

# **Department of Justice and Attorney-General**

## **Disability Service Plan Progress Report**

**1 July 2018 to 30 June 2019 (Year 2)**

| Departmental Actions   | Products/Activities<br>for 1 July 2018 to 30 June 2019 (Year 2)  | Progress/Achievements   | Responsible Area                  |
|--|--|---|-----------------------------------|
| <b>COMMUNITIES FOR ALL</b>   |  |   |                                   |
| <ul style="list-style-type: none"> <li>Continue to focus on issues regarding elder abuse across all cultures and communities including law reform.</li> </ul>  | <ul style="list-style-type: none"> <li>In 2018-19 the Public Advocate:               <ul style="list-style-type: none"> <li>continued to advocate for the development of a legislative framework to permit and review restrictive practices in residential aged care</li> <li>made submissions to active royal commissions and inquiries into aged care</li> <li>remained an active member of the Elder Abuse Prevention Unit (EAPU) co-ordinated by Uniting Care to provide service providers and advocates with the opportunity to share information regarding elder abuse issues.</li> <li>facilitated a discussion panel on 14 June 2019 at the World Elder Abuse Awareness Day Breakfast, hosted by the Queensland Law Society to raise awareness to help prevent elder abuse and safeguard rights, dignity and independence of older people.</li> </ul> </li> <li>made a submission to the Australian Banking Association providing feedback regarding the development of Better Banking for Vulnerable Customers draft Guideline. This submission focussed on the inclusion of the National Decision Making Principles for supported (as opposed to substitute) decision making in the guideline, improving communication with vulnerable customers via Easy Read and Easy English documents, additional staff training and the introduction of more robust and reliable procedures associated with third party authorisation forms.</li> </ul> | <ul style="list-style-type: none"> <li>On 26 March 2019, the <i>Guardianship and Administration and Other Legislation Amendment Act 2019</i> (Amendment Act) was passed by the Queensland Parliament. The Amendment Act amends Queensland's guardianship legislation to:               <ul style="list-style-type: none"> <li>provide a focus on contemporary practice and human rights for adult's with impaired capacity;</li> <li>enhance safeguards for adults with impaired capacity in the guardianship system; and</li> <li>improve the efficiency of Queensland's guardianship system or improve the clarity of Queensland's guardianship legislation.</li> </ul> </li> <li>The Amendment Act implements a range of proposals under the <i>Queensland: An Age Friendly Strategy</i> and recommendations from the Queensland Law Reform Commission Report – <i>A Review of Queensland's Guardianship Laws</i> which will further enhance safeguards and financial remedies for adults with impaired capacity who may be victims of financial elder abuse.</li> <li>As part of the package of reforms supporting the implementation of the Amendment Act, the DJAG is also undertaking the following work:               <ul style="list-style-type: none"> <li>reviewing the forms for the enduring power of attorney (EPA) and advance health directive (AHD);</li> <li>developing explanatory guides to support the new EPA and AHD forms; and</li> <li>developing guidelines for the assessment of capacity.</li> </ul> </li> <li>These materials will emphasise the duties and obligations of substitute decision-makers and the consequences of failing to comply with them.</li> </ul> | Office of the Public Advocate     |
| <ul style="list-style-type: none"> <li>Continue to provide opportunity for community legal centres and other community groups to apply for funding to support vulnerable Queenslanders, including help and support for Queenslanders with a disability.</li> </ul> | <ul style="list-style-type: none"> <li>DJAG's Legal, Assistance Strategy and Funding unit enters into Service Level agreements with the individual Community Legal Centres. The Agreements include performance measures defining the number and types of</li> </ul>  | <ul style="list-style-type: none"> <li>The Queensland Government continues to provide funding to Community Legal Centres (CLCs) to provide free legal advice, support and referral for vulnerable Queenslanders In 2018-19, \$20.439 million was allocated</li> </ul>   | Legal Assistance and Funding Unit |

