



# Disability Services Plan

## 2021-22 update

# Contents

Message from the Commissioner .....	3
Our continued efforts to manage the threat of COVID-19 .....	3
Our important role in community safety and supporting prisoners and offenders with disability .....	3
About Queensland Corrective Services .....	5
About Disability Service plans .....	5
1. Purpose of Disability service plans (DSP) .....	5
2. Context .....	5
3. QCS' commitment.....	6
Monitoring and reporting .....	6
1. Communities for all.....	7
2. Lifelong Learning .....	14
3. Employment.....	15
4. Everyday Services .....	18
5. Leadership and participation .....	21

## Message from the Commissioner

I am pleased to endorse the Queensland Corrective Services (QCS) Disability Service Plan 2021-22 update. The plan has been updated to reflect our ongoing commitment to implementing the principles of the 2017-20 All Abilities Queensland State Disability Plan (AAQ) and the current National Disability Strategy 2010-20, until a new National Disability Strategy and State Disability Plan are released. Our plan also continues to consider the impact of the ongoing COVID-19 pandemic.

### Our continued efforts to manage the threat of COVID-19

QCS' fundamental strategy continues to be maintaining COVID-19 safe correctional centres and workplaces, and keeping all people in our system safe, well, and free from harm. Due to the vulnerability of those in our custody and care, we must do everything in our power to keep COVID-19 out of correctional centres.

As Queensland continues to navigate the challenges presented by the COVID-19 pandemic, we remain vigilant and continue to respond according to the expert advice of Queensland Health (QHealth), so we can continue to keep all staff, prisoners and offenders safe, especially those more vulnerable, including due to disability.

QCS' approach is agile and responsive to community developments, local conditions, current knowledge and best practice approaches. All QCS facilities and workplaces have a COVID-Safe plan, including social distancing and the wearing of masks where social distancing is not possible, hygiene and other fundamental measures to help prevent the spread of COVID-19.

A cautious approach, as well as stringent planning and execution, has served us well and has kept COVID-19 out of our centres. Due to the excellent work by our officers and colleagues, QCS has adapted rapidly to constantly evolving situations. I especially thank our frontline corrective services officers and colleagues in QHealth who protect our community each and every day with passion and dedication.

### Our important role in community safety and supporting prisoners and offenders with disability

QCS plays a key role in the public safety of Queenslanders. Every day more than 6000 corrective services officers work to make Queensland a safer place through the humane containment, supervision, and rehabilitation of approximately 10,000 prisoners and 19,000 offenders. With a workforce spread across Queensland, this provides the Queensland Government with a great opportunity to promote employment and diversity opportunities for people with disabilities in rural, regional and metropolitan areas across Queensland.

People with disabilities are over-represented in the criminal justice system. QCS has a unique opportunity to make a difference to the lives of people with disabilities who find themselves in contact with the criminal justice system. Assisting prisoners and offenders to access disability support as part of broader rehabilitation strategies can help to reduce reoffending and support re-entry into the community. QCS is proud of the work we are doing, in collaboration with our government partners, to improve service delivery for people with disabilities.

## **Supports in custody**

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

- providing a range of mobility aids, including wheelchairs
- ensuring QCS infrastructure supports the needs of prisoners with disabilities, through installing 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 as required when transferring prisoners
- providing a diversional therapist at 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 and complex needs in the custodial environment
- working with our partners and key stakeholders to support prisoners and offenders with disabilities to access the National Disability Insurance Scheme (NDIS).

## **Supports in the community**

QCS works collaboratively with National Disability Insurance Agency (NDIA) planners and Justice Liaison Officers to ensure NDIS participants have supports when they transition to the community post-release.

Community Corrections officers refer supervised individuals to appropriate services in the local community to address their individual needs, as well as maintain close working relationships with these specialist services to ensure continuity of care, information sharing and intervention.

QCS also builds partnerships with community stakeholders to inform practice in instances where a particular disability is identified. If identified, Community Corrections officers facilitate referrals to suitably funded services who specialise in supporting those with cognitive and/or psychosocial disability and can assist them with accessing the NDIS.

## **Our ongoing commitment**

This Disability Service Plan 2021-22 *update* fulfils the department's obligations under the *Disability Services Act 2006* (DSA) to support the government's objective to build an inclusive Queensland where every person can thrive and reach their full potential as equal citizens.

Upon release of the new National Disability Strategy and new State Disability Plan, QCS will develop a new Disability Service Plan. QCS is also developing a Disability and Mental Illness Strategy to provide an overarching framework for QCS' approach to identifying and supporting people with disability and/or mental illness in contact with the corrective services system.

Paul Stewart APM  
**Commissioner**

## About 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 correctional facilities, six low security facilities, 13 work camps, 36 Community Corrections district offices and more than 150 reporting locations 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 providing modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

## About Disability Service plans

### 1. PURPOSE OF DISABILITY SERVICE PLANS (DSP)

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

### 2. CONTEXT

All Abilities Queensland: opportunities for all (AAQ) (State Disability Plan 2017-20) 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
- leadership and participation.

