



Queensland Corrective Services
Interim Disability
Service Plan 2017-18
Progress Report

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

WHOLE OF GOVERNMENT ACTIONS

Whole of government actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements	Responsible area
PRIORITY FOR ACTION: COMMUNITIES FOR ALL			
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	Queensland Corrective Services (QCS) aims to protect all human rights and is supportive of promoting messages from the <i>National Disability Strategy 2010-2020</i> .	<p>During 2017-18 QCS has strived to communicate key messages associated with the roll-out to National Disability Insurance Scheme (NDIS) to staff and prisoners.</p> <p>QCS promotes disability awareness through activities such as:</p> <ul style="list-style-type: none"> • promoting and encouraging staff participation in Disability Action Week (10-16 September 2017) events, and • raising awareness about the transition to the NDIS. 	QCS
Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.	QCS supports the establishment of partnerships to promote disability awareness.	<p>In 2017-18 QCS has worked closely with key stakeholders to support prisoners and offenders with a disability.</p> <p>On 3 October 2017 the Minister for Police and Minister for Corrective Services wrote to the Minister for Communities, Disability Services and Seniors providing an overview of the NDIS interface issues being experienced in the correctional environment. Following this letter, regularly engagement has been initiated between QCS and the Department of Communities, Disability Services and Seniors to work through the interface issues.</p>	QCS
Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs.	<p>QCS aims to include disability awareness as part of business-as-usual practices. Disability awareness training is part of induction training for all QCS frontline staff.</p> <p>QCS aims to increase staff awareness of the NDIS and potential changes to service delivery, as outlined in the QCS NDIS Implementation Plan.</p>	<p>Disability awareness training is delivered to all QCS frontline staff during induction. This training is focused on intellectual and cognitive disabilities, as well as mental illness.</p> <p>As part of ongoing professional development forums, Probation and Parole district offices arrange for local intervention services, including disability services providers to provide training to staff to increase the awareness of the service.</p>	QCS
Encourage Local Governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.	QCS aims to ensure prisoners and offenders have access to appropriate services that meet their disability needs.	<p>To assist with a prisoner's reintegration into the community, QCS Re-Entry Service providers provide support and assistance to eligible prisoners. A number of these providers are also NDIS service providers.</p> <p>QCS' Probation and Parole Service has brokered strong working relationships with intervention service providers in the community, including disability service providers.</p>	QCS

Whole of government actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements	Responsible area
Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings.	Reporting on this action is covered in the QCS Progress Report below.		
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	Reporting on this action is covered in the QCS Progress Report below.		
Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio).	QCS has recently become a stand-alone department following a Machinery of Government change in December 2017 which has resulted in the development of a separate QCS website.	The newly developed QCS website includes an Accessibility Helper Sidebar. When further updates are made to the QCS website, consideration will be given to meeting contemporary Australian Web Content Accessibility Guidelines.	QCS
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.	This action is not applicable to QCS.		
Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability.	Human rights are embedded in the <i>Corrective Services Act 2006</i> and QCS policies and procedures.	<p>QCS strives to ensure the needs and/or interests of people with a disability are taken into consideration when updating or amending legislation, policies and programs. A significant amount of work has been undertaken in 2017-18 to implement the NDIS in the correctional environment. A key focus of this work is ensuring the needs and interests of prisoners and offenders is considered.</p> <p>The management and supervision of prisoners and offenders takes into consideration the individual needs and interests where operationally practicable.</p>	QCS
Government services and funded non-government services provide access to language, translating and communication services.	QCS provides language, translating and communication services to prisoners and offenders when required.	<p>Prisoners who have expressed or are observed to have difficulty communicating in English are entitled to the provision of accredited language assistance. If there is any doubt about a prisoner's English language communication skills, language assistance must be provided.</p> <p>The needs of offenders under community based supervision are assessed on a case by case basis. Where it is identified that an offender requires assistance, QCS utilises a number of different methods including accessing language, translating and</p>	QCS

Whole of government actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements	Responsible area
		communication services and seeking assistance from a career, guardian or identified support to ensure offenders understanding. QCS continues to review and build on existing communication techniques to ensure important offender and prisoner information is conveyed in an appropriate and timely way.	
PRIORITY FOR ACTION: EMPLOYMENT			
Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.	QCS encourages diversity in its workforce, and encourages people with a disability to apply for positions that are advertised.	At 30 June 2018, 3.4% of QCS employees identified as having a disability through the Equity and Diversity Survey.	QCS
Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment.	QCS staff have access to information, resources and good practice case studies on the All Abilities Queensland website.	Information and resources on diversity and equity in the QCS workforce are available on the QCS intranet.	QCS
PRIORITY FOR ACTION: EVERYDAY SERVICES			
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.	QCS has a suite of governance processes in place to support the transition to the NDIS. Reporting on this action is covered in the QCS Progress Report below.		
PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION			
Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers.	QCS strives to ensure all consultation and engagement with internal and external stakeholders is done in an inclusive manner.	QCS consultation processes are inclusive of people with a disability.	QCS
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	Reporting on this action is covered in the QCS Progress Report below.		