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|---|---|---|-------------------------------|
|   | legal services to be delivered to persons identifying as vulnerable.  | to CLCs to provide services to the community including persons with a disability.   |                               |
| <ul style="list-style-type: none"> <li>Continue to provide information and advice about the Australian Consumer Law to both consumers and providers of National Disability Insurance Scheme (NDIS) services.</li> </ul> | <ul style="list-style-type: none"> <li>OFT continues to provide information and advice about the Australian Consumer Law (ACL) to organisations providing information sessions to consumers and traders on behalf of the NDIS</li> </ul>  | <ul style="list-style-type: none"> <li>In 2018-19, the OFT continued to provide brochures, guides and fact sheets about consumer and trader rights and responsibilities under the ACL to organisations delivering face to face NDIS information sessions</li> </ul>   | Office of Fair Trading        |
| <ul style="list-style-type: none"> <li>Continue to implement the Department's NDIS transition strategy.</li> </ul>  | <ul style="list-style-type: none"> <li>When appointed by the Queensland Civil and Administrative Tribunal (QCAT), the Office of the Public Guardian (OPG) is responsible for supporting clients to access and participate in the NDIS. This includes: <ul style="list-style-type: none"> <li>assessing a potential new entrant's eligibility</li> <li>obtaining views and wishes</li> <li>registration with NDIA</li> <li>pre-planning stages, including identifying current and planned future supports, housing and other requirements</li> <li>attending planning meeting/s with NDIA, adult, and other stakeholders</li> </ul> </li> <li>Actions taken by OPG to keep track with NDIS implementation: <ul style="list-style-type: none"> <li>updated website – education and explanatory information</li> <li>updated client management systems – records NDIS-specific activities</li> <li>developed internal policies, procedures and practice directions</li> <li>restructure guardianship teams to manage workload with focus on roll-out areas</li> <li>proactive work with QCAT and guardianship applicants to ensure least restrictive approaches are taken for NDIS purposes</li> <li>formal, regular data sharing with DCDSS and PTQ</li> <li>ongoing identification of potential NDIS participants across all OPG client functions</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Disability Services and Other Legislation (NDIS) Amendment Bill 2019 tabled in March 2019, amends the <i>Public Guardian Act 2014</i> in relation to visitable disability sites, to ensure the Community Visitor Program (CVP) can continue to operate at full scheme NDIS.</li> <li>During the transition period (July 2016 to June 2019) QCAT heard 843 NDIS related matters within the guardianship jurisdiction</li> </ul> | Office of the Public Guardian |

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|  | <ul style="list-style-type: none"> <li>engaging with NDIS Quality and Safeguards Commission to clarify information sharing and complaints pathways</li> <li>ongoing internal and external stakeholder meetings</li> <li>central coordination of information and data.</li> </ul>  |  |                              |
| <ul style="list-style-type: none"> <li>Work towards ensuring all DJAG information is accessible and provided in multiple formats.</li> </ul>       |   | <ul style="list-style-type: none"> <li>DJAG websites meet accessibility standards.</li> <li>Documents are made available in multiple accessible formats.</li> <li>Use of captioning and transcripts for video and audio is mandatory across DJAG in keeping with government guidelines.</li> </ul>   | Corporate Services ITS       |
| <ul style="list-style-type: none"> <li>Continue to increase accessibility of DJAG forms on Queensland Government websites.</li> </ul>              | <ul style="list-style-type: none"> <li>Converting paper based forms into universal and widely accessible web based forms.</li> <li>Supporting and providing a platform for Digital transformation to plan, test and create responsive online forms.</li> </ul>  | <ul style="list-style-type: none"> <li>DJAG HTML websites all meet accessibility standards.</li> <li>Documents are made available in multiple accessible formats.</li> <li>Use of captioning and transcripts for video and audio is mandatory across the department in keeping with government guidelines.</li> <li>DJAG continues to provide accessible information on all websites, meeting QLD government standards.</li> <li>All core DJAG websites currently comply with accessibility standards</li> </ul> | People and Engagement Branch |
| <ul style="list-style-type: none"> <li>Continue to consider accessibility options and provide accessibility advice for DJAG events.</li> </ul>     | <ul style="list-style-type: none"> <li>Accessibility options for DJAG events is a standard consideration when organising events.</li> </ul>   | <ul style="list-style-type: none"> <li>DJAG flagship events, such as the DJAG Staff Excellence Awards, take accessibility into consideration.</li> <li>All events planning advice takes into account accessibility needs relevant to the function and audience.</li> </ul>   | People and Engagement Branch |
| <ul style="list-style-type: none"> <li>Consider the needs of Queenslanders with a disability in building upgrades and new construction.</li> </ul> | <ul style="list-style-type: none"> <li>When choosing venues for Queensland Government-run events, DJAG ensures the venue is accessible for people with a disability.</li> <li>DJAG engages Department of Housing and Public Works (DHPW) for all of its building refurbishments and lease renewals. DHPW ensures on DJAG's behalf that building refurbishments and lease renewals are in accordance with all disability access requirements.</li> </ul> | <ul style="list-style-type: none"> <li>Refurbishment of the Beenleigh, Rockhampton and Townsville courthouses have included disability access requirements in design and delivery.</li> </ul>  | Facilities Services Branch   |

