



# Disability Services Plan 2018-2020

## 2019-20 Progress Report

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## About Queensland Corrective Services

Queensland Corrective Services (QCS) is responsible for community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders. We deliver a safer community for over five million Queenslanders with 11 high security and six low security correctional centres, 13 work camps, 36 Community Corrections district offices and 151 reporting centres across the State. Community safety is our top priority.

Our purpose is to provide safe, modern and responsive correctional services which rehabilitate prisoners and offenders and prevent crime, making Queensland safer. We do this through the provision of modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

In the context of our role as a top-tier public safety organisation, QCS is committed to building an inclusive Queensland where every person can thrive and reach their full potential as equal citizens.

Every day QCS works to support people with disability in its custody and care, including:

- Arranging provision of a range of mobility aids, including wheelchairs.
- Ensuring QCS infrastructure supports the needs of prisoners with disability, through the installation of access ramps in facilities and amendments to cells and units to include aids such as flashing lights and buzzing watches/alarm clocks for prisoners with hearing impairment.
- Sourcing specialised disability vehicles when transferring disabled and bariatric prisoners.
- Providing a Diversional Therapist for aged and disabled prisoners located at the Wolston Correctional Centre.
- Developing Functional Support Individual Management Plans to meet specific prisoner support needs.
- Engaging Assistants in Nursing as required, and prisoner carers as support workers where appropriate.
- Maintaining engagement with stakeholders to ensure the successful management of individuals with significant needs in the custodial environment.
- Supporting prisoners and offenders with disability to access the National Disability Insurance Scheme (NDIS).

The Deputy Commissioner Custodial Operations is QCS' Champion for Disability.

## COVID-19

QCS' fundamental strategy is to keep COVID-19 out of our correctional centres, and keep all people in our system safe, well, and free from harm.

As Queensland progresses in its recovery from COVID-19, it has been incredibly important for us to continue to monitor the situation and respond accordingly, so we can continue to keep all staff, prisoners and offenders safe, including those with disability.

QCS' recovery approach is flexible and responsive to community developments, local conditions, current knowledge and best practice approaches. Our recovery will progress in line with our departmental COVID-19 recovery plans, informed by health advice and guided by the Queensland Government's Roadmap to easing Queensland's restrictions.

All QCS facilities and workplaces have a COVID Safe Plan to manage each stage of the return of services and functions, including the entry of external individuals or groups (including visitors) into the correctional environment, and the return of staff to the workplace.

Throughout the COVID-19 pandemic QCS has worked closely with the National Disability Insurance Agency (NDIA) to continue to support prisoners to access the NDIS. This included shifting from in person planning meetings to telephone planning meetings, in line with COVID-19 restrictions.



# About Disability Services Plans

## PURPOSE OF DISABILITY SERVICES PLANS

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

## CONTEXT

*All Abilities Queensland: opportunities for all* (State Disability Plan 2017-2020) sets a vision of "Opportunities for all Queenslanders" and five priority areas to guide action by Queensland Government and encourage others to bring the plan to life:

- Communities for all;
- Lifelong learning;
- Employment;
- Everyday services; and
- Leadership and participation.

DSPs and the State Disability Plan align with, and deliver on, Queensland's commitments under the *National Disability Strategy 2010-2020* (NDS) and its second implementation plan, *Driving Action 2015-2018*. DSPs and the State Disability Plan also complement Queensland's transition to the full-scheme National Disability Insurance Scheme (NDIS), which commenced on 1 July 2019.

## Monitoring and reporting

This progress report fulfills QCS' responsibilities to report annually on the implementation of its DSP for 2019-20 and contributes to the yearly progress report on the implementation of the State Disability Plan. This information will be shared with the Commonwealth and other state and territory governments as part of reporting on Queensland's commitment to the NDS.

