



Queensland Corrective Services

Disability Service Plan 2022-2025



A message from the Commissioner

I am pleased to endorse Queensland Corrective Services' (QCS) Disability Service Plan 2022-25 (DSP). The DSP reflects our commitment to implementing the principles of Queensland's new *State Disability Plan* (SDP) as well as *Australia's Disability Strategy 2021-2031*. QCS continues to work with great rigour and diligence to ensure prisoners and offenders are identified early, treated with dignity and respect, and have access to the supports and services they need.

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

QCS plays a key role in the public safety of Queenslanders. Every day more than 6,600 QCS employees work to make Queensland a safer place through the humane containment, supervision, and rehabilitation of approximately 10,000 prisoners and 19,000 offenders. With a workforce spread across Queensland, this provides the Queensland Government with a great opportunity to promote employment and diversity opportunities for people with disabilities in rural, regional and metropolitan areas.

People with disability are over-represented in the criminal justice system. As at 13 June 2022, 665 prisoners, or 7.1 percent of the total prison population, were identified as having a cognitive impairment¹. The proportion of the total prisoner and offender population with disability is estimated to be much higher when factoring in psychological and physical disability.

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

Supports in custody

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

- providing a range of mobility aids, including wheelchairs;
- ensuring QCS infrastructure supports the needs of prisoners with disability, through installing access ramps in facilities and amendments to cells and units to include aids such as flashing lights and buzzing watches/alarm clocks for prisoners with hearing impairment;
- sourcing specialised disability vehicles, as required, when transferring prisoners;
- providing a diversional therapist at Wolston Correctional Centre;
- developing Functional Support Individual Management Plans to meet specific prisoner support needs;

¹ Cognitive impairment is identified via the Cognitive Impairment Flag within the Integrated Offender Management System. The flag is not an indicator of a diagnosed cognitive impairment, rather when the results from the Hayes Ability Screening Index (HASI) screening tool within the Immediate Risk Needs Assessment (IRNA) suggests that a prisoner requires additional diagnostic assessment or may be vulnerable and require additional supports.



- engaging prisoner carers as support workers, where appropriate;
- maintaining engagement with stakeholders to ensure the successful management of individuals with significant and complex needs in the custodial environment; and
- working with partners and key stakeholders to support prisoners and offenders with disability to access the National Disability Insurance Scheme (NDIS).

Supports in the community

QCS works collaboratively with National Disability Insurance Agency (NDIA) planners and Justice Liaison Officers to ensure NDIS participants have the supports they require when they transition to the community after their release. Community Corrections officers refer supervised individuals to appropriate services in the local community to address their specific needs, as well as maintain close working relationships with these specialist services to ensure continuity of care, information sharing and intervention.

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

Supporting the QCS workforce

Of the 3,124 QCS employees who participated in the 2021 Working for Queensland Survey, 330 people, or 10.6 percent, indicated they live with a disability. QCS is committed to creating an inclusive workplace culture which assists employees with disability to be open about their support needs and provides an environment in which they are able to work to their fullest capability.

Our ongoing commitment

This DSP fulfils the agency's obligations under the *Disability Services Act 2006* (DSA) to support the government's objective to build an inclusive Queensland where every person can thrive and reach their full potential as equal citizens. QCS' Disability Strategy will provide an overarching framework for the agency's approach to identifying and supporting people with disability in contact with the corrective services system.

It is with great pleasure that I share with you QCS' commitment to supporting the rights and best interests of people with disability, including prisoners, offenders and employees, to the fullest extent possible.

Paul Stewart APM
Commissioner



About our Disability Service Plan

About QCS

QCS is responsible for community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders. We deliver a safer community for over five million Queenslanders with 11 high security correctional facilities, 6 low security facilities, 13 work camps, 36 Community Corrections district offices and more than 130 reporting locations across Queensland. 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.