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| EMPLOYMENT  |   |  |                              |
| <ul style="list-style-type: none"><li>Continue to develop promotion and support materials for managers about inclusive practices to support a diverse workforce.</li></ul>  | <ul style="list-style-type: none"><li>Information and resources available via intranet and learning management system.</li></ul>  | <ul style="list-style-type: none"><li>SBS Cultural Competence program purchased and made available to all staff.</li></ul>   | People and Engagement Branch |
| <ul style="list-style-type: none"><li>Develop inclusive recruitment processes for people with a disability across attraction, recruitment, retention, career progression and development that contributes to increasing the Queensland Public Sector workforce to 8% by 2022.</li></ul> | <ul style="list-style-type: none"><li>DJAG continued a partnership with JobAccess to support sustainability of our disability employment efforts and build disability confidence in our workforce.</li></ul>  | <ul style="list-style-type: none"><li>Disability awareness training was delivered to 57 managers.</li><li>Developed a new agency Reasonable Adjustment Policy.</li><li>Reviewed HR policies, practices and processes to reduce the potential for bias and remove systematic barriers to employment opportunities.</li><li>Applied the Flexible by Design framework to normalise uptake of flexible work arrangements to achieve a healthy work-life balance.</li><li>Continued to build inclusive attitudes, awareness and disability confidence of staff through agency induction, leadership development and promotional activities.</li><li>Investigated approaches to gathering EEO workforce census data on people with disability to improve data capture and measurement.</li></ul> | People and Engagement Branch |
| <ul style="list-style-type: none"><li>Develop inclusive and accessible recruitment and employment processes to improve opportunities for people with a disability to apply for jobs in DJAG.</li></ul>  |   |  |                              |
| EVERYDAY SERVICES   |   |  |                              |
| <ul style="list-style-type: none"><li>Explore options to better support people with disability who are experiencing domestic and family violence.</li></ul>   | <ul style="list-style-type: none"><li>ARTD (Evaluator) has been engaged to undertake a third evaluation of the Southport Specialist DFV Court. The proposed purpose of the evaluation is to:<ul style="list-style-type: none"><li>determine if the Southport DFV Court is operating according to the intended specialist court model;</li><li>measure progress in implementation of the recommendations of the 2016 evaluation;</li><li>identify outcomes for victims, their families and for perpetrators;</li><li>identify areas for improvement in court responses to DFV; and</li><li>measure social and economic impacts connected with the Southport DFV Court.</li></ul></li></ul> | <ul style="list-style-type: none"><li>The evaluation, which commenced on 1 July 2019 will consider how the specialist court model can take an inclusive approach for recognising, engaging and monitoring the progress through the DFV court process for Aboriginal and Torres Strait Islander people, people of non-English speaking backgrounds, people with a disability, elderly people and people from the LGBTIQ community.</li></ul>  | Court Services Queensland    |

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|   | <ul style="list-style-type: none"> <li>The Evaluation commenced on 1 July 2019 and will build on previous evaluations with final reporting due February 2021.</li> </ul>    |  |   |
| <ul style="list-style-type: none"> <li>Continue to develop strategic relationships with private and public stakeholders to protect the rights of vulnerable citizens, particularly those in regional and remote areas.</li> </ul> | <ul style="list-style-type: none"> <li>OPG engages with the child protection, disability, health and mental health sectors to deliver educational presentations.</li> </ul> | <ul style="list-style-type: none"> <li>In 2018-19, OPG delivered educational presentations to over 3000 persons.</li> <li>During 2018-19 the Public Advocate:               <ul style="list-style-type: none"> <li>maintained strategic relationships with a wide range of community service providers and advocacy organisations with a presence in regional and remote areas with:                   <ul style="list-style-type: none"> <li>Queenslanders with Disability Network (QDN)</li> <li>Aged and Disability Advocacy Australia (ADAA)</li> <li>Queensland Advocacy Incorporated (QAI)</li> <li>Seniors Legal and Support Service (Caxton LC)</li> <li>Council on the Ageing (COTA)</li> <li>Queensland Council of Social Services (QCOSS)</li> <li>Independent Advocacy Northern Queensland</li> <li>Queensland Law Society</li> <li>Queensland Alliance for Mental Health</li> </ul> </li> <li>attended and hosted regular meetings with many of these groups as well as working jointly on a number of critical issues, including the use of restrictive practices in aged care, access to health services by people with disability with complex health care needs and the transition of people from State based facilities to community based accommodation under the NDIS scheme.</li> </ul> </li> </ul> | <p>Office of the Public Guardian</p> <p>Office of the Public Advocate</p> |