## 1. Communities for all

**Objective:** People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability.

1.1. Changing attitudes and breaking down barriers by raising awareness and capability					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>1.1.1. Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i></b>					
<ul style="list-style-type: none"> <li>Develop and implement a communications and engagement strategy to improve disability awareness among QCS staff.</li> </ul>	<ul style="list-style-type: none"> <li>Review communications and engagement strategy, continue to implement communications and engagement activity.</li> </ul>	<ul style="list-style-type: none"> <li>QCS contributes to Queensland's participation in national communication strategies and activities.</li> </ul>	<ul style="list-style-type: none"> <li>The Commissioner endorsed the Psychological and Disability Services Redesign project implementation plan, including the Communications and Engagement Strategy in October 2019.</li> </ul>	<ul style="list-style-type: none"> <li>On 6 December 2019, QCS hosted its second International Day for People with Disability event to celebrate the contribution of people with disability across the organisation. QCS sourced the event's catering from the Fison Food Factory, which is a disability enterprise based in Eagle Farm.</li> <li>On 25 November 2019, QCS participated in AccessAbility Day by hosting a job seeker with a disability for the day. This provided QCS staff the opportunity to understand more about working with people with disability, and for the job seeker to gain an understanding of the variety of work units within QCS.</li> <li>In October 2019 QCS joined the Australian Network on Disability (AND) as a Bronze member. AND provides all staff with access to resource and support materials for workplaces to work towards creating a more inclusive culture.</li> <li>QCS promoted AND Bronze membership access to all staff via online channels in November 2019.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b></p>
<b>1.1.2. Investigate and develop options to provide disability awareness training to QCS staff</b>					
<ul style="list-style-type: none"> <li>Explore options for including disability awareness training in entry-level training for all corrective services officers.</li> </ul>	<ul style="list-style-type: none"> <li>Implement disability awareness training as part of entry-level training for all corrective services officers.</li> </ul>	<ul style="list-style-type: none"> <li>Disability awareness training progressively incorporated into entry-level training for QCS staff.</li> </ul>	<ul style="list-style-type: none"> <li>QCS currently provides an 8 hour session on Working with Complex Behaviours and a 1 hour session on Priority Groups (Special Needs) during entry-level training.</li> </ul>	<ul style="list-style-type: none"> <li>In support of recommendation 14 of the Crime and Corruption Commission's <i>Taskforce Flaxton</i>, QCS will implement refresher training in Working with Complex Behaviours in 2021.</li> <li>QCS has commenced a review of its current training package and development of a refresher package.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (People Capability Command)</b></p>
<b>1.2. Accessible places and spaces</b>					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>1.2.1. Improve the accessibility of QCS infrastructure</b>					
<ul style="list-style-type: none"> <li>Identify barriers to accessibility in existing QCS infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure barriers to accessibility across QCS infrastructure are removed when buildings are refurbished or leases renewed, consistent</li> </ul>	<ul style="list-style-type: none"> <li>The accessibility of QCS infrastructure is progressively improved.</li> </ul>	<ul style="list-style-type: none"> <li>Any construction or fit out works conducted by QCS comply with Building Code Australia standards for disability access (DDA).</li> <li>All QCS Community Corrections district offices are DDA compliant for public and staff access.</li> </ul>	<ul style="list-style-type: none"> <li>In April 2020, the Inala Community Corrections district office was relocated to a new, DDA-compliant location.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (Infrastructure, Technology and Asset Services Command)</b></p>

	with operational requirements.				
<ul style="list-style-type: none"> <li>Develop guidance for staff about how to choose an accessible venue for an event or meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Distribute guidance to staff about how to plan inclusive events.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff feel confident in choosing accessible venues for events.</li> </ul>	<ul style="list-style-type: none"> <li>QCS is currently reviewing all of its workplace health and safety policies following its establishment as a standalone department in late 2017. This review includes consideration of disability access when planning QCS events.</li> </ul>	<ul style="list-style-type: none"> <li>All fit outs at QCS locations are to a current Australian Standard (AS) 1428 Standard – Access for People with Disabilities and this is also a prerequisite for selecting external sites for QCS events.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

