



Disability Service Plan

2014–16

Year two progress report

1 October 2014 – 30 November 2015



About Disability Service Plans

1. The purpose of Disability Service Plans

The *Disability Services Act 2006 (Qld)* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability, by improving access to services across government for people with disability. The first DSPs were implemented in July 2007.

On 2 December 2013, the Queensland Government endorsed the *Queensland Disability Plan 2014–19: Enabling choices and opportunities* (QDP). The QDP provides the focus for Queensland Government DSPs until 2019. It has two key aims:

1. preparing Queensland for the National Disability Insurance Scheme (NDIS), which will commence from 2016, and
2. supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

The Department of Justice and Attorney-General's (DJAG) DSP outlines the actions that we will take to support the delivery of the QDP.

2. Policy Context

The QDP aligns with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010–2020 (NDS). It will also contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention).

The Convention, ratified by Australia on 17 July 2008, commits 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.

The NDS, endorsed by the Council of Australian Governments in 2011, 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, and
- health and wellbeing.

Contact for more information

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In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the NDIS in Queensland from 1 July 2016, with full implementation in 2019. When the NDIS is fully underway an estimated 97,000 Queenslanders will receive the disability supports they need to participate in the community and pursue their life goals.

The department will continue to work with Queensland government agencies to ensure the actions are delivered, meet the needs of our clients with disability, and work towards the priorities, strategies and actions in the QDP.

3. Reporting and Monitoring

DJAG will publish annual progress updates on the department website. In 2016 the department will contribute to a whole-of-government progress report prepared by the Department of Communities, Child Safety and Disability Services.

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| Priority 6 | Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing | | | |
|--|---|---|--|----------------------------------|
| Strategy 6.3 | Promote employment of people with disability in all industries and sectors | | | |
| NDS Outcome Area 1 | Inclusive and accessible communities | | | |
| Actions | Year 2 Products/ activities 2014–15 | Progress/Achievements | Stakeholder Engagement | Responsible Area |
| <p>6.3.1 Provide disability employment organisations with relevant information to support employers to establish work-life balance arrangements which may help men and women with disability to participate in the labour force. Examples of such arrangements and how they can help include:</p> <ul style="list-style-type: none"> – telecommuting, to minimise requirements for travel which may be difficult for some people with disability – part-time work to help those with limited capacity to work flexible work hours to allow attendance at medical and therapy appointments and services if required. | Maintain information on the Private Sector Industrial Relations website and address issues where required. | Information on flexible working arrangements such as part-time work, job sharing or telecommuting is up to date as of November 2015 for - http://www.qld.gov.au/jobs/balance/arrangements/ | The information and advice on flexible working arrangements has been developed through consultation with employers and workers in Queensland’s private and public sectors. | Office of Industrial Relations * |

*Note: this action was previously reported in the Disability Service Plan for the Department of Justice and Attorney-General. In February 2015, the administrative responsibility for ‘Industrial Relations’ was transferred to Queensland Treasury.

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| 6.3.2 Promote support materials for managers about disability and best practice ways to work with people with disability and recruit people with disability. | Continue to review support materials and amend where required as issues arise. | The department has completed its 2015 annual review of human resources policies, procedures and factsheets. The next review is scheduled for completion by June 2016. | Public Services Commission consulted as required. | Human Resources Branch, Corporate Services |
| 6.3.3 Promote external disability awareness training programs to all departmental staff. | Review and monitor accuracy of information on the department's intranet. | A review of the department's human resources related intranet content is planned for completion by June 2016. | Internal and external stakeholders consulted as required. | Human Resources Branch, Corporate Services |