Whole of government actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements	Responsible area
Existing leadership programs are accessible and inclusive of Queenslanders with disability.	QCS leadership programs are accessible for all staff.	Application and assessment processes for QCS leadership programs are accessible to all staff.	QCS
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.	QCS supports inclusion of all people on boards, committees and advisory bodies.	Application and appointment processes for QCS boards are accessible to applicants with a disability.	QCS

QUEENSLAND CORRECTIVE SERVICES DEPARTMENT SPECIFIC ACTIONS

Departmental Actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements	Responsible Area
PRIORITY FOR ACTION: COMMUNITIES FOR ALL			
<i>Consultative Committee</i>			
Consider appropriate governance and advisory arrangements to support the QCS Disability Service Plan and NDIS implementation.	<p><u>DSP</u> QCS has recently become a stand-alone department following a Machinery of Government change. As a result, QCS has developed an interim DSP for this reporting period based on relevant action items under the previous Department of Justice and Attorney-General DSP.</p> <p>In 2018-19, QCS will develop a new Disability Service Plan which will include appropriate governance and advisory arrangements.</p> <p><u>NDIS implementation</u> In December 2017, QCS finalised an NDIS Implementation Plan which has key actions/measures for completion over the next two years. This Plan is supported by a QCS NDIS Intra-agency Working Group with senior representatives from key business areas.</p>	<p>QCS progress in 2017-18 includes:</p> <ul style="list-style-type: none"> • finalisation of the QCS NDIS Implementation Plan; • establishment of the QCS NDIS Intra-agency Working Group; • engagement of a Project Manager to oversee the NDIS Implementation; • regular engagement with the NDIA; and • participation in whole-of-government NDIS groups, regional NDIS transition groups and senior officers working groups. 	QCS
<i>Accessibility</i>			
Work towards ensuring all QCS information is accessible and provided in multiple formats. This includes QCS forms on	QCS strives to ensure information provided to prisoners and offenders during induction processes take into account their needs and abilities, including any cognitive impairment, intellectual or physical disability.	<p>QCS strives to ensure all prisoners and offenders are able to understand information that is provided to them. Strategies include:</p> <ul style="list-style-type: none"> • the development of an easy read version of the prison induction 	QCS

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Queensland Government websites.	Where possible QCS continues to review and build on existing communication techniques to ensure important prisoner and offender information is conveyed in an appropriate and timely way.	booklet, specifically designed for prisoners that may be cognitively impaired; <ul style="list-style-type: none"> • Arthur Gorrie Correctional Centre (privately operated centre) has a prison induction booklet that includes Auslan; • prisoners who have expressed or are observed to have difficulty communicating in English are entitled to the provision of accredited language assistance. If there is any doubt about a prisoners English language communication skills, language assistance must be provided; and • where it is identified that an offender requires assistance, QCS utilises a number of different methods including accessing language, translating and communication services and seeking assistance from a career, guardian or identified support to ensure offenders understanding. 	
Continue to consider accessibility options and provide accessibility advice for QCS events.	Where possible QCS ensures venues for QCS events are accessible to people with a disability	Consideration is given to accessibility to ensure people with a disability can access QCS events.	QCS
Consider the needs of Queenslanders with a disability in building upgrades and new construction.	In considering any refurbishment of existing facilities, expansion or construction of infrastructure or new leases, QCS, where possible, ensures facilities are accessible and take into account staff, visitor, prisoner and offender needs and abilities, including any cognitive impairment, intellectual or physical disabilities.	QCS considers accessibility when considering options for leased office space. Accessibility is also a consideration when developing options for new prison infrastructure. QCS has a number of escort vehicles that are specifically designed to transport prisoners with a disability.	QCS
Continue to provide language, translating and communication services to prisoners and offenders.	QCS strives to ensure information provided to prisoners and offenders during their supervision takes into account their needs and abilities, including any cognitive impairment, intellectual or physical disability.	QCS strives to ensure all prisoners and offenders are able to understand information that is provided to them. Strategies include: <ul style="list-style-type: none"> • the development of an easy read version of the prison induction booklet, specifically designed for prisoners that may be cognitively impaired; • Arthur Gorrie Correctional Centre (privately operated centre) has a prison induction booklet that includes Auslan; • prisoners who have expressed or are observed to have difficulty communicating in English are entitled to the provision of accredited language assistance. If there is any doubt about a prisoners English language communication skills, language assistance must be provided; • where it is identified that an offender requires assistance, QCS utilises a number of different methods including accessing language, translating and communication services and seeking 	QCS