1.3. Accessible information					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
1.3.1. Ensure QCS information and materials are accessible					
<ul style="list-style-type: none"> <li>Continue to provide language, translation and communications support services to prisoners and offenders.</li> <li>Commence review of all key QCS information and materials and identify opportunities to improve accessibility.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to progressively improve the accessibility of key QCS information and materials as they are reviewed or updated, consistent with Australian Web Content Accessibility Guidelines.</li> <li>Continue to provide language, translation and communication support to prisoners and offenders.</li> </ul>	<ul style="list-style-type: none"> <li>Language, translating and communication services are available for Queenslanders with disability when accessing QCS provided and funded services.</li> <li>All new key QCS information/materials, including on the QCS internet website and intranet are provided in accessible formats.</li> <li>Existing content progressively reviewed and updated. All new key website content is accessible and complies with guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>QCS continued to provide translation and other language services to enable communications to prisoners and offenders.</li> <li>The QCS website exceeds the minimum requirements in the Australian Government's Web Content Accessibility Guidelines 2.0.</li> </ul>	<ul style="list-style-type: none"> <li>The statewide whole-of-government Standing Offer Arrangement for Provision of Language Services is accessible to all staff online. QCS' DSP update for 2019-20 was uploaded on QCS' website in multiple formats to support accessibility.</li> </ul>	<b>Deputy Commissioner, Custodial Operations (Statewide Operations)</b>  <b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</b>  <b>Deputy Commissioner, Organisational Capability (Ministerial Communications and Executive Services Command)</b>

1.4. Welcoming and inclusive communities					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
1.4.1. Conduct research on the prevalence of disability in the Queensland prison population					
<ul style="list-style-type: none"> <li>Design and manage research projects on the prevalence of disability in the prison population.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor completion of research project and evaluate outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Funding of research which directly assists the disability services sector.</li> </ul>	<ul style="list-style-type: none"> <li>Three research projects were completed to build an evidence base to determine the prevalence of certain forms of disability among the Queensland prison population and to identify screening and assessment tools to assist the further identification of prisoners with disability.</li> </ul>	<ul style="list-style-type: none"> <li>This evidence base will be used to inform future policy and practice in this area.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b>

1.5. Respecting and promoting the rights of people with disability and recognising diversity						
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area	
<b>1.5.1. QCS promotes the rights of people with disability and recognizes diversity across the organisation</b>						
<ul style="list-style-type: none"> <li>Consider options for celebrating International Day for People with Disability (IDPWD).</li> </ul>	<ul style="list-style-type: none"> <li>Host events for IDPWD to raise awareness amongst QCS staff and promote the rights of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>New QCS policies, legislation and programs are consistent with national commitments under international conventions and demonstrate they have considered the needs of people with disability and carers in development and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>On 6 December 2019, QCS hosted an International Day for People with Disability (IDPWD) event to celebrate the contribution of people with disability across the organisation. QCS sourced the event's catering from the Fison Food Factory, which is a disability enterprise based in Eagle Farm, and was honoured to have Ms Karni Liddell, Manager Engagement, Disability Connect Queensland, Department of Communities, Disability Services and Seniors attend as guest speaker for the event.</li> <li>Online communications were provided to raise awareness for IDPWD and: <ul style="list-style-type: none"> <li>encourage staff to complete the Queensland Government online disability awareness training</li> <li>direct staff to resources and support to foster more accessible and inclusive workplaces.</li> </ul> </li> <li>Broadcast emails were sent to all staff from Deputy Commissioners and Assistant Commissioners to raise awareness of IDPWD.</li> </ul>	<ul style="list-style-type: none"> <li>IDPWD has been added to the list of events to be celebrated annually by QCS.</li> <li>Online communications viewed by 113 QCS staff.</li> <li>IDPWD event attended by 62 staff members and anecdotal feedback was commendable.</li> <li>The appointment of an Executive Champion for Members with Disability was approved in February 2020. Activities deferred due to COVID-19 pandemic operations and pending appointment of QCS' new Deputy Commissioner, Custodial Operations. Activities to commence in early 2020-21.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>	
<ul style="list-style-type: none"> <li>Consider options for including consideration of people with disability and carers in relevant policies and programs as Business As Usual (BAU).</li> </ul>	<ul style="list-style-type: none"> <li>Include consideration of people with disability and carers in the development and implementation of relevant QCS policies and programs.</li> </ul>		<ul style="list-style-type: none"> <li>All legislative proposals are required to be drafted in accordance with fundamental legislative principles, including consideration of fundamental rights and liberties, and specific consideration of <i>Human Rights Act 2019</i> considerations.</li> <li>QCS commenced embedding human rights considerations into all work undertaken by QCS, in preparation for the commencement of the <i>Human Rights Act 2019</i> on 1 January 2020. This work remains a priority for QCS throughout 2020 and beyond.</li> </ul>	<ul style="list-style-type: none"> <li>QCS reviewed its legislation and a significant number of its practices, policies and procedures in preparation for the commencement of the <i>Human Rights Act 2019</i> on 1 January 2020.</li> <li>To support staff in understanding the Act and applying it to decisions, QCS delivered human rights training to staff and developed the RAPID test, which a practical framework for making human rights compatible decisions.</li> <li>Further, QCS established a microsite on the QCS intranet page with further resources and established a Human Rights Champions Network. Further work is ongoing.</li> </ul>		<b>Deputy Commissioner, Organisational Capability</b>
<ul style="list-style-type: none"> <li>Consider options for the establishment of a Disability Employee Network (DEN) to support QCS staff with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Consult staff with disability on the implementation of the Disability Services Plan.</li> </ul>		<ul style="list-style-type: none"> <li>A range of options are currently being considered to improve the attraction, retention and progression of people with disability, including establishing a Disability Employee Network.</li> </ul>	<ul style="list-style-type: none"> <li>Expert advice was sought on options developed following the All Abilities Queensland Disabling Barriers to Employment Workshop in May 2019.</li> </ul>		<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

