

Queensland Corrective Services

**Disability Services Plan**  
**2018-2020**

# Contents

Message from the Commissioner .....	3
About Queensland Corrective Services .....	4
About Disability Service Plans (DSPs).....	4
Monitoring and reporting .....	5
1. Communities for all.....	6
2. Lifelong Learning.....	11
3. Employment .....	12
4. Everyday Services.....	14
5. Leadership and participation .....	15

## Message from the Commissioner

I am pleased to endorse the Queensland Corrective Services (QCS) *Disability Service Plan 2018-2020* (DSP 2018-2020). QCS employs over 4,900 professional corrective services officers across the state that are dedicated to making Queensland a safer place to live and work. This provides the Queensland Government with a great opportunity to promote employment and inclusion opportunities for people with disability in rural, regional and metropolitan areas across Queensland.

People with disability are overrepresented in the criminal justice system. QCS is proud of the work we are doing, in collaboration with our government partners, to improve service delivery for people with a disability. Part of this work involves supporting people with disability in contact with the criminal justice system to access personal care and support through the National Disability Insurance Scheme (NDIS).

The QCS DSP 2018-2020 fulfils the Department's obligations under the *Disability Services Act 2006* (the Act) to support the Government's objective to build an inclusive Queensland where every person can thrive and reach their full potential as equal citizens.



Peter Martin 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 five million Queenslanders with 11 high security and six low security correctional centres, 13 work camps, 35 probation and parole district offices and more than 140 reporting centres across the State. Community safety is our top priority.

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

## About Disability Service Plans

### 1. Purpose of DSPs

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

### 2. Context

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

- (1) Communities for all;
- (2) Lifelong learning;
- (3) Employment;
- (4) Everyday services; and
- (5) Leadership and participation.

DSPs and the State Disability Plan align with, and will deliver on, Queensland's commitments under the *National Disability Strategy 2010-2020* (NDS) and its second implementation plan, *Driving Action 2015-2018*. 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. It outlines six priority areas for action:

- (1) inclusive and accessible communities;
- (2) rights protection, justice and legislation;
- (3) economic security;
- (4) personal and community support;
- (5) learning and skills; and
- (6) health and wellbeing.

*Driving Action 2015-2018* builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being

- (1) NDIS transition to full scheme;
- (2) improving employment outcomes for people with disability;
- (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability; and
- (4) communication activities to promote the intent of the strategy throughout the community.

DSPs and the State Disability Plan also complement Queensland's transition to the National Disability Insurance Scheme (NDIS) with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs 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* (the Convention). The Convention, 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.

### **3. QCS' commitment**

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

## **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 DSPs 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 2010-2020*.

### **Contact for more information**

If you would like more information on the QCS DSP, or to provide feedback, please contact us at [stakeholder.liaison@dcs.qld.gov.au](mailto:stakeholder.liaison@dcs.qld.gov.au) or by phone on 07 3227 7111.



## 1. Communities for all

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

1.1. Changing attitudes and breaking down barriers by raising awareness and capability			
Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Responsible area
<b>1.1.1. Support national communication strategies and activities to promote the National Disability Strategy 2010-2020</b>			
<ul style="list-style-type: none"> <li>Develop and implement a communications and engagement strategy to improve disability awareness among QCS staff.</li> </ul>	<ul style="list-style-type: none"> <li>Review communications and engagement strategy, continue to implement communications and engagement activity.</li> </ul>	<ul style="list-style-type: none"> <li>QCS contributes to Queensland's participation in national communication strategies and activities.</li> </ul>	Deputy Commissioner, Organisational Capability (Strategy and Governance)
<b>1.1.2. Investigate and develop options to provide disability awareness training to QCS staff</b>			
<ul style="list-style-type: none"> <li>Explore options for including disability awareness training in entry-level training for all corrective services officers.</li> </ul>	<ul style="list-style-type: none"> <li>Implement disability awareness training as part of entry-level training for all corrective services officers.</li> </ul>	<ul style="list-style-type: none"> <li>Disability awareness training progressively incorporated into entry-level training for QCS staff.</li> </ul>	Deputy Commissioner, Organisational Capability (Capability and Development)

## 1.2. Accessible places and spaces

Year 1 2018-2019	Year 2 – 2019-2020	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>The accessibility of QCS infrastructure is progressively improved.</li> </ul>	Deputy Commissioner, Organisational Capability (Operational Support Services)
<ul style="list-style-type: none"> <li>Develop guidance for staff about how to choose an accessible venue for an event or meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Distribute guidance to staff about how to plan inclusive events.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff feel confident in choosing accessible venues for events.</li> </ul>	Commissioner, (Media and Communications)

### 1.3. Accessible information

Year 1 2018-2019	Year 2 – 2019-2020	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> <li>Provide language, translation and communication support to prisoners and offenders.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to progressively improve the accessibility of key QCS information and materials as they are reviewed or updated, consistent with Australian Web Content Accessibility Guidelines.</li> <li>Continue to provide language, translation and communication support to prisoners and offenders.</li> </ul>	<ul style="list-style-type: none"> <li>Language, translating and communication services are available for Queenslanders with disability when accessing QCS provided and funded services.</li> <li>All new key QCS information/materials, including on the QCS internet website and intranet are provided in accessible formats.</li> <li>Existing content progressively reviewed and updated.</li> <li>All new key website content is accessible and complies with guidelines.</li> </ul>	<b>All business areas</b>

