families report improved access or improved experiences with the public health system	<ul style="list-style-type: none"> ➤ Staff provided education on the needs of Aboriginal and Torres Strait Islander peoples with disability and their carers/families as part of the Cultural Capability Program. ➤ Aboriginal and Torres Strait Islander patients and their families/carers participate in patient surveys and provide advice to Indigenous Liaison Officers on their experience with the health system. ➤ Queensland Ambulance Service developed and released its Cultural Capability Action Plan 2019-2022 in April 2019 and commenced implementing actions. 	 Completed
Minister for Health and Minister for Ambulance Services DoH	2017–2018	Consider the need for actions around specific groups of people with disability.	➤ Actions developed as required	<ul style="list-style-type: none"> ➤ In 2018-19, DoH: Conducted the 2018 Long-Stay Younger Patients Census. <ul style="list-style-type: none"> ▪ Promoted ‘<i>That is Violence</i>’ campaign to raise awareness for women with disability. ▪ Partnered with DCSYW to develop and implement local solutions to needs of children 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<p>and young people with complex disability who are unable to live at home safely.</p> <ul style="list-style-type: none"> ▪ Collaborated with NGOs to address needs of people with severe, complex and enduring mental health issues. ▪ Provided training to health and correctional staff on the rights of prisoners to healthcare. ▪ The Children’s Health Queensland HHS Escalation Pilot has been activated several times since it was finalised in May 2019, with two young people approved for non-statutory alternative care arrangements. 	
Minister for Health and Minister for Ambulance Services DoH	2017–2020	Build knowledge of health workforce about the needs of people with disability.	➤ Improved knowledge of staff needs of people with disability	<ul style="list-style-type: none"> ➤ In 2018-19, DoH: <ul style="list-style-type: none"> ▪ Promoted the QAS Clinical Practice Manual 2019. The QAS Clinical Practice Manual references people with a disability as a group with higher risk factors in domestic and family violence situations. ▪ Delivered disability awareness training to eHealth Queensland employees by National Disability Recruitment Coordinator (Job Access). ➤ Metro South HHS developed a staff orientation video about providing equitable and accessible health services’, which highlights access and care needs of people with disability. It will be finalised and released in the second half of 2019. ➤ Metro South and West Moreton HHSs raised staff awareness of the communication barriers and health needs of people with disability as part of promoting the Julian’s Key Health Passport Trial. ➤ Metro North HHS provided staff with skills and knowledge to develop training resources and practices 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				to manage patient handling risks, including for people with disability.	
Transport					
Minister for Transport and Main Roads Department of Transport and Main Roads (DTMR)	2017–2020 ongoing	Participate and influence national processes and policy that supports the removal of barriers for people with disability using public transport (for example, ongoing reviews of the Disability Standards for Accessible Public Transport).	