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		assistance from a career, guardian or identified support to ensure offenders understanding; and <ul style="list-style-type: none"> QCS adapts programs to support prisoners and offenders with disability to participate. 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. These changes are also supported through the implementation of the Hayes Ability Screening Index (HASI) which is used to identify prisoners who may have a cognitive impairment. 	
PRIORITY FOR ACTION: LIFELONG LEARNING			
Maintain a strong voice for the rights of Queenslanders with impaired capacity.	QCS strives to protect the rights and interests of vulnerable adults that come into contact with the correctional system.	QCS strives to ensure prisoners and offenders with impaired capacity have equitable access to programs and services while under QCS supervision or in custody. QCS has strong working relationships with relevant stakeholders including Office of the Public Guardian, Office of the Public Advocate, Queensland Health and Department of Communities, Disability Services and Seniors.	QCS
Continue to provide access to education and training for people coming into contact with the adult correctional system.	QCS aims to provide prisoners with access to education and training while in contact with the correctional system.	QCS adapts programs to support prisoners and offenders with disability to participate. 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. These changes are also supported through the implementation of the HASI which is used to identify prisoners who may have a cognitive impairment. A key focus on the QCS Implementation Plan is to improve the identification of prisoners and offenders with a disability and increases opportunities for engagement in programs and services.	QCS
PRIORITY FOR ACTION: EMPLOYMENT			
<i>NDIS promotion</i>			
Continue to implement QCS' NDIS transition strategy	QCS has developed a QCS NDIS Implementation Plan to manage the transition to the NDIS.	The QCS Intra-Agency Working Group meets regularly to progress the actions in the QCS NDIS Implementation Plan.	QCS

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	<p>QCS is also working closely with Queensland Government agencies and other Australian correctional services to manage the transition.</p>	<p>In addition to this, QCS:</p> <ul style="list-style-type: none"> • has engaged a Project Manager to oversee the NDIS Implementation, • meets monthly with the NDIA to resolve interface issues, • is working with key agencies such as Queensland Health, Department of Communities, Disability Services and Seniors and the Office of the Public Guardian where a prisoner or offender is a mutual client, • is working with the Justice Senior Officers Working Group to address interface issues with the justice system and the transition to the NDIS, • is working at a regional level on NDIS transition groups across the State, • where possible, is supporting prisoners with diagnosed disabilities to apply for access to the NDIS in correctional centres prior to release, • updates frontline staff about NDIS to increase awareness of the NDIS and changes to operational procedures, and • has also commenced a project to improve service delivery for prisoners with disability. 	
<p>Develop a communication plan to ensure staff are aware of the NDIS implementation and the potential changes/impact to service delivery.</p>	<p>In line with the QCS NDIS Implementation Plan, QCS is working to ensure staff are aware of the transition to the NDIS.</p>	<p>In 2017-18 QCS has:</p> <ul style="list-style-type: none"> • published the NDIS Implementation Plan and Factsheet on the QCS intranet; • provided email communication to all staff; • circulated NDIS brochures to all correctional centres and probation and parole offices; • had information sessions with staff about the NDIS implementation; • engaged with the NDIA and other agencies in regional NDIS working groups across the State; and • hosted a workshop with QCS operational staff and the NDIA to discuss the transition. 	<p>QCS</p>
<p>Explore new assessment tools and key points of referral for eligible NDIS participants.</p>	<p>QCS will continue to examine assessment tools and referrals for prisoners who may be eligible for a NDIS support package.</p>	<p>One of the actions in the QCS NDIS implementation Plan is to improve the identification of prisoners and offenders with a disability. This increases exploring new assessment tools and key points of referral to the NDIS.</p>	<p>QCS</p>