DSP and the State Disability Plan align with, and deliver on, Queensland's commitments under the National Disability Strategy 2010-20 (NDS). The NDS represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. The NDS outlines six priority areas for action:

- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and skills
- health and wellbeing.

The new NDS is proposed for release in the second half of 2021. The new Queensland State Disability Plan and new QCS Disability Service Plan will align with the new NDS.

DSP and the State Disability Plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The UNCRPD, ratified by Australia on 17 July 2008, obliges all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

DSP and the State Disability Plan also contribute to the Queensland Government's obligations under Queensland's *Human Rights Act 2019* (HRA), which protects and promotes a number of human rights, including for people with disabilities. The HRA formalises QCS' key objective of humanely managing prisoners and offenders – an internationally recognised right that reflects the vulnerability of persons deprived of their liberty.

### 3. QCS' COMMITMENT

In the context of our role as a top-tier public safety organisation, QCS is committed to contributing to an inclusive society that ensures people with disability can fulfil their potential, as equal members of the community.

#### **Monitoring and reporting**

QCS will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the State Disability Plan.

Information from the annual progress reports on DSP and the State Disability Plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-20.

#### **Contact for more information**

If you would like more information on the QCS DSP, or to provide feedback, please contact us at [stakeholder.liaison@corrections.qld.gov.au](mailto:stakeholder.liaison@corrections.qld.gov.au) or by phone on 13 74 68.

## 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

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
<b>1.1.1. Support national communication strategies and activities to promote the National Disability Strategy 2010-20</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 in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement a communications and engagement strategy to promote the new National Disability Strategy and related elements across QCS.</li> </ul>	<ul style="list-style-type: none"> <li>QCS contributes to Queensland's participation in national communication strategies and activities.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b>
<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>Continue to deliver disability awareness training, including working with complex behaviours and priority groups, as part of entry-level training for all corrective services officers, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Commence a review of Custodial and Community Corrections training packages to enhance staff awareness on the complex needs and vulnerabilities of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Disability awareness training is incorporated into entry-level and refresher training for QCS staff.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
	<ul style="list-style-type: none"> <li>Implement revised mandatory refresher training for corrective services officers to include training that responds to the needs of prisoners with cognitive impairment or other forms of disability. (Relates to Taskforce Flaxton recommendation 14)</li> </ul>			



## 1.2. Accessible places and spaces

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	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 with operational requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to ensure barriers to accessibility across QCS infrastructure are removed when buildings are refurbished or leases renewed, consistent with operational requirements.</li> </ul>	<ul style="list-style-type: none"> <li>The accessibility of QCS infrastructure is progressively improved.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (Infrastructure, Asset Services and Major Capital Works Command)</b>
<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, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to plan events and meetings that are inclusive.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff feel confident in choosing accessible and safe approaches for events.</li> </ul>	<b>All business areas</b>

### 1.3. Accessible information

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
<b>1.3.1. Ensure QCS information and materials are accessible</b>				
<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> <li>Continue to provide prisoners and offenders with information about COVID-19 in easy-read and other accessible formats such as posters, factsheets, information sheets, videos and podcasts about keeping safe from COVID-19 and QCS' response.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to review documents provided to offenders and consider additional options for communicating this information, including Easy Read and Auslan.</li> <li>Continue to provide written resources from NDIA that are tailored to people with disability to help increase their understanding and ability to actively participate in the NDIS.</li> <li>Continue to provide information about the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability to prisoners and</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>	<p><b>Deputy Commissioner, Custodial Operations (Southern Region Command and Central and Northern Region Command)</b></p> <p><b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations and Community Corrections)</b></p> <p><b>Media and Communications</b></p>

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
		offenders, to enable their participation in the inquiry. <ul style="list-style-type: none"> <li>Investigate technological solutions to meet the needs of various types of disability.</li> </ul>		

1.4. Welcoming and inclusive communities				
2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
<b>1.4.1. Conduct research on the prevalence of disability in the Queensland prison population</b>				
<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 projects and consider the outcomes in future policy and practice development.</li> </ul>	<ul style="list-style-type: none"> <li>Consider actions relating to outcomes of the disability prevalence studies via the QCS Disability Working Group.</li> </ul>	<ul style="list-style-type: none"> <li>Research which provides an evidence base for future policy and practice development for people with disability.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b>

<b>1.5. Respecting and promoting the rights of people with disability and recognising diversity</b>				
<b>2018-2019 Activities/success measure</b>	<b>2019-20; and 2020-21 Activities/success measure</b>	<b>2021-22 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b>1.5.1. QCS promotes the rights of people with disability and recognises 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, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to host events for IDPWD, in accordance with COVID safe practices.</li> <li>Increase awareness of and provide guidance on improving inclusive practices in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>New QCS policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.</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>			<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 Service Plan, in accordance with COVID safe practices.</li> </ul>			<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