Purpose

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

Context

International

Internationally, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) provides the framework to promote and protect the human rights of people with disability. The UNCRPD, ratified by Australia on 17 July 2008, obliges all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity. Australia is implementing the UNCRPD through *Australia's Disability Strategy 2021-31* (ADS).

National

QCS' DSP and SDP align with, and deliver on, Queensland's commitments under ADS. ADS 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. ADS outlines seven outcome areas for action, including:

- employment and financial security;
- inclusive homes and security;
- safety, rights and justice;
- personal and community support;
- education and learning;



- health and wellbeing; and
- community attitudes.

QCS is committed to the *Guiding Principles for Corrections in Australia*, focused on achieving best practice outcomes in governance, respect, safety and security, health and wellbeing, and rehabilitation and reintegration for prisoners and offenders in Queensland.

State

Queensland's SDP provides a framework for implementing key actions and initiatives of the ADS. It sets a vision to ensure the unique aspects of its people, regions and diversity are addressed aligned to the seven priority areas identified in the ADS to guide the SDP's implementation.

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

QCS' inclusion commitment

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

Progress reporting

QCS will report quarterly on the implementation of the DSP and contribute to a yearly progress report on the implementation of the SDP. Information from the annual progress reports on DSP and the SDP will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to ADS.

Contact for more information

If you would like more information on the QCS DSP, or to provide feedback, please contact the Strategic Policy Group at QCSpolicy@corrections.qld.gov.au



1 Identifying and addressing issues

The SDP Building Blocks have guided QCS in identifying the actions and initiatives which are most important to prisoners, offenders and staff within the corrective services system in Queensland. The SDP Building Blocks as they apply to QCS are as follows:

1.1 Co-design

To the fullest extent possible, prisoners and offenders with disability should be at the table where decisions are made about their lives. Prisoners and offenders with disability should also be consulted in the development, design and implementation of policies, legislation and projects which impact their lives, where possible.

1.2 Human rights

The HRA should be embedded throughout QCS policies, programs, services, and directives given it enshrines human rights in law, and provides important social, economic, and cultural benefits to prisoners and offenders with disability.

1.3 Measurement of outcomes and impact

The establishment of clear mechanisms for DSP reporting is essential. Prisoners and offenders with disability should see the implementation of greater accountability, governance, and reporting arrangements to measure, review, and monitor the outcomes of inclusion delivered across QCS.

1.4 Cultural and systems change

Prisoners and offenders should see measurable accountability across government portfolios, with QCS demonstrating a commitment to cultural and systemic change focused on inclusion for prisoners and offenders with disability.



2 Our actions

By focusing on the Impact Areas of *Our service users*, *Our people*, *Our places* and *Our Community* when developing programs and services, QCS aims to ensure it is inclusive of its entire disability community. QCS is committed to driving action and change to achieve the best possible outcomes for prisoners, offenders and corrective services staff with a disability.

2.1 Our service users

This Impact Area recognises correctional facilities and Community Corrections offices must be inclusive of prisoners and offenders with disability, as well as being safe and of a high quality. Disability services must be developed and delivered for First Nations peoples with disability. Correctional environments must provide the necessary supports and adjustments to enable prisoners and offenders with disability to actively participate in activities and decisions which affect them. This Impact Area also recognises that many people's experiences as a person with disability are multi-layered and shaped by not only their disability but their age, sex, gender, gender identity, sexual orientation, intersex status, ethnic origin and race.

Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.1.1 Provide written resources from the NDIA which are tailored to prisoners and offenders with disability to help increase their understanding and ability to actively participate in the NDIS.	The provision of tailored written resources from the NDIA will ensure prisoners and offenders with disability have an understanding of NDIS application and planning processes, and as such, have an opportunity to fully engage in related processes.	All new QCS information and materials relevant to prisoners and offenders, including those on the QCS internet website and intranet, are provided in accessible formats.	Ongoing	Outcome Area 4: Personal and community support Outcome Area 3: Safety, rights and justice	Media and Communications, Office of the Commissioner and Deputy Commissioner, Community Corrections and Specialist Operations (Community Corrections)
2.1.2 Develop a QCS Disability Strategy to guide business improvements which ensure prisoners and offenders with disability are identified early,	The development of a QCS Disability Strategy will set QCS' strategic direction and re-frame its approach to prisoners and offenders with disability. The Strategy aims to implement a broad range	Improvements to the identification of, and service delivery for, prisoners and offenders with disability are implemented in accordance with the	December 2022	Outcome Area 4: Personal and community support	Deputy Commissioner, Organisational Capability (Strategic Futures Command)