### 1.4. Welcoming and inclusive communities

Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 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 project and evaluate outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Funding of research which directly assists the disability services sector.</li> </ul>	<b>Deputy Commissioner, Organisational Capability (Strategy and Governance)</b>



### 1.5. Respecting and promoting the rights of people with disability and recognising diversity

Year 1 2018-2019	Year 2 – 2019-2020	Overall Measure	Responsible area
<b>1.5.1. QCS promotes the rights of people with disability and recognizes diversity across the organisation</b>			
<ul style="list-style-type: none"> <li>Consider options for celebrating International Day for People with Disability (IDPWD).</li> </ul>	<ul style="list-style-type: none"> <li>Host events for IDPWD to raise awareness amongst QCS staff and promote the rights of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>New QCS policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.</li> </ul>	All business areas
<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>		All business areas
<ul style="list-style-type: none"> <li>Consider options for the establishment of a Disability Employee Network (DEN) to support QCS staff with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Consult staff with disability on the implementation of the Disability Services Plan.</li> </ul>		Deputy Commissioner, Organisational Capability (Operational Support Services)

**1.6. Safe, healthy and respectful relationships**

Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 Activities/success measure	Overall Measure	Responsible area
<b>1.6.1. Promoting an inclusive and diverse organizational culture</b>			
<ul style="list-style-type: none"> <li>Consider options for the development of workplace bullying training to promote a safe and respectful work environment for all QCS staff, including people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Develop workplace bullying training.</li> </ul>	<ul style="list-style-type: none"> <li>QCS staff with disability feel respected and safe.</li> </ul>	Deputy Commissioner, Organisational Capability (Operational Support services)

## 2. Lifelong Learning

2.1. Tertiary and Vocational Education			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 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.</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>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p> <p>Deputy Commissioner, Custodial Operations</p>

### 3. Employment

3.1. Leading the way – increasing opportunities in the Queensland public sector			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 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> </ul>	<ul style="list-style-type: none"> <li>People with disability see themselves reflected in QCS corporate branding, communications and training material.</li> <li>Collect information on QCS employees with disability to inform the development of Human Resources policy and practice.</li> </ul>	<ul style="list-style-type: none"> <li>The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.</li> </ul>	<p>Commissioner, (Media and Communications) Deputy Commissioner, Organisational capability (Operational Support Services)</p>
<ul style="list-style-type: none"> <li>Research best-practice strategies for improving the attraction, recruitment, retention and career progression and development of people with disability.</li> <li>Develop a plan for the progressive implementation of these strategies.</li> </ul>	<ul style="list-style-type: none"> <li>Implement attraction, recruitment, retention and career progression strategies.</li> </ul>		

### 3.2. Increasing employment opportunities for Queenslanders with disability

Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 Activities/success measure	Overall Measure	Responsible area
<b>3.2.1. QCS provides increased re-entry support for prisoners with disability to promote employment opportunities</b>			
<ul style="list-style-type: none"> <li>Support people with disability to access employment opportunities in the community upon release from prison.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support people with disability in prison and the community to access employment opportunities through re-entry support and linkages with disability employment service providers.</li> </ul>	<ul style="list-style-type: none"> <li>Queenslanders with disability have increased access to employment opportunities.</li> </ul>	Deputy Commissioner, Community Corrections and Specialist Operations
<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>		Deputy Commissioner, Custodial Operations



## 4. Everyday Services

4.1. Justice and Community Safety			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 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 people with disability</li> <li>Review the Prisoner Support Carer Program to ensure prisoners with a disability are receiving adequate care.</li> </ul>	<ul style="list-style-type: none"> <li>People with disability in contact with the corrective services system have increased opportunities to access support through the NDIS or other community-based supports, including rehabilitation, education, training and employment.</li> </ul>	<p>Deputy Commissioner, Organisational Capability (Strategy and Governance)</p> <p>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p> <p>Deputy Commissioner, Custodial Operations</p>

## 5. Leadership and participation

5.1. Inclusion in consultation, civic participation and decision making and supporting leadership development			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020 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.</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>	Deputy Commissioner, Organisational Capability (Strategy and Governance)
<ul style="list-style-type: none"> <li>Review QCS leadership programs to identify barriers to accessibility for people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Update leadership programs to address barriers to accessibility for people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Application and assessment processes for Queensland Government leadership programs are accessible.</li> <li>Participant demographics for Queensland Government leadership programs are representative of the community.</li> </ul>	Deputy Commissioner, Organisational Capability (Operational Support Services)
<ul style="list-style-type: none"> <li>Identify opportunities to include people with disability on QCS boards, steering committees and advisory bodies to foster 'change from within'.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor the number of people with disability on QCS boards, steering committees and advisory bodies as part of the implementation of the QCS DSP.</li> </ul>	<ul style="list-style-type: none"> <li>Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to people with disability</li> </ul>	Deputy Commissioner, Organisational Capability (Operational Support Services)