<b>1.6. Safe, healthy and respectful relationships</b>				
<b>2018-19 Activities/success measure</b>	<b>2019-20; and 2020-21 Activities/success measure</b>	<b>2021-22 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b>1.6.1. Promoting an inclusive and diverse organisational 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 and implement workplace bullying training, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a QCS Organisational Cultural Change program to promote a positive and healthy workforce, and safe and inclusive workplaces.</li> <li>Enhance trauma awareness and support offerings to ensure consideration of the needs of vulnerable and specific QCS employee groups, including those experiencing disability.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff with disability feel respected and safe.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

## 2. Lifelong Learning

2.1. Tertiary and Vocational Education				
2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	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, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Broaden development of end to end case management.</li> <li>Explore technological solutions to better capture relevant information about people with disability in contact with QCS.</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>	<p><b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</b></p> <p><b>Deputy Commissioner, Custodial Operations (Southern Region Command and Central and Northern Region Command)</b></p>

### 3. Employment

#### 3.1. Leading the way – increasing opportunities in the Queensland public sector

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	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 promote improved understanding of the number of QCS employees with disability.</li> <li>Research best-practice strategies for improving the attraction, recruitment, retention and career progression and development of people with disability.</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> <li>Implement attraction, recruitment, retention and career progression strategies.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a QCS Workforce Strategy, with a strong focus on increasing the diversity and inclusiveness of QCS' workforce.</li> <li>Share stories of success about attracting and recruiting people with disability, including promotion through the #BeHere4Qld website.</li> <li>Work with disability employment providers to engage people with disability in work experience with QCS.</li> <li>Embed the QCS Recruitment and Selection, People Capability Policy and accompanying guidelines, to ensure all recruitment and</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>	<p><b>Deputy Commissioner, Organisational Capability (People Capability Command)</b></p>

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
<ul style="list-style-type: none"> <li>Develop a plan for the progressive implementation of these strategies.</li> </ul>		<p>selection practices are inclusive and accessible.</p> <ul style="list-style-type: none"> <li>Explore options to further increase the accessibility of QCS' role descriptions.</li> </ul>		



<b>3.2. Increasing employment opportunities for Queenslanders with disability</b>				
<b>2018-19 Activities/success measure</b>	<b>2019-20; and 2020-21 Activities/success measure</b>	<b>2021-22 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<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, in accordance with COVID safe practices.</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 the throughcare streams of re-entry support services where this is assessed as a re-entry need.</li> <li>Distribute information to offenders with disability engaged with throughcare streams of re-entry support on supported employment in their local community in accordance with their assessed needs.</li> </ul>	<ul style="list-style-type: none"> <li>Queenslanders with disability have increased access to employment opportunities.</li> </ul>	<p><b>Deputy Commissioner, Community Corrections and Specialist Operations (Community Corrections and Specialist Operations)</b></p> <p><b>Deputy Commissioner, Custodial Operations (Southern Region Command and Central and Northern Region Command)</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

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	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 prisoners and offenders with disability to access the National Disability Insurance Scheme (NDIS), in accordance with COVID safe practices.</li> <li>• Review the Prisoner Support Carer Program to ensure prisoners with disability are receiving adequate care.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to collaborate with key stakeholders, including the National Disability Insurance Agency (NDIA), to improve the coordination of supports for NDIS participants exiting custody.</li> <li>• Continue to work with Queensland Health to implement the Reducing barriers to health and wellbeing: The Queensland Prisoner Health and Wellbeing Strategy 2020-25.</li> <li>• Continue to review the Prisoner Support Carer Program (in consultation with Queensland Health) to ensure prisoners with 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>	<p><b>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</b></p> <p><b>Deputy Commissioner, Custodial Operations (Southern Region Command and Central and Northern Region Command)</b></p> <p><b>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</b></p>

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
		<ul style="list-style-type: none"> <li>• Consider recommendations of the Psychological and Disability Services Re-design Review report for implementation.</li> <li>• Undertake a review of all individual offender management plan templates to ensure compliance with the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the <i>Human Rights Act 2019</i>.</li> <li>• Identify opportunities to improve data regarding people with disability in contact with QCS.</li> <li>• Explore options for safer admissions to custody, including early identification of individual person needs.</li> </ul>		

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
		<ul style="list-style-type: none"> <li>Develop a QCS Disability and Mental Illness Strategy to guide ongoing improvements to service delivery for prisoners and offenders with disability and mental illness.</li> </ul>		

## 5. Leadership and participation

### 5.1. Inclusion in consultation, civic participation and decision making and supporting leadership development

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	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, in accordance with COVID safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>Identify opportunities to consult people with disability in the implementation of QCS' new DSP in support of the new National Disability Strategy and State Disability Plan, in accordance with COVID safe practices.</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>	<b>Deputy Commissioner, Organisational Capability (Strategic Futures Command and People Capability Command)</b>
<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>Continue to ensure leadership programs are accessible 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>	<b>Deputy Commissioner, Organisational Capability (People Capability Command)</b>

2018-19 Activities/success measure	2019-20; and 2020-21 Activities/success measure	2021-22 Activities/success measure	Overall Measure	Responsible area
<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>Continue to identify opportunities to support diversity of representation on QCS boards and committees, including people with disability.</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>	<b>Deputy Commissioner, Organisational Capability (Corporate Governance and Risk Group)</b>