1.6. Safe, healthy and respectful relationships					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>1.6.1. Promoting an inclusive and diverse organizational culture</b>					
<ul style="list-style-type: none"> <li>Consider options for the development of workplace bullying training to promote a safe and respectful work environment for all QCS staff, including people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Develop workplace bullying training.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff with disability feel respected and safe.</li> </ul>	<ul style="list-style-type: none"> <li>QCS completed introductory bullying awareness and respectful workplace training presentations across Queensland.</li> <li>QCS is currently developing a broader framework and implementation plan which will detail a multi-pronged approach including awareness raising, capability development, policy development and review, resources and support services.</li> </ul>	<ul style="list-style-type: none"> <li>Options for organisation-wide disability awareness / bullying training are currently being considered.</li> <li>QCS has developed a draft Preventing Workplace Bullying and Harassment Policy which is currently in consultation.</li> <li>QCS is currently investigating the potential to leverage its new online learning management system, to be launched in 2020-21..</li> <li>QCS developed a Commissioner's video on its principles under <i>Corrections 2030</i>.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

## 2. Lifelong Learning

2.1 Tertiary and Vocational Education					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>2.1.1 QCS supports prisoners with disability to access education and training</b>					
<ul style="list-style-type: none"> <li>Identify people with disability entering the corrective services system to better target appropriate supports, including education and training programs.</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with Local Area Coordinators to support people with disability in the community achieve their education goals.</li> </ul>	<ul style="list-style-type: none"> <li>People with disability are supported to access tertiary and vocational education both in custody and in the community.</li> </ul>	<ul style="list-style-type: none"> <li>QCS continued to identify prisoners with disability in the correctional system and refer them to the central NDIS team for further assessment and support.</li> </ul>	<ul style="list-style-type: none"> <li>QCS encourages all prisoners, including people with a disability, to engage in appropriate education and training programs.</li> </ul>	<b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</b>  <b>Deputy Commissioner, Custodial Operations</b>