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| 6.5.2 Facilitate Stay Safe seminars for the deaf and hard of hearing community to bring awareness of personal safety, staying safe when buying goods and services and the help available to victims of crime. | Hold Stay Safe seminars when requested. | Victim Assist Queensland (VAQ) first held a Stay Safe seminar on 28 May 2014 and attended by approximately 30 members of the deaf and hard of hearing community. Multiple communication options were provided for attendees including AUSLAN (Australian Sign Language) interpreters and real time captioning to ensure an inclusive and accessible seminar. Further Stay Safe seminars are available on request. | VAQ worked closely with representatives from Deaf Services Queensland and the Cochlear Implant Club and Advisory Association. | Victim Assist Queensland, Justice Services |
| 6.5.3 Continue to provide specialist grant funding to government services to help victims of crime in Queensland. | Complete performance reviews of services delivering specialist support to make sure services are appropriate, equitable and filling a service gap. | As a result of positive performance reviews regarding service delivery outcomes, the department continued, in the 2015–16 financial year, to provide specialist grant funding for programs delivered by WWILD Sexual Violence Prevention Association. WWILD (Working alongside people with Intellectual and Learning Disabilities) are a not for profit organisation funded by VAQ who work with people with intellectual or learning disability who have been victims of sexual violence, other crime or exploitation. WWILD provide individual and group counselling, offer support information referral, community education and training. | VAQ worked closely with critical partners and experts in this field. | Victim Assist Queensland, Justice Services |

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| <p>6.5.4 Continue to support victims of crime with high and complex needs, including victims with disability, by providing intensive court support, helping victims to complete Victim Impact Statements and offering referrals to specialist organisations where possible.</p> | <p>Provide face to face and telephone support to clients and stakeholders upon referral and help upskill and mentor stakeholders working with victims of crime.</p> | <p>VAQ continues to provide support to clients with high and complex needs through the criminal justice system, including clients with identified cognitive and physical impairments and disabilities. This includes co-case management responses with relevant disability and support agencies such as WWILD and the Office of the Director of Public Prosecutions (ODPP). VAQ reviewed its disability fact sheet and re-launched it on International Day of People with Disability on 3 December 2014.</p> <p>The Victim Coordination Program (VCO) operates in Ipswich, Rockhampton and Cairns, with management and support from Brisbane. The VCO provided:</p> <ul style="list-style-type: none"> • 168 counts of in-court support • 168 counts of victim impact statement support, and • 596 counts of court related information via phone, email and face to face, to high and complex needs clients, including a number of clients with identified disability. | <p>VAQ works with critical partners in courts and the ODPP and with expert stakeholders like WWILD.</p> | <p>Victim Assist Queensland, Justice Services</p> |

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| 6.5.5 Consider allocating funding to community organisations that provide information and advice about legal rights and responsibilities to people with disability. | Monitor and report on services delivered under the service delivery agreements. | <p>The Queensland Government has allocated Queensland and Commonwealth funding for the delivery of specialist legal assistance services for people with disability in 2015–17. The following organisations are specialist providers of these services:</p> <ul style="list-style-type: none"> • Carers Queensland • Queensland Advocacy Inc • Queensland Aged and Disability Advocacy Inc, and • The Advocacy and Support Centre Inc. <p>Funding is provided under a service agreement and service delivery is monitored and reported on.</p> | These organisations participate in standing stakeholder forums (Regional Legal Assistance Forums) and are represented on the Queensland Legal Assistance Forum. | Legal Assistance Strategy and Funding, Justice Services |
| 6.5.6 Continue to liaise with individuals and organisations that advocate individually or systemically for people with disability, particularly those with impaired capacity. | Continue to liaise where required. | <p>The Public Guardian continues to build relationships and provide regular community education to a wide range of audiences including advocacy groups concerning the Office of Public Guardian's (OPG) role in the Guardianship system and protective responsibility to investigate allegations of abuse, neglect and exploitation for adults with impaired decision making capacity. Since the last update of this report the OPG has presented over 160 community education sessions. This includes participating in events and seminars run by various advocacy groups and community legal groups who advocate for people with disability. Since October 2014, the Public Guardian has presented to the:</p> | Regular engagement with the Combined Advocacy Groups Queensland and other relevant organisations. | Office of the Public Guardian, Justice Services Integrated Criminal Justice Project, Justice Services |

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| | | <ul style="list-style-type: none"> Queensland Law Society (2 October 2014) Office of the Public Advocate (25 May 2015), and Seniors Legal and Support Service (Caxton Legal Service) Conference (10 June 2015). <p>Queensland Courts has engaged WWILD to co-design the 'Application for a Protection Order' ('Form DV1') and help identify improvements that could be made to domestic and family violence information so it is more accessible and easier to understand.</p> | | |
| 6.5.7 Continue to help implement the recommendations of the 2010 Queensland Law Reform Commission Report (QLRC) on the Review of Guardianship Law in Queensland to help improve the lives of vulnerable adults with impaired decision-making capacities and to safeguard their rights. | Policy options and outcomes provided to the Attorney-General for approval - dependent on decisions made by the Attorney-General. | <p>The Australian Law Reform Commission 2014 Final Report <i>Equality, Capacity and Disability in Commonwealth Laws</i> recommended that Australian jurisdictions move from substitute decision making guardianship frameworks (as we have in Queensland) to supported decision making frameworks.</p> <p>The QLRC review now sits within this broader policy context. Any future changes to Queensland's guardianship system will not only take account of the QLRC review, but also any existing and emerging reforms in the area of guardianship.</p> <p>The new Public Guardian will also have views</p> | Engagement with the Public Advocate and the Public Trustee. | Office of the Public Guardian, Justice Services |

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| | | about how the QLRC review fits within this broader policy context and their views will inform any final decisions about possible changes to Queensland's guardianship laws. | | |
| 6.5.8 Work with community organisations and government agencies to develop more effective legislative initiatives to address issues of abuse of elders with disability in Queensland. | Continue to liaise with community organisations and government agencies. | In May 2015, the Public Guardian made a submission to the Queensland Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors, and appeared before the Committee as part of the inquiry, to provide advice and promote the protection of the rights of elders, by highlighting critical issues regarding elders and the risk of abuse. In May 2015, the Public Guardian also made a submission to the Commonwealth Senate Community Affairs References Committee Inquiry into violence, abuse and neglect against people with disability in institutional and residential settings, and appeared before the Committee at the public hearing in Brisbane. | Engagement with relevant community and government agencies. | Office of the Public Guardian, Justice Services |
| 6.5.9 Continue to participate as a member of the Elder Abuse Prevention Unit Reference Group to promote the right for older | Attend and participate in meetings and associated activities. | The Office of the Public Advocate continues to actively participate as a member of the Elder Abuse Prevention Unit Reference Group. | Internal and external stakeholders consulted as required. | Office of the Public Advocate, Justice Services |

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| people to live free from abuse, ensuring appropriate consideration for older people with disability. | | | | |
| 6.5.10 Continue to contribute to the annual Elder Abuse Prevention Campaign to help prevent abuse of older people, ensuring appropriate consideration for older people with disability. | Attend and participate in meetings and associated activities. | The Office of the Public Advocate continues to actively participate in the Elder Abuse Prevention Campaign. | Internal and external stakeholders consulted as required. | Office of the Public Advocate, Justice Services |
| 6.5.12 Identify and respond to systemic issues impacting Queenslanders with impaired decision-making capacity by undertaking research and advocacy projects that include recommendations for change where appropriate. | Prioritise and respond to systemic issues. | The Office of the Public Advocate has undertaken a number of research and advocacy projects to prioritise and respond to systemic issues impacting Queenslanders with impaired decision making capacity as well as inform recommendations for change. This includes: <ul style="list-style-type: none"> • an inquiry into the deaths of people with disability in care • research into accessibility of complaints management systems, and • further research into the adequacy of provisions for decision-making support in | Internal and external stakeholders consulted as required. | Office of the Public Advocate, Justice Services |

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| | | Queensland's guardianship system. | | |
| 6.5.13 Identify inquiries instigated by others that are relevant to people with impaired decision-making capacity and table submissions that highlight the key issues as they relate to Queensland and any relevant considerations for reform. | Identify inquiries and table submissions where relevant. | The Office of the Public Advocate tabled ten submissions in relations to issues of relevance for people with impaired decision-making capacity. | Internal and external stakeholders consulted as required. | Office of the Public Advocate, Justice Services |
| 6.5.14 Help Community Justice Groups to develop local initiatives with community agencies that effectively respond to violence and neglect in relation to people with disability. | Help Community Justice Groups to develop initiatives. | Ongoing support is provided to Community Justice Groups to develop local initiatives that effectively respond to violence and neglect in relation to people with disability through regular contact and meetings with Courts Innovation Program's (CIP's) Indigenous Justice Officers and management. | Regular contact is facilitated through stakeholder meetings and engagements with local service providers and support agencies. | Courts Innovation Program, Queensland Courts Service, Justice Services |
| 6.5.15 Promote the Queensland Carers Charter to manage and raise awareness of carers' legislation. | Review leave and flexible work policies to ensure they reflect the goals of the charter. | The department has completed the 2015 annual review of human resource policies, procedures and factsheets. The next review is scheduled for completion by June 2016. References will be established to the Queensland Carers Charter where applicable e.g. staff information page about accessing leave. | Internal and external stakeholders consulted as required. | Human Resources Branch, Corporate Services |

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| 6.5.16 Continue to develop strategic relationships with private and public stakeholders to protect the rights of vulnerable citizens, particularly those in regional and remote areas. | Continue engagement with stakeholders. | The Queensland Civil and Administrative Tribunal continues to develop strategic relationships with private and public stakeholders to protect the rights of vulnerable citizens all across Queensland. | Regular meetings are held with key stakeholders. | Queensland Civil and Administrative Tribunal, Justice Services |
| 6.5.17 Review the Indigenous Sentencing List (ISL) to identify if there are appropriate support services for Aboriginal and Torres Strait Islander people with intellectual, cognitive or mental health impairments—including Fetal Alcohol Syndrome Disorder—who come into contact with the criminal justice system. | Review the ISL to make sure appropriate support services are available. | The re-established Murri Courts (which incorporates the ISL) operate under a continuous improvement model. These improvements include identifying and engaging with appropriate support services for the referral of Aboriginal and Torres Strait Islander people with intellectual, cognitive or mental health impairments. Preliminary investigation into Fetal Alcohol Syndrome Disorder (FASD) support services indicates that there is only one clinical diagnostic facility in Queensland. Services to diagnose, treat and manage FASD are in their infancy in Queensland, and this situation is being monitored by the Courts Innovation Program. | Representatives from the Brisbane Murri Court Magistrate and the Brisbane Courts Justice Group attending the Fetal Alcohol Spectrum Disorder workshop in Brisbane in 2015 on achieving successful interactions with children and adults with complex needs and challenging behaviours, particularly those with prenatal alcohol exposure. | Courts Innovation Program, Queensland Courts Service, Justice Services |

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| 6.5.18 Review and improve the effectiveness of Community Justice Groups in identifying Aboriginal and Torres Strait Islander people who come into contact with the criminal justice system with intellectual, cognitive or mental health impairments—including Fetal Alcohol Syndrome Disorder—and link these people with appropriate support services to address the causes of offending behaviour. | Review and improve the effectiveness to identify Aboriginal and Torres Strait Islander people who come in contact with the criminal justice system. | The availability and sourcing of this training to Community Justice Groups (CJGs) is an ongoing process and CJGs are advised of available training opportunities when they arise. The effectiveness of this training will inform future improvements. | Internal and external stakeholders consulted as required. | Courts Innovation Program, Queensland Courts Service, Justice Services |
| 6.5.19 Expand the Queensland Courts Referral (QCR) process to additional Magistrates Courts throughout Queensland to identify people who come into contact with the criminal justice system with intellectual, cognitive or mental health impairments—including Fetal Alcohol Syndrome Disorder—and link these people with appropriate support services to address the causes of | Implement QCR to an additional three Magistrates Courts. | Throughout 2014, QCR has expanded across seven new sites in Beenleigh, Cairns, Holland Park, Ipswich, Mt Isa, Pine Rivers and Southport. | QCR has engaged with court operations staff across these locations, including the Richmond Fellowship, OZ Care, Headspace and Queensland Health. QCR has also engaged with relevant service providers in these areas. | Courts Innovation Program, Queensland Courts Service, Justice Services |

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| offending behaviour. | | | | |
| 6.5.20 Consider the multiple disadvantages experienced by young people with disability when developing and completing reviews of youth detention services, policies, procedures and published and online material. | Ensure that any updated policies and procedures acknowledge and provide strategies to address the complexities of managing young offenders with disability. | <p>The current Youth Detention policies and the Operational Practice Manual generally reflect the need to identify specific vulnerabilities of young people detained in their custody, including disability. For example, risk assessment processes stipulate the need to identify whether a young person’s behaviour could be related to their disability and for this to be a key consideration when responding to an incident.</p> <p>Where applicable, current youth detention policies also refer to the need to collaborate with the Department of Communities, Child Safety and Disability Services. This includes policies involving sharing of health information.</p> <p>Youth Justice Programs, Practice and Design are currently exploring ways to further enhance existing behaviour support practices and policies in responding to young people with disability in detention, in particular, examining trauma informed practice approaches. Youth Justice commenced a trauma informed practice project in 2015 that incorporates a strength-based</p> | Engagement occurred with the Department of Communities, Child Safety and Disability Services and the Centre of Excellence for Clinical Innovation and Behaviour Support. | Youth Detention Operations, Youth Justice Services |

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| | | <p>framework grounded in an understanding of, and responsiveness to, the impact of trauma on young people in the youth justice system. It emphasises the physical, psychological and emotional safety of both providers and survivors, and creates opportunities for survivors to rebuild a sense of control and empowerment in their lives. As part of this project, Youth Justice Program, Practice and Design will be undertaking a review of youth detention policies and procedures, as well as broader youth justice policies and procedures, to ensure they align with a trauma-informed, best practice approach to managing young people in the youth justice system. Young people with disability will be a key consideration in the completion of this holistic review of policies and procedures.</p> <p>On the 25 September 2015, the Queensland and Commonwealth Governments identified the North Queensland region, specifically Townsville, Charters Towers and Palm Island as the early launch site of the National Disability Insurance Scheme (NDIS) in Queensland. From January 2016, young people under 18 years in Townsville and Charters Towers and all residents under 65</p> | | |

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| | | with a disability on Palm Island will be the first to access NDIS in Queensland. In conjunction with relevant Youth Justice Services Centres and the Cleveland Youth Detention Centre, work has commenced to determine a framework and implementation strategy for youth justice clients to access NDIS. This includes introduction of screening tools to assist in identifying if a young person has a disability when they first enter the youth justice system. | | |
| 6.5.21 Explore opportunities for providing alternatives to how hearings are conducted or how people with disability can be supported in regional and remote areas. | Conduct analysis of options for conducting hearings. | QCAT continues to explore options for conducting hearings that are inclusive of people with a disability. For example, for those that find travel challenging, the department currently facilitates remote conferences for remote areas and has a dedicated circuit in regional Queensland. QCAT continues to conduct hearings in alternative venues including Queensland Health facilities (particularly in remote areas) and throughout the Court network. | Internal and external stakeholders consulted as required. | Queensland Civil and Administrative Tribunal, Justice Services |
| 6.5.22 Advance arguments to Government to extend the current Mental Health Court system to persons who, while not mentally | Contribute to the restructure of the Mental Health Act being undertaken by the | The Office of the Public Guardian (OPG) has engaged closely with Queensland Health during the review of the <i>Mental Health Act 2000</i> and throughout the drafting of the Mental Health Bill | Significant contribution has been provided by the Public Advocate which organised a public lecture on human rights and mental | Office of the Public Guardian, Justice Services |

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| ill, suffer from an intellectual disability or personality disorder that impacts their capacity to commit criminal offences. | Department of Health. | 2015. In particular, OPG has sought equal recognition of the rights of people with intellectual or cognitive disability, or personality disorders who come into contact with the criminal justice system, to be represented within the Mental Health Bill. | health law; facilitated a round-table discussion with stakeholders who practice in/operationalise mental health law; and engaged with review team via discussions, meetings, correspondence and formal submissions to promote the inclusion of relevant human rights issues in drafting of Mental Health Bill. The Public Advocate also contributed to pre-consultation drafting process. | |
| 6.5.23 Advance arguments to Government to extend the proposed enhanced Mental Health Court system to persons charged with the commission of non-indictable (simple) offences. | Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health. | As part of the review of the <i>Mental Health Act 2000</i> and throughout the drafting of the Mental Health Bill 2015, OPG made extensive representations to Government in relation to protecting the rights of people with impaired capacity who are charged with non-indictable (simple) offences. | Significant contribution has been provided the Public Advocate which organised a public lecture on human rights and mental health law; facilitated a round-table discussion with stakeholders who practice in/operationalise mental health law; and engaged with review team via discussions, meetings, | Office of the Public Guardian, Justice Services |

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| | | | correspondence and formal submissions to promote the inclusion of relevant human rights issues in drafting of Mental Health Bill. The Office of the Public Advocate contributed to pre-consultation drafting process. | |
| 6.5.24 Continue to implement a cognitive impairment screening tool in Queensland correctional centres state-wide, to better identify prisoners with a cognitive impairment. | Expand implementation of selected screening tool state-wide, including development of resources to support appropriate management of prisoners identified by the tool. | The Hayes Ability Screening Index (HASI) was selected as the preferred tool to identify prisoners who may have a cognitive impairment. This screening tool was developed in Australia for use in the criminal justice system. Background questions from the HASI were incorporated into existing systems and assessment documents. The HASI was implemented in Queensland correctional centres on 3 August 2014 to assist with the identification of prisoners who may be vulnerable in a criminal justice setting and who would require further assessment to confirm the presence of a cognitive impairment. As at 13 October 2015, the HASI has identified 635 newly received prisoners as having cognitive | | Queensland Corrective Services |

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| Strategy 6.5 | Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders | | | |
| NDS Outcome Area 2 | Rights protection, justice and legislation | | | |
| Actions | Year 2 Products/ activities 2014–15 | Progress/Achievements | Stakeholder Engagement | Responsible Area |
| | | <p>vulnerabilities. This equates to 5.3% of the unique prisoner admissions in this period.</p> <p>QCS has developed resources to assist in the management of prisoners identified by the HASI.</p> <p>This includes:</p> <ul style="list-style-type: none"> • an easy-to-read induction handbook which is provided to prisoners identified through the screening process to accompany the centre induction manual that all prisoners receive. This handbook incorporates simple text and a range of instructive pictures on topics such as life in prison, things you need to know, ‘what to do if...’ and life after prison. • a handbook for correctional staff working with cognitive impairment which provides information on how to work with offenders with cognitive impairment and how officers should adapt their communication style. This handbook features practical tips for effective communication, and is available electronically through the QCS intranet. | | |

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| Priority 6 | Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing | | | |
| Strategy 6.5 | Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders | | | |
| NDS Outcome Area 5 | Learning and skills | | | |
| Actions | Year 2 Products/ activities 2014–15 | Progress/Achievements | Stakeholder Engagement | Responsible Area |
| 6.5.25 Explore options to reasonably adjust programs and services delivered in Queensland correctional centres to support the participation of prisoners with disability. | Develop guidelines and resources for staff that assist in reasonable adjustment of programs. | <p>While cognitive impairment is not always seen as a precluding factor for program participation, responsivity tools and consent forms have been adjusted to better identify the type and level of cognitive impairment as well as the ability to comprehend program content.</p> <p>The behavioural based intervention for sexual offending (Inclusion Program) has undergone content review as to its suitability for prisoners with a cognitive impairment.</p> <p>The current suite of programs can all be adjusted in delivery and utilisation of the 'buddy' system to support offenders with borderline intellectual or other cognitive impairments.</p> <p>Future service delivery will consider gaps identified for this cohort.</p> | Internal stakeholders consulted as required. | Queensland Corrective Services |

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| Priority 7 | Promote genuine participation in the community | | | |
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| Strategy 7.3 | Provide government and public information in diverse languages and accessible formats, including formats that best meet the needs of Aboriginal and Torres Strait Islander people | | | |
| NDS Outcome Area 1 | Inclusive and accessible communities | | | |
| Actions | Year 2 Products/ activities 2014–15 | Progress/Achievements | Stakeholder Engagement | Responsible Area |
| 7.3.1 Identify availability of existing resources and target development to meet gaps in areas of greatest need | Investigate the benefits of publishing in other languages or providing links to translation services | <p>QCAT has participated in the language services policy managed by the Department of Aboriginal and Torres Strait Islander Partnerships as a whole-of-Government approach.</p> <p>The Queensland Courts website provides access to an online translation tool which provides text to speech, text magnifier and translates copy to 78 languages and audio to 35 languages. Since its launch on 15 December 2015 to 18 January 2016, the online translation tool has been activated by more than 1800 users.</p> <p>This has significantly improved accessibility of information to those who have low literacy, have mild visual impairments and those with English as a second language.</p> | Internal and external stakeholders consulted as required. | Queensland Civil and Administrative Tribunal, Justice Services Integrated Criminal Justice project |
| 7.3.2 Ensure that QCAT services are culturally appropriate, accessible, comply with legislative requirements and are consistent with the Government's commitment of developing the QCAT Indigenous Strategy. | Release and implement the strategy. | QCAT continues to progress development on the QCAT Indigenous Strategy as part of a wider cultural diversity strategy. | Internal and external stakeholders consulted as required. | Queensland Civil and Administrative Tribunal, Justice Services |

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| Actions | Year 2 Products/ activities 2014–15 | Progress/Achievements | Stakeholder Engagement | Responsible Area |
| 7.3.3 Incorporate closed caption titles and transcripts on all appropriate digital media on departmental social media. | Incorporate closed captions on all appropriate digital media as required. | <p>The department has incorporated closed captions and transcripts on all appropriate digital media. During 2015, this included two videos on the JusticeQLD YouTube channel:</p> <ul style="list-style-type: none"> • Melba’s graduation (graduation of seven passive alert drug dogs and general purpose dogs at the Queensland Corrective Services Academy), and • Victim Assist video. <p>In addition, five videos are on JAGtv (internal):</p> <ul style="list-style-type: none"> • DJAG Staff Excellence Awards • Life Athlete (health and fitness tips from Olympian Matt Welch) • National Aborigines Day Observance Committee (NAIDOC) flag raising ceremony • Human Rights Month 2015, and • White Ribbon Day. | Stakeholder engagement is ongoing, specifically to ensure all new internal and external multimedia projects for 2016 meet accessibility requirements. DJAG business areas are encouraged to consider accessibility for offline multimedia projects. | Communication Services Branch, Corporate Services |
| 7.3.4 Increase accessibility to DJAG forms on the Your rights, crime and the law franchise site through the conversion of pdf documents to html online forms. | Complete stage 1 of conversion plan (update of all Tier 2 services). | During this reporting period, the department’s activities shifted focused from the completion of the conversion plan to increasing the availability of online content and service interactions through the development of the One-Stop Shop Roadmap. The roadmap records all services planned for | Stakeholders are made aware of accessibility requirements for the publishing of forms to Your rights, crime and the law franchise during face-to-face meetings; web writing; matrix | All business areas; Communication Services Branch, Corporate Services to have |

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| | | <p>online delivery to Your rights, crime and the law franchise.</p> <p>All online forms published to Your rights, crime and the law franchise are available in HTML format. PDF, Excel and Word documents are published on the Queensland Government publications portal.</p> | and publication portal training. | oversight |
| 7.3.5 Continue to encourage not-for-profit community groups, including community groups that help and support Queenslanders living with disability, to submit applications for grant funding through the community benefit funds scheme. | Provide information and advice to help applicants address eligibility requirements in funding applications. | <p>The Office of Liquor and Gaming Regulation has provided a number of information sessions at venues around the State outlining how community groups can apply for funding. In addition, information has been made available on its website and ongoing telephone support and assistance is provided to organisations to help applicants meet eligibility requirements.</p> <p>For this reporting period, 182 grants totalling more than \$4.1 million were awarded to organisations that declared their objective as 'supporting people with a disability'.</p> | Community based information sessions. | Office of Liquor and Gaming Regulation, Office of Liquor, Gaming and Fair Trading |
| 7.3.6 Incorporate disability information and advice into corporate events where possible. * Examples of events include, but are not limited to, Law Week, the | Steps for the inclusion and participation of people with a disability will be considered during planning of all | As a matter of course, the Department incorporates information and advice into planning and delivery corporate events where possible to ensure the inclusion and participation of people with a disability. | Internal and external stakeholders consulted as required. | All business areas |

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| RNA show and Safe Work Week, as well as regular information sessions and forums coordinated by departmental divisions. | DJAG events. | <p>For example, Law Week 2015 was hosted for the second consecutive year in Brisbane’s Queen Street Mall, ensuring maximum accessibility.</p> <p>Youth Detention Operations hosted a Youth Justice Innovation Lab in November 2014 centred around ‘Trauma-informed care practices’. Information provided by the guest speaker from the Centre for Excellence for Clinical Innovation and Behaviour Support will further the development of future policies and procedures.</p> <p>Two-day trauma informed care training is planned for February 2016 and will delivered by Evolve Therapeutic Services for all Youth Justice staff, funded partners from the non-government sector and key partner agencies based in the detention centres in all major cities around the State.</p> | | |