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		With funding received in the 2018-19 Budget, QCS has commenced a program of work to improve service delivery for prisoners with a disability or mental illness. It is anticipated this work will include consideration of assessment tools and referral processes.	
Update QCS training materials, and relevant policies and procedures to include NDIS information.	QCS has undertaken preliminary procedural changes to include guidance to staff on NDIS eligibility.	QCS will continue to update relevant policies, procedures and training materials relevant to NDIS during 2018-19.	QCS
<i>Our staff</i>			
Continue to develop promotion and support materials for managers about inclusive practices to support a diverse workforce.	QCS has information and support materials for managers about inclusive practices to support a diverse workforce. These are available on the QCS intranet.	As QCS specific promotion and support materials are developed following become a standalone department, QCS will ensure a focus is on inclusive practices to support a diverse workforce.	QCS
Develop inclusive recruitment processes for people with a disability across attraction, recruitment, retention, career progression and development that contribute to increasing the Queensland Public Sector workforce by 8% by 2022.	QCS is supportive of inclusive recruitment, retention and career progression processes for people with a disability.	QCS will continue to support inclusive recruitment, retention and career progression processes. This will be a consideration during a review of recruitment processes.	QCS
Develop inclusive and accessible recruitment and employment processes to improve opportunities for people with a disability to apply for jobs in QCS.	QCS will continue to ensure recruitment and employment processes are inclusive and accessible.	QCS will continue to develop inclusive and accessible recruitment and employment processes.	QCS
PRIORITY FOR ACTION: EVERYDAY SERVICES			
<i>Readying for Work</i>			
Continue to provide access to re-entry services for offenders and prisoners transitioning from the correctional system to support potential employment opportunities.	QCS provides prisoners and offenders with access to re-entry services to support their transition from the correctional system into the community.	Many of QCS' re-entry providers are also NDIS service providers. From 1 July 2017 to 30 June 2018, a total of 6,902 prisoners received re-entry services prior to release. These prisoners had contact with re-entry services 19,691 times.	QCS
<i>Equitable Access</i>			
Explore options to reasonably adjust programs and services delivered by QCS to support the	QCS adjusts programs to support participation of prisoners and offenders with a disability.	The HASI is used to identify prisoners who may have a cognitive impairment. The QCS responsivity tools and consent forms have been adjusted to better identify a prisoner or offender's ability to	QCS

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participation of prisoners and offenders with disability.		<p>understand program content. Where possible, prisoners and offenders with a disability are provided with assistance and programs which address their individual needs and their offending behaviours.</p> <p>The current suite of programs offered to prisoners and offenders can all be adjusted in delivery and utilisation of the 'buddy' system to support prisoners and offenders with borderline intellectual or other cognitive impairments.</p> <p>QCS offers the Inclusion Sexual Offending Program which is an adapted program for offenders with low cognitive and/or low social/emotional abilities. Although based on a CBT model of change, the Inclusion program uses techniques known to increase learning, social functioning and inhibition in this cohort.</p> <p>QCS is working with Forensic Disability Service on a revision of QCS' Inclusion Sexual Offending Program for sexual offenders with a cognitive impairment.</p>	
Support the use of the cognitive impairment screening tool in Queensland correctional centres state-wide, to better identify prisoners with a cognitive impairment.	QCS continues to utilise the HASI cognitive impairment screening tool as part of standardised intake processes into correctional centres.	In 2017-18, QCS commenced work on examining other possible tools, including a culturally appropriate tool. This work has included a literature review and jurisdictional scan.	QCS
Undertake a review of the Prisoner Support Carer Program to ensure prisoners with a disability are receiving adequate care.	A review of the Prisoner Support Carer Program commenced in February 2018.	QCS has conducted an interjurisdictional review and is currently working with Queensland Health on the development of options for an appropriate Prisoner Carer Model.	QCS
Conduct data matching and explore existing resources to develop appropriate information management tools.	QCS will continue to explore options for data matching and information management in the transition to the NDIS.	QCS is working closely with Queensland Government agencies where prisoners and offenders may be a mutual client to identify opportunities for data matching. QCS is also working closely with the NDIA to develop appropriate information management tools.	QCS
PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION			
Leadership, Decision Making and Participant Representation			
Communicate and consult on the QCS Disability Service Plan across	In 2017-18 QCS developed an interim DSP, consolidating relevant items from the Department of	QCS has recently become a stand-alone department following a Machinery of Government change in December 2017. QCS will	QCS

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the entire workforce including people with a disability and regional participation.	Justice and Attorney-General DSP and QCS NDIS Implementation Plan.	develop a new DSP which will include consultation and implementation strategies with the QCS workforce and relevant external stakeholders, particularly people with disability.	
Identify leaders at all levels across QCS and key stakeholders to drive the focus and outcomes of the QCS Disability Service Plan.	The QCS strategic plan highlights QCS' commitment to leadership and drive to provide the highest standards of service delivery. This includes professionalism and accountability and striving to deliver the outcomes in the QCS Interim DSP.	Leaders from across QCS were consulted through the development of the QCS NDIS Implementation Plan and the QCS Interim DSP.	QCS
Consider and develop data collection strategies to support reporting and decision making.	QCS continues to investigate opportunities to collect data for reporting and to support evidence based decision making.	QCS will explore opportunities to collect appropriate data that supports evidence based service delivery.	QCS