## 3. Employment

3.1 Leading the way – increasing opportunities in the Queensland public sector					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>3.1.1 QCS becomes an employer of choice for people with disability</b>					
<ul style="list-style-type: none"> <li>Investigate opportunities to include people with disability in QCS corporate branding, communications and training material.</li> <li>Investigate opportunities for people with disability working at QCS to anonymously identify themselves to</li> </ul>	<ul style="list-style-type: none"> <li>People with disability see themselves reflected in QCS corporate branding, communications and training material.</li> <li>Collect information on QCS employees with disability to inform the development of Human Resources policy and practice.</li> </ul>	<ul style="list-style-type: none"> <li>The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.</li> </ul>	<ul style="list-style-type: none"> <li>The 'Working for Queensland' survey deployed by the Public Service Commission and used by QCS provides an opportunity for collection of anonymous data and could be modified to include particular questions on disability.</li> </ul>	<ul style="list-style-type: none"> <li>QCS is currently investigating how best to use the Working for Queensland survey to support disclosure of disability among its staff.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command); and Ministerial Communications and Executive Services Command)</b>

promote improved understanding of the number of QCS employees with disability.					
<ul style="list-style-type: none"> <li>Research best-practice strategies for improving the attraction, recruitment, retention and career progression and development of people with disability.</li> <li>Develop a plan for the progressive implementation of these strategies.</li> </ul>	<ul style="list-style-type: none"> <li>Implement attraction, recruitment, retention and career progression strategies.</li> </ul>		<ul style="list-style-type: none"> <li>QCS has sought expert advice regarding strategies to improve the attraction, retention and progression of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>QCS participated in the All Abilities Queensland Disabling Barriers to Employment Workshop in May 2019 and has reflected initiatives to improve the attraction, retention and progression of people with disability in its Disability Services Plan progress reports.</li> </ul>	

### 3.2 Increasing employment opportunities for Queenslanders with disability

Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>3.2.1 QCS provides increased re-entry support for prisoners with disability to promote employment opportunities</b>					
<ul style="list-style-type: none"> <li>Support people with disability to access employment opportunities in the community upon release from prison.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support people with disability in prison and the community to access employment opportunities through re-entry support and linkages with disability employment service providers.</li> </ul>	<ul style="list-style-type: none"> <li>Queenslanders with disability have increased access to employment opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>QCS supports prisoners re-entering the community through its re-entry service programs.</li> <li>Support can include assistance securing accommodation, gaining employment and practical identification.</li> <li>Where able to be facilitated, service providers conduct group information sessions in correctional centres alongside employment service providers to support prisoners to access employment or income support.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>QCS prepares monthly performance reports, with quarterly contract review meetings with re-entry service providers to ensure objectives continue to be met.</li> <li>The \$265 million response to the Queensland Parole System Review (QPSR) continues to be implemented, with a particular focus on increased rehabilitation and re-entry services. Of note is the commissioning of QCS' first Case Management Unit (CMU), scheduled to launch in Townsville in 2020, with further units planned to be phased in across the state as part of the QPSR program. CMUs are specialised units which will transform how prisoners and offenders are managed, with targeted engagement, planning and supports aimed at maximising their chances of rehabilitation.</li> <li>QCS commenced foundation work to design and build the new Southern Queensland Correctional Complex Stage 2, a 1004 bed modern, health and rehabilitation focused centre for men. Construction for the new facility will be complete in late 2023, with operational commissioning in late 2023 / early 2024.</li> </ul>	<p><b>Deputy Commissioner, Community Corrections and Specialist Operations</b></p> <p><b>Deputy Commissioner, Custodial Operations</b></p>
<ul style="list-style-type: none"> <li>Identify information and resources that could help offenders with disability find work.</li> </ul>	<ul style="list-style-type: none"> <li>Distribute information to offenders with disability on supported employment in their local community.</li> </ul>				

## 4. Everyday Services

### 4.1 Justice and Community Safety

Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>4.1.1 Improve service delivery for people with disability and mental illness</b>					



<ul style="list-style-type: none"> <li>Implement Service Delivery Reform (SDR) project to improve services for people with disability and mental illness.</li> <li>Establish SDR Steering Committee to oversee project implementation.</li> <li>Explore appropriate screening tools to promote the identification of people with intellectual disability when they enter prison.</li> <li>Consult on the nomination of QCS DSP champions across all business units.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support people with disability</li> <li>Review the Prisoner Support Carer Program to ensure prisoners with a disability are receiving adequate care.</li> </ul>	<ul style="list-style-type: none"> <li>People with disability in contact with the corrective services system have increased opportunities to access support through the NDIS or other community-based supports, including rehabilitation, education, training and employment.</li> </ul>	<ul style="list-style-type: none"> <li>QCS received additional funding of \$2.9 million in 2019-20 to continue to provide enhanced support for people with disability and mental illness in contact with the corrective services system. Following on from the SDR project delivered in 2018-19, the Psychological and Disability Services Redesign (PDSR) project was established to implement the 2019-20 funding.</li> <li>The PDSR Steering Committee was established with internal and external representatives.</li> <li>More than 1,700 prisoners / offenders have been identified as potentially eligible for the NDIS, with more than 300 granted access to date.</li> <li>QCS continued to commission assessments for prisoners and offenders to support access to the NDIS.</li> </ul>	<ul style="list-style-type: none"> <li>Three research projects were completed, to build an evidence base to determine the prevalence of certain forms of disability among the Queensland prison population and to identify screening and assessment tools to assist the further identification of prisoners with disability. This evidence base will be used to inform future policy and practice in this area.</li> <li>QCS updated the Immediate Risk Needs Assessment (IRNA) used by correctional centre staff for all new admissions to identify whether a prisoner may have an intellectual disability, to include information specific to the NDIS.</li> <li>Throughout the COVID-19 pandemic QCS worked closely with the NDIA to support prisoners to access the NDIS in line with COVID-19 restrictions, such as shifting from in person planning meetings to telephone planning meetings.</li> <li>QCS continued to support NDIS applications for prisoners during the pandemic. With the support of internal and external stakeholders, QCS implemented workarounds to minimise the impact on NDIS application processing, and maintained its monthly referrals achieving access met.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b></p> <p><b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</b></p> <p><b>Deputy Commissioner, Custodial Operations</b></p>
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## 5. Leadership and participation

5.1 Inclusion in consultation, civic participation and decision making and supporting leadership development					
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Products/Activities in 2019-20	Progress/Achievements in 2019-20	Responsible area
<b>5.1.1 Improve service delivery for people with disability and mental illness</b>					
<ul style="list-style-type: none"> <li>Consult key stakeholders during the development of the QCS DSP.</li> </ul>	<ul style="list-style-type: none"> <li>Consult people with disability in the implementation of the QCS DSP.</li> </ul>	<ul style="list-style-type: none"> <li>People with disability are consulted during the development and implementation of the QCS DSP.</li> </ul>	<ul style="list-style-type: none"> <li>The Disability Services Plan 2018-2020 was developed in late 2018 in consultation with all business areas (including people with disability) and endorsed by the Commissioner in January 2019.</li> </ul>	<ul style="list-style-type: none"> <li>QCS' Disability Services Plan 2018-19 progress reports were prepared in consultation with QCS business areas.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b></p>
<ul style="list-style-type: none"> <li>Review QCS leadership programs to identify barriers to accessibility for people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Update leadership programs to address barriers to accessibility for people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Application and assessment processes for Queensland Government leadership programs are accessible.</li> <li>Participant demographics for Queensland Government leadership programs are representative of the community.</li> </ul>	<ul style="list-style-type: none"> <li>QCS provides leadership programs for emerging managers, senior managers and scholarship programs.</li> </ul>	<ul style="list-style-type: none"> <li>Following the recruitment of two new permanent leadership development positions in 2019-20, further work is in progress to investigate barriers and opportunities for people with disability to engage in QCS leadership programs.</li> <li>QCS is investigating options to address and formulate inclusion strategies.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (People Capability Command)</b></p>

<ul style="list-style-type: none"> <li>Identify opportunities to include people with disability on QCS boards, steering committees and advisory bodies to foster 'change from within'.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor the number of people with disability on QCS boards, steering committees and advisory bodies as part of the implementation of the QCS DSP.</li> </ul>	<ul style="list-style-type: none"> <li>Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to people with disability</li> </ul>	<ul style="list-style-type: none"> <li>QCS has a number of committees and advisory boards that are under review as part of establishing QCS as a standalone agency.</li> </ul>	<ul style="list-style-type: none"> <li>Temporary resources were engaged to investigate barriers and opportunities for people with disability to participate in QCS boards and committees.</li> </ul>	<p><b>Deputy Commissioner, Organisational Capability (People Capability Command)</b></p>
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