<ul style="list-style-type: none"> ➤ Active participation on national committees such as National Accessible Public Transport Advisory Committee and the Disability Standards for Accessible Public Transport (DSAPT) Modernisation Committee ➤ DTMR submission finalised and provided to Commonwealth in response to five year review of DSAPT 	<ul style="list-style-type: none"> ➤ In 2018-19, DTMR: <ul style="list-style-type: none"> ▪ Represented Queensland on the National Accessible Public Transport Advisory Committee (NAPTAC). ▪ Participated on the DSAPT Modernisation Committee. ▪ Continued to represent Queensland on National Accessible Public Transport Advisory Committee and participated in the teleconferences conducted on 6 September 2018 and 11 December 2018. ▪ Supported the Australian Government Department of Infrastructure, Transport, Cities and Regional Development (DITCRD) to lead the modernisation of the Disability Standards for Accessible Public Transport 2002 (DSAPT). ➤ The Transport Infrastructure Council recently endorsed the development of improved guidance on how to use existing equivalent access provisions in DSAPT. This was supported by Queensland and TMR will work closely with DIRDC to progress this body of work. 	 Completed
Minister for Transport and Main Roads DTMR	2017–2020 ongoing	Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years.	<ul style="list-style-type: none"> ➤ Accessibility upgrades to 14 high-priority stations in South East Queensland completed 	<ul style="list-style-type: none"> ➤ DTMR, through the Rail Transport Service Contract (TSC), approved funding to support the ongoing and increased funding required to deliver accessibility upgrades to stations. ➤ DTMR collaborated with Queensland Rail through monthly Growth Projects meetings to monitor progress. 	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> ➤ Graceville, Nambour and Dinmore stations have been completed while Alderley and Newmarket have reached practical completion. ➤ Major construction commenced November 2018 for Morayfield, Boondall and Strathpine. In June 2019, new footbridges were installed at Morayfield and Strathpine. ➤ Detailed design completed in March 2019 for Dakabin Station and July 2019 for Auchenflower, South Bank and Cannon Hill stations. 	
Minister for Transport and Main Roads DTMR	2017–2018	Work with our partners to ensure that Gold Coast Commonwealth Games 2018 (GC2018) facilities and services are designed to provide an equitable transport experience and promote accessible public transport and active transport as the key modes of access to GC2018 precincts.	<ul style="list-style-type: none"> ➤ Delivery of games passenger transport in accordance with operations plans which acknowledge accessibility requirements 	<p>Action completed in 2017-18 with progress detailed in the All Abilities Queensland: opportunities for all - State Disability Plan 2017-2020 Progress Report (Year 1)</p> <p>Games passenger transport in accordance with transport plans. Key achievements included:</p> <ul style="list-style-type: none"> - The GC2018 Journey Planner featured in-built accessibility filters with allowed passengers to plan their accessible journey. - All GC2018 park 'n' rides had accessible car parks which could be pre-booked by commuters. - Games Time Public Transport facilities included accessible paths and signage to priority boarding areas where passengers could board an accessible service to a competition venue. 	 <i>Completed</i>
Minister for Transport and Main Roads DTMR	2017–2020 ongoing	Continue to make the Queensland public transport network more accessible for people with disability and those with limited mobility by: <ul style="list-style-type: none"> ➤ Continuing to 	<ul style="list-style-type: none"> ➤ Completion of actions contained within DTMR's Disability Action Plan – Improving Access to 2017 ➤ Final review report completed for DTMR's Disability Action Plan – 	<ul style="list-style-type: none"> ➤ The Disability Action Plan 2018-2022 was finalised and released in December 2018 and is available on the DTMR website. The action plan was developed in consultation with members of the DTMR Accessibility Reference Group and contains 41 actions, demonstrating the department's continued commitment to making the passenger transport network accessible for people with disability. 	 <i>Completed</i>

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
		implement DTMR's Disability Action Plan – Improving Access to 2017 ➤ Undertaking an end of term review of the Disability Action Plan – Improving Access 2017 ➤ Developing a new disability action plan to demonstrate DTMR's commitment to making the passenger transport network more accessible for people with disability and those with limited mobility.	Improving Access to 2017 ➤ Disability action plan for the period 2018 to 2022 developed in consultation with key stakeholders	➤ Implementation of actions contained in the plan has commenced.	
Minister for Transport and Main Roads DTMR	2017–2020 (ongoing)	Continue to manage the Disability Parking Permits including improvements to services.	➤ Ongoing scheme administration ➤ Implementation of a new online application lodgement service for Disability Parking Permits customers	➤ Disability parking permits continue to be issued and maintained by DTMR. ➤ The average processing time for assessing applications was nine business days.	


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Transport and Main Roads DTMR	2017–2020 (ongoing)	Continue to engage with key stakeholders about issues relating to improving the accessibility of the Queensland passenger transport network through the Transport and Main Roads Accessibility Reference Group.	<ul style="list-style-type: none"> ➤ Accessibility Reference Group (ARG) meetings held on a quarterly basis with meaningful agendas that include consultation opportunities for DTMR projects 	<ul style="list-style-type: none"> ➤ Main Roads Accessibility Reference Group meetings were held on a quarterly basis, including: <ul style="list-style-type: none"> ▪ 6 August 2018 ▪ 31 October 2018 ▪ 27 February 2019 ▪ 23 May 2019. ➤ The group comprises representatives from government, industry (passenger transport providers) and the disability sector. ➤ Consultation on key projects and information shared included the: <ul style="list-style-type: none"> ▪ new ticketing solution for Queensland ▪ Cross River Rail ▪ personalised transport drivers — disability awareness training ▪ New Generation Rollingstock Project ▪ Queen Street bus station lift ▪ motorised mobility devices — Austroads labelling project and senate inquiry outcomes ▪ Brisbane Metro ▪ South Brisbane transport and mobility study ▪ Albion station transit oriented development ▪ demand response transport trial. 	 Completed
Minister for Transport and Main Roads DTMR	2017–2018	Continue to ensure people with disability have access to safe, reliable and affordable personalised transport services, including implementation of an incentive payment to drivers of wheelchair accessible taxis to	<ul style="list-style-type: none"> ➤ Evaluation and monitoring of personalised transport reforms, which includes maximum fare protections for certain customer with disability ➤ Ongoing funding of the incentive payment for drivers of wheelchair 	<ul style="list-style-type: none"> ➤ In 2018-19, the Taxi Subsidy Scheme provided: <ul style="list-style-type: none"> ▪ 1,959,425 eligible journeys ▪ \$15,258,365 (excluding GST paid). ➤ The \$20 lift payment is payable to drivers of Wheelchair Accessible Taxis (WATs) as an incentive to prioritise wheelchair work. It is payable for taxi journeys taken by TSS members who require the use of a wheelchair for travel outside of their home. ➤ In 2018-19, the lift payment provided: <ul style="list-style-type: none"> ▪ 373,783 eligible journeys 	 Completed




Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
		meet the needs of certain customers with disability.	accessible taxis to prioritise services to Taxi Subsidy Scheme members identified as requiring a wheelchair to travel	➤ \$6,796,055.00 (excluding GST paid).	
Disability and community supports					
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020 (ongoing)	Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme.	➤ Community care services continue to be provided to eligible persons aged under 65 who are not eligible to participate in the NDIS	<ul style="list-style-type: none"> ➤ DCDSS established the policy, practice and funding frameworks for the new Queensland Community Support Scheme (QCSS) designed to provide supports to people with disability or chronic health conditions who are not eligible for supports through the NDIS or other avenues. ➤ DCDSS implemented a statewide procurement process to establish QCSS services across Queensland. As a result, contracts are in place to enable service provision to commence on 1 July 2019. ➤ Targeted funding arrangements were implemented for QCSS services to discrete Aboriginal and Torres Strait Islander communities. Contracts are in place to enable service provision to commence on 1 July 2019. ➤ Design work was completed to ensure the Human Services Quality Framework applies to services funded under QCSS. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors	2017–2020 (ongoing)	Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not	➤ Continuity of support process in place and accessed by eligible people with disability	➤ Former Aboriginal and Torres Strait Islander clients aged 50-64 years have been successfully transitioned to the NDIS or have chosen to take up aged care services. No former clients in this cohort required transition to the Commonwealth Continuity of Support Programme.	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
DCDSS		meet the access criteria for the National Disability Insurance Scheme.		<ul style="list-style-type: none"> ➤ As at 30 June 2019, 38 former clients have transitioned to the state-funded Continuity of Support program. ➤ The number of Continuity of Support under 65 clients has fluctuated throughout transition as clients have been supported to make new access requests to the NDIS, where applicable, and have received 'Access met' with new diagnostic information provided 	
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2019	Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework (HSQF) and contributing to implementing the National Disability Insurance Scheme National Quality and Safeguarding Framework.	<ul style="list-style-type: none"> ➤ Queensland quality framework is in place until completion of NDIS transition 	<ul style="list-style-type: none"> ➤ The Human Services Quality Framework continued to be used to monitor services funded by DCDSS and new NDIS providers until transition. ➤ DCDSS represented Queensland in finalising rules made under the NDIS Act, including the National Disability Insurance Scheme (Practice Standards — Worker Screening) Rules 2018 and the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018, which commenced in Queensland on 1 July 2019 and supported the commencement of full scheme NDIS and NDIS Quality and Safeguards Commission operations in Queensland from 1 July 2019. ➤ The NDIS whole-of-government legislative review was completed with the commencement on 1 July 2019 of the <i>Disability Services and Other Legislation (NDIS) Amendment Act 2019</i>, which made legislative amendments to facilitate the commencement of the NDIS and NDIS Quality and Safeguards Commission operations in Queensland from that date. 	 Completed
Minister for Communities and Minister for Disability	2017–2019	Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability	<ul style="list-style-type: none"> ➤ All existing eligible clients transition and access services through 	<ul style="list-style-type: none"> ➤ In 2018-19, DCDSS developed and executed two statewide campaigns to raise awareness of transition to the NDIS. ➤ At 30 June 2019, over 61,000 Queenslanders were already in, or seeking access to, the NDIS, including 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Services and Seniors WoG (DCDSS lead)		Insurance Scheme.	the NDIS by 30 June 2019 ¹	<p>children in the Early Childhood Early Intervention pathway. Of these:</p> <ul style="list-style-type: none"> ▪ almost 49,900 active participants had a NDIS plan approved in Queensland, with 33,300 approved in 2018-19 ▪ over 3500 had met access requirements and were in planning or soon to commence planning ▪ almost 15,000 Queenslanders were receiving funded disability supports for the first time ▪ 93.8 per cent of former <i>Disability Services Act 2006</i> clients who actively sought access were successful and a further 3.1 per cent were in, or commencing, the access process. <ul style="list-style-type: none"> ➤ All Disability Services eligible clients who chose to transition to the NDIS or other pathways were supported and DCCDS ensured they continued to receive their funded disability supports and services until they transitioned. ➤ DCDSS continued to assist clients who did not achieve their NDIS plan approval by the end of transition for their location. ➤ DCDSS and partners continued to build on the success of Sector Development Fund initiatives, providing a further \$5.23 million in funding to build the capacity of people with disability, the disability sector and workforce to take up NDIS opportunities (see details below in readiness support). ➤ Reform Leaders Group and Transition Steering Committee meetings held in accordance with terms of reference. 	

¹ NDIS transition in Queensland was finalised 30 June 2019



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				<ul style="list-style-type: none"> ➤ DCDSS continued to undertake inter-governmental activities to support governance arrangements for the scheme. 	
Building cultural capability					
Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)	2017–2020 (ongoing)	Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal and Torres Strait Islander people with disability and work with relevant State Government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal and Torres Strait Islander people.	<ul style="list-style-type: none"> ➤ Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services 	<ul style="list-style-type: none"> ➤ During 2018-19, DATSIP staff working across the State supported Queensland Government service providers to deliver their services to Aboriginal peoples and Torres Strait Islander peoples with disability in a culturally appropriate manner. ➤ DATSIP Regional Office staff worked throughout the year to promote business opportunities and to encourage Aboriginal and Torres Strait Islander services to undertake the changes required to become NDIS service providers. ➤ DATSIP Regional Office staff also actively participated in and promoted activities organised in conjunction with Aboriginal and Torres Strait Islander Health and Medical Services, other Aboriginal and Torres Strait Islander community organisations, the NDIS and NDIS service providers, intended to assist Aboriginal and Torres Strait Islander people with disability and their carers to engage with the NDIS. ➤ DATSIP staff actively participated in NDIS committees at State and Regional levels to ensure that NDIS services were known and accessible to Aboriginal and Torres Strait Islander people. ➤ DATSIP Regional Office Staff collaborated and co-facilitated with NDIA in delivery of the NDIA National Cultural Responsiveness Training Package, including local content and delivering the training to local service providers. 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships DATSIP	2017–2020 (ongoing)	Support Service Providers with recruitment and retention of Aboriginal and Torres Strait Islander staff and other culturally capable staff to support meeting the needs of Aboriginal and Torres Strait people with disability.	<ul style="list-style-type: none"> ➤ Case examples highlight support provided to disability service providers to recruit and retain Aboriginal and Torres Strait Islander staff 	<ul style="list-style-type: none"> ➤ DATSIP continues to support service providers by offering advice on attracting new Aboriginal and Torres Strait Islander employees. ➤ DATSIP actively promotes education and training programs to young Aboriginal and Torres Strait Islander people through the Youth Employment Program to enable them to become qualified disability support workers. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2018	Build the capability of communities and the disability service sector to deliver support to Aboriginal and Torres Strait Islander people with disability and support the readiness of Aboriginal and Torres Strait Islander people to transition to the NDIS. ²	<ul style="list-style-type: none"> ➤ Participant readiness activities are accessible to Aboriginal and Torres Strait people with disability ➤ Supports and services to Aboriginal and Torres Strait Islander people with disability are maintained and improved during NDIS transition 	<ul style="list-style-type: none"> ➤ DCDSS provided \$250,000 in funding to the Institute for Urban Indigenous Health to assist Aboriginal and Torres Strait Islander peoples with disability (and their families) living in Moreton Bay, Fraser Coast and Brisbane to understand the NDIS and successfully make an NDIS access request to the NDIS. ➤ Support provided to 275 NDIS-eligible people to complete and submit the NDIS Access Request and/or Access Request —Supporting Evidence forms. 	 Completed
Minister for Communities and Minister for Disability	2017–2018	Build the capability of the disability service sector to deliver supports and services to culturally diverse	<ul style="list-style-type: none"> ➤ Participant readiness activities accessible to people with disability from culturally and 	<ul style="list-style-type: none"> ➤ DCDSS provided \$50,000 in funding to assist a targeted number of people from culturally and linguistically diverse backgrounds who had not been able to access the NDIS or had Access Requests denied. 	 Completed



² NDIS transition in Queensland was finalised 30 June 2019


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Services and Seniors DCDSS		Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks. ³	linguistically diverse backgrounds ➤ Supports and services to culturally and linguistically diverse Queenslanders with disability are maintained and improved during NDIS transition	➤ Through the use of interpreters and/or bi-cultural workers, assistance was provided to 47 people including: <ul style="list-style-type: none"> ▪ clarification of NDIS application, planning and funding processes ▪ making verbal access requests to the NDIA ▪ Completion and submission of Access Request Forms to the NDIA. 	
Strengthening families and supporting children and young people with disability who come into contact with the child protection system					
Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence DCSYW	2017–2018	Continue to invest in services to support families to access the right services at the right time, and provide intensive supports to vulnerable families to prevent their entry into the statutory child protection system.	➤ Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met	➤ For 2018-19, there was over \$16 million allocated to Families and Child Connect (FACC) services; and over \$51.5 million allocated to IFS. ➤ In 2018-19, over 2,000 families engaged with IFS had cases closed due to having majority or partial needs met. (Note: this measure is not focused on disability within the family, specifically, it is a general measure of all cases closed).	 Completed

³ NDIS transition in Queensland was finalised 30 June 2019


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence DCSYW	2017–2018	Link vulnerable young people with wraparound supports through case management in the Youth Support program.	➤ Number of young people receiving case management through the Youth Support program	<ul style="list-style-type: none"> ➤ As at 30 June 2019, 3122 young people received case management from youth support agencies. Of these, 1904 young people had their needs met and case plans closed. ➤ In 2018-19, 61 per cent of youth receiving Youth Support services had the majority of their needs met at the time of case plan closure. 	 Completed
Justice and community safety					
Attorney-General and Minister for Justice DJAG	2017–2020 (ongoing)	Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have disability and making effective referrals to relevant agencies.	➤ Services provided to support victims of crime	<ul style="list-style-type: none"> ➤ Under the Victim Services Funding Program 2017-2020, Victim Assist Queensland (VAQ) provides funding and training to Working Alongside People with Intellectual and Learning Difficulties (WWILD) to help victims with disability understand their rights, access financial assistance and connect with other services. ➤ VAQ operates an information and referral service for victims of crime including those with disability. ➤ A joint project was undertaken with the Queensland Police Service (QPS) to streamline referrals to support services for all victims of crime including those with disability. ➤ VAQ's Victim Coordination Officer (VCO) Program provides support to victims with special or high needs. Support includes assistance with form filling and victim impact statements, and practical court support. 	 Completed



Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence DCSYW	2017–2020 (ongoing)	Lead implementation of the <i>Queensland Violence against Women Prevention Plan 2016–22</i> , which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need.	➤ All actions in Queensland Violence Against Women Prevention Plan commenced	<ul style="list-style-type: none"> ➤ An action under the <i>Queensland Violence against Women Prevention Plan 2016–22</i> was to develop a specific response to people with a disability who experience domestic and family violence. ➤ In April 2019, the Queensland Government approved Queensland’s plan to address domestic and family violence against people with disability. ➤ The plan is funded with \$1.5 million over two years from 2019-20. ➤ Initiatives in the plan are spread across four key focus areas: raising awareness; building sector capacity and capability; implementing practical responses; and building the evidence. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020	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.	➤ Funds provided	<ul style="list-style-type: none"> ➤ Funded delivery of the EAPU year in review document, which showed an 18 per cent increase in the number of calls to the Elder Abuse Helpline from the previous year. ➤ Monitored performance of seniors legal and support services through requirement for quarterly reporting. From 1 July 2018 to 30 June 2019, the five existing seniors legal and support services provided: <ul style="list-style-type: none"> ▪ 5395 people with information and advice ▪ 1205 clients with case management. ➤ Five new seniors legal and support services in Gladstone, Rockhampton, Gold Coast, Sunshine Coast and Mackay, established by Relationships Australia Queensland in June 2018, have provided: <ul style="list-style-type: none"> ▪ 1358 people with information, advice and referrals ▪ 129 clients with case management ➤ 70 people with brokered legal services. 	 Completed




Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2019	Complete the review of the <i>Forensic Disability Act 2011</i> to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation.	<ul style="list-style-type: none"> ➤ Review of the <i>Forensic Disability Act 2011</i> completed 	<ul style="list-style-type: none"> ➤ The Queensland Government tabled the <i>Review of the Operation of the Forensic Disability Act 2011</i> report (FDA review report) in the Legislative Assembly on 9 October 2018. This included the independent system review report, Addressing Needs and Strengthening Services: Review of the Queensland Forensic Disability Service System report (FDSS review report). 	 Completed
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2019	Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.	<ul style="list-style-type: none"> ➤ Framework published online ➤ Consultation about implementation conducted with stakeholders 	<ul style="list-style-type: none"> ➤ The Vulnerability Framework and Toolkit approved by the Queensland Government in November 2016, has been published in the document library under 'Mitigation, Resilience and Recovery' and 'People' on the Queensland Government Disaster Management Portal at: https://dmpportal.disaster.qld.gov.au. ➤ The toolkit has been informed by a broad engagement process which commenced during the development of the framework in 2015–16. Further targeted engagement to inform the development of this toolkit was then conducted from late 2016 to early 2017. ➤ The Vulnerability Framework and Toolkit are now being used as the foundation for the development and implementation of a Disability Inclusive Disaster Risk Reduction Framework and Toolkit. 	 Completed


Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Police and Minister for Corrective Services Queensland Correctional Services (QCS)	2017–2020 (ongoing)	Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment.	<ul style="list-style-type: none"> ➤ Report on any approved options to increase prisoner access to rehabilitation and re-entry programs 	<ul style="list-style-type: none"> ➤ QCS supports prisoners re-entering the community through its three re-entry service programs. ➤ Support can include assistance securing accommodation, gaining employment and practical identification. ➤ Service providers conduct group information sessions in correctional centres alongside employment service providers to support prisoners to access employment or income support. ➤ Where an individual is linked to a re-entry support provider and has had NDIS access met, funded re-entry service providers can assist an individual link with an employment service provider and/or employers who employ people with disability under the Supported Wage System provisions. ➤ QCS prepares monthly performance reports, with quarterly contract review meetings to ensure objectives are still being met. ➤ The \$265 million response to the Queensland Parole System Review continues to be implemented, with increased rehabilitation, employment and re-entry services. 	 Completed


LEADERSHIP AND PARTICIPATION

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Inclusion in consultation, civic participation and decision making and supporting leadership development					
<p>Attorney-General and Minister for Justice</p> <p>Electoral Commission of Queensland (ECQ)</p>	2017–2020 (ongoing)	Improve opportunities for Queenslanders with disability to participate in voting, and ensure people have access to information in multiple formats to enable informed decision-making.	<ul style="list-style-type: none"> ➤ Queensland Electors with disability will be provided with increased voting options with the introduction of Drive-Thru Voting at the next State General Election ➤ ECQ will continue to provide and improve services to Queenslanders who are deaf and Queenslanders with hearing and vision impairment by working closely with disability organisations to provide useful and relevant information to enable people to cast a secret and independent ballot. 	<ul style="list-style-type: none"> ➤ During 2018-19 ECQ undertook the design and building of a new website, which was launched 1 July 2019. The new website was designed to meet Web Content Accessibility Guidelines level AA. ➤ During 2018-19, planning and preparation continued for the 2020 local government quadrennial elections and the 2020 state general election. The ECQ is considering services that will facilitate greater access to voting for Queenslanders with disability, including: <ul style="list-style-type: none"> ▪ selection of polling booths, and communication about these, based on wheelchair accessibility ratings ▪ training polling officials about how to assist electors with hearing or visual impairments, or other mobility-related disabilities, at polling booths, including facilitating others to offer assistance, or taking votes adjacent to, but outside the booth under strict supervision ▪ telephone voting and electoral visitor (at home) voting for eligible electors ▪ postal voting for any electors who apply ▪ voting at declared institutions such as some hospitals or aged care facilities ▪ new models to provide expanded interpreter services for electors who are deaf, or have a hearing or speech impairment ➤ The ECQ consulted with stakeholders (including Vision Australia) to evaluate the efficacy of these 	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
				services and determine the range of services available to electors with disability.	
Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence DCSYW	2017–2020 (ongoing)	Implement the Queensland Youth Strategy: 'Building young Queenslanders for a global future' to improve opportunities and address challenges that young people face, including young people with disability and young carers.	<ul style="list-style-type: none"> ➤ Publication of an annual youth statement showcasing successes and reporting and implementation of actions 	<ul style="list-style-type: none"> ➤ Whole of government reporting on progress against the Queensland Youth Strategy Action Schedule, for the period ending 30 June 2019, complete. ➤ The Annual Youth Statement 2018-19 will be made available online highlighting key achievements and future priorities. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020	Support the existing Queensland Disability Advisory Council and seven regional disability advisory councils to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for	<ul style="list-style-type: none"> ➤ Information is provided about the number of times each council has met and the number of members attending each meeting ➤ Information provided on the issues identified by councils and practical ways the councils and members have informed government activities 	<ul style="list-style-type: none"> ➤ During 2018-19, the Queensland Disability Advisory Council had a total of 8 meeting days and the 7 regional councils had 27 meeting days. ➤ Council members were also invited to attend other meetings through the year to represent the views of Queenslanders with disability, including national meetings and workshops with Queensland government departments. 	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
		government consideration.			
Minister for Communities and Minister for Disability Services and Seniors DCDSS	2017–2020 (ongoing)	Continue to convene the Queensland Carers Advisory Council which provides advice to the Minister for Disability Services and Seniors on carer-related issues.	<ul style="list-style-type: none"> ➤ Three meetings held per year 	<ul style="list-style-type: none"> ➤ Queensland Carers Advisory Council meetings were held on 17 December 2018, 4 March 2019 and 8 July 2019. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	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"> ➤ Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability 	<ul style="list-style-type: none"> ➤ The Everybody has a Role to Play website promotes the Queensland Register of Nominees to Government Bodies to all Queenslanders in an accessible and inclusive format. ➤ A resource, Increasing participation on boards and committees, has been developed to promote representation on government bodies. ➤ DCDSS continued to work with other government agencies to increase the diversity of representation on government boards. ➤ The Department of Natural Resources, Mines and Energy now includes wording in all advertisements for board positions reflecting the department's desire for its boards and committees to reflect community diversity. 	 Completed
Minister for Communities and Minister for Disability Services and Seniors	2017–2020	Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the	<ul style="list-style-type: none"> ➤ Increased participation of people with disability in consultation ➤ Options for engagement promoted 	<ul style="list-style-type: none"> ➤ DCDSS used a range of platforms for consultation and engagement, on major policy and program initiatives, including: <ul style="list-style-type: none"> ▪ the Queensland Communities Hub, which can host online surveys, videos and resources ▪ use of Easy Read and accessible versions of 	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
WoG (DCDSS lead)		participation opportunities for people with disability their families and carers.		<ul style="list-style-type: none"> any reading material ▪ YouTube videos with explanatory information ▪ regional and metro face-to-face forums and meetings ▪ the department's website ▪ consultation with Queensland regional and advisory councils ▪ distribution of information via an e-newsletter with over 6000 subscribers. <p>➤ An example was the consultation and engagement on reshaping the <i>Disability Services Act 2006</i>, which used all of the above strategies, resulting in:</p> <ul style="list-style-type: none"> ▪ 226 survey submissions ▪ 276 downloads of the options paper and 91 downloads of the Easy Read version ▪ 323 views of the YouTube videos. 	
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	<p>➤ Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting</p>	<p>➤ DCDSS provided a vehicle for consultation with representatives of people with disability, families and carers, and the disability sector, for the Queensland Government via the Queensland and regional disability advisory councils and the Queensland Transition (NDIS) Advisory Group (QTAG).</p> <p>➤ DNRME's All Abilities Action Group (AAAG) has 10 members who identify as having a disability or caring for someone with a disability. Members have worked with business groups across the department to drive actions outlined in the DNRME Disability Service Plan to ensure commitments are met.</p> <p>➤ DPC and PSC have a combined working group with staff from across all areas of the agency, including staff who identify as having a disability. The working group works collaboratively to implement actions under its Disability Service Plan.</p>	 Completed

Minister / Agency	Time frame	Action	Action Success Measure	Steps taken towards the success measure (activities)	Status
Minister for Communities and Minister for Disability Services and Seniors WoG (DCDSS lead)	2017–2020	Existing leadership programs are accessible and inclusive of Queenslanders with disability.	<ul style="list-style-type: none"> ➤ Application and assessment processes for Queensland Government leadership programs are accessible ➤ Participant demographics for Queensland Government leadership programs are representative of the community 	<ul style="list-style-type: none"> ➤ Following machinery-of-government changes, participation in the STEPS and REACH programs was placed on hold in 2018-19, and the department's approach to leadership and other capability development was reviewed as a part of the development of the workforce capability plan 2019-23. Activities were consequently focused on identifying alternative leadership programs for 2019-20 and, as a result, the department will focus on the Lead4Qld program and performance management programs, all aligned with the leadership competencies for Queensland. Monitoring of demographics of staff participating in these programs will occur in 2019-20 along with targeting participation to employees with disability. ➤ In 2018-19, the department also developed a leadership charter encompassing five leadership values: Partnership, Integrity, Recognition, Respect and Innovation. This defines the department's commitment to the leadership values, behaviours and actions expected of those working in the department. ➤ Internal communication for DNRME's in-house leadership training program, Working with People, includes messaging encouraging participants to contact event coordinators to discuss their accessibility requirements so all staff have every opportunity to participate. ➤ The Department of Health's Workforce Diversity and Inclusion Strategy includes supporting employees in their career, including through appropriate training, development and career opportunities. 	 Completed