<p>treated with dignity and respect, and have access to the supports and services they need.</p> <p><i>**Targeted Action Plan Action</i></p>	<p>of business improvements which will ensure the early identification of disability needs, and timely access to necessary supports and services.</p>	<p>QCS Disability Strategy Action Plan (yet to be developed).</p>		<p>Outcome Area 3: Safety, rights and justice</p>	
<p>2.1.3 Engage with prisoners and offenders with disability, their families and carers (directly or by establishing partnerships) and establish information sharing arrangements.</p>	<p>Early engagement with prisoners and offenders with disability, their families and carers will ensure a holistic and tailored approach to case management and supervision for prisoners and offenders with disability which is person-centric throughout their correctional episode.</p> <p>This action involves the establishment of information sharing arrangements.</p>	<p>Information sharing arrangements are established with prisoners and offenders with a disability, their families and carers.</p>	<p>Ongoing</p>	<p>Outcome Area 4: Personal and community support</p> <p>Outcome Area 3: Safety, rights and justice</p>	<p>Deputy Commissioner, Community Corrections and Specialist Operations (Community Corrections and Specialist Operations)</p> <p>and</p> <p>Deputy Commissioner, Custodial Operations</p>
<p>2.1.4 Broaden the development of end-to-end case management to incorporate enhanced opportunities for people with disability</p>	<p>The expansion of the development of end-to-end case management will enhance opportunities for support to:</p> <ul style="list-style-type: none"> • reduce responsivity factors which may prevent or reduce engagement in education and other rehabilitation activities; 	<p>Prisoners and offenders with disability are provided with opportunities to address responsivity factors which impact their participation in education and rehabilitation activities through active case</p>	<p>Ongoing</p>	<p>Outcome Area 4: Personal and community support</p> <p>Outcome Area 3: Safety, rights and justice</p>	<p>Deputy Commissioner, Custodial Operations</p> <p>and</p> <p>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p>



	<ul style="list-style-type: none"> • ensure case management for people with a disability is person-centric throughout their correctional episode; • enhance reintegration planning; and • assist with appropriate handover of supports and services upon entering community supervision and vice versa. 	management, where appropriate.			
2.1.5 Support prisoners and offenders to access employment opportunities via re-entry support services where this is assessed as a re-entry need.	Ongoing support of prisoners and offenders with disability to access employment opportunities via the throughcare streams of re-entry services will improve support to connect with job network providers before and during transition to the community if it is an assessed re-entry need.	<p>Prisoners and offenders with disability are supported to access employment opportunities through referrals to appropriate job network providers.</p> <p>Prisoners and offenders with disability are supported to participate in pathways to employment through QCS funded education courses.</p>	Ongoing	<p>Outcome Area 1: Employment and financial security</p> <p>Outcome Area 3: Safety, rights and justice</p>	Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)
2.1.6 Distribute information to prisoners and offenders with	The distribution of information to prisoners and offenders with disability engaged with	Prisoners and offenders with disability have increased access to	Ongoing	Outcome Area 1: Employment	Deputy Commissioner, Community Corrections and Specialist