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|  |   | <ul style="list-style-type: none"> <li>▪ Released a position statement calling for a number of National and State responses to improve access to health services by people with disability.</li> <li>▪ Continuing discussions with Queensland Health and other agencies regarding the transition of people with disability from State operated facilities to community based accommodation.</li> <li>○ commented on Brisbane City Council's <i>A City of Everyone: Draft Inclusive Brisbane Plan 2019-29</i>. The submission included a suggestion to consider monitoring the use of services utilising the Standardised Disability Flag.</li> <li>○ participated in the Metro South Hospital and Health Service Disability Action Committee, which is responsible for the development, implementation and review of the Hospital and Health Service's Disability Service Plan.</li> </ul> |                           |
| <ul style="list-style-type: none"> <li>• Courts and tribunals will continue to explore options for people with disability coming into contact with the justice system and for conducting hearings that are inclusive of people with disability.</li> </ul> | <ul style="list-style-type: none"> <li>• The 'Equal Treatment Bench Book' for use by Judicial Officers devotes a chapter to persons with a disability: <a href="https://www.courts.qld.gov.au/data/assets/pdf_file/0004/94054/s-etbb.pdf">https://www.courts.qld.gov.au/data/assets/pdf_file/0004/94054/s-etbb.pdf</a></li> <li>• Sign language interpreters from agencies such as Deaf Services Queensland are utilised for registry interactions with hearing impaired court users. Additionally, hearing and speech impaired court users with a text telephone (TTY) can make telephone calls to the registry through the National Relay Service.</li> </ul> | <ul style="list-style-type: none"> <li>• The BrowseAloud system on Queensland Courts website assists people with visual impairment or literacy issues.</li> <li>• Availability of hearing assisted technologies (hearing loops) in various courtrooms across Queensland.</li> <li>• Modern courthouses are generally accessible to persons with an impairment or disability, with facilities including braille signage, ramps into and within the courthouse, and ambulant and accessible bathroom facilities.</li> </ul>  | Court Services Queensland |



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|---|--|---|--------------------------------|
| <ul style="list-style-type: none"> <li>Continue to provide language, translating and communication services to DJAG clients.</li> </ul>   |  | <ul style="list-style-type: none"> <li>DJAG continues to utilise the providers on the Standing Offer Arrangement (SOA) for 'Translator and Interpreter Services' under the Queensland Government arrangements. This includes immediate phone interpreting as well as pre-booked services available for those who have trouble speaking or understanding English.</li> <li>Many of the OFT's key consumer resources are available in 37 different languages. These resources include guides, factsheets and videos on topics such as: OFT's services, consumer rights and business obligations, door-to-door sales and telemarketing and avoiding unfair business practices.</li> <li>Key points in the annual liquor licence fee collateral are translated into a number of different languages.</li> </ul> | Office of Fair Trading         |
| <b>LEADERSHIP AND PARTICIPATION</b>   |  |   |                                |
| <ul style="list-style-type: none"> <li>Communicate and consult on the DJAG Disability Service Plan across all divisions including people with a disability and regional participation.</li> </ul> | <ul style="list-style-type: none"> <li>The DJAG <i>Disability Service Plan 2017-20</i> is published online and available to all staff and customers who interact with DJAG.</li> </ul> | <ul style="list-style-type: none"> <li>Consultation with divisions occurred to enable yearly reporting. Through the reporting process, divisions are able to showcase their products/progress/activities against the DJAG Disability Service Plan and provide feedback or identify gaps.</li> </ul>   | Corporate Governance Unit      |
| <ul style="list-style-type: none"> <li>Consider nomination of a Champion for the DJAG Disability Service Plan.</li> </ul>   | <ul style="list-style-type: none"> <li>Identify DJAG Champion for Inclusion and Diversity.</li> </ul>  | <ul style="list-style-type: none"> <li>DJAG Inclusion and Diversity Champion nominated.</li> </ul>  | Office of the Director-General |
| <ul style="list-style-type: none"> <li>Consider and develop data collection strategies to support reporting and decision making.</li> </ul>   | <ul style="list-style-type: none"> <li>Continued to promote DJAG's EEO census participation to ensure workforce participation is accurately reflected.</li> </ul>                      | <ul style="list-style-type: none"> <li>Analysis of EEO data continues.</li> </ul>   | People and Engagement Branch   |