disability engaged with throughcare streams of re-entry support or supported employment in their local community in accordance with their assessed needs.	throughcare streams of re-entry supports or supported employment will contribute to increased access to information and referral pathways to appropriate job network providers.	information and referral pathways to appropriate job network providers.		and financial security Outcome Area 3: Safety, rights and justice	Operations (Specialist Operations)
2.1.7 Increase opportunities for prisoners with disability to engage in rehabilitation programs, and education, training and employment	This action will provide prisoners with disability with opportunities to engage in rehabilitation programs, education, and training.	Prisoners and offenders with disability have increased opportunities to access rehabilitation programs, education, training and employment.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 4: Personal and community support Outcome Area 3: Safety, rights and justice	Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)
2.1.8 Continue to collaborate with key stakeholders, including the NDIA, to improve the coordination of supports for NDIS participants exiting custody.	Ongoing collaboration with key stakeholders such as the NDIA to improve the coordination of supports for NDIS participants exiting custody will ensure people with disability in contact with the corrective services system have increased opportunities to access support through the NDIS or other community-based	Prisoners and offenders with disability have increased opportunities to access support through the NDIS or other community-based supports, including rehabilitation, education, training and employment.	Ongoing	Outcome Area 4: Personal and community support Outcome Area 3: Safety, rights and justice	Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)



	supports, including rehabilitation, education, training and employment.				
2.1.9 Strengthen efforts in collaboration with Queensland Health to implement the <i>Reducing barriers to health and wellbeing: The Queensland Prisoner Health and Wellbeing Strategy 2020-25</i> .	QCS will continue to work with Queensland Health to progress the priorities outlined in the <i>Reducing barriers to health and wellbeing: The Queensland Prisoner Health and Wellbeing Strategy 2020-25</i> . The Strategy represents a shared commitment between Queensland Health and QCS to improving the health and wellbeing of prisoners.	Prisoners and offenders with disability have increased opportunities to access support through the NDIS or other community-based supports, including rehabilitation, education, training and employment.	2022-2025	Outcome Area 6: Health and wellbeing Outcome Area 3: Safety, rights and justice	Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)
2.1.10 Assess the Prisoner Support Carer Program (in consultation with Queensland Health) to ensure alignment with the objectives of the QCS Disability Strategy, that prisoners with disability are receiving adequate care.	An assessment of the Prisoner Support Carer Program to ensure alignment with the QCS Disability Strategy will inform its inclusion as part of the development of the associated Action Plan.	An assessment of the Prisoner Support Carer Program to determine its alignment with the objectives of the QCS Disability Strategy is undertaken.	2022-23	Outcome Area 4: Personal and community support Outcome Area 6: Health and wellbeing Outcome Area 3: Safety, rights and justice	Deputy Commissioner, Organisational Capability (Strategic Futures Command) and Deputy Commissioner, Custodial Operations



2.1.11 Consider recommendations of the Psychological and Disability Services Re-Design Review Report for implementation through the QCS Disability Strategy.	Consideration of the recommendations of the Psychological and Disability Services Re-Design Review Report will inform its inclusion as part of the development of the QCS Disability Strategy.	The recommendations of the Psychological and Disability Services Re-Design Review Report are considered for inclusion as part of the QCS Disability Strategy.	2022-23	Outcome Area 3: Safety, rights and justice Outcome Area 6: Health and wellbeing Outcome Area 4: Personal and community support	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
2.1.12 Explore approaches for safer admissions to custody, including early identification of individual prisoner needs, and collaborate with key stakeholders to improve coordination of supports for NDIS participants exiting custody. <i>**Targeted Action Plan Action</i>	This action will involve the exploration of approaches for safer admissions to custody, including early identification initiatives to support safer admissions into custody and more integrated discharge planning for all prisoners, including people with disability. This action will support collaboration with key stakeholders to improve coordination of supports for NDIS participants exiting custody.	Prisoners and offenders with disability are better supported through early identification of individual support needs; increased opportunities to access support; and enhanced collaboration with key stakeholders to improve coordination of supports for NDIS participants exiting custody.	June 2023	Outcome Area 3: Safety, rights and justice Outcome Area 4: Personal and community support Outcome Area 6: Health and wellbeing	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
2.1.13 Review and update Custodial and Community Corrections	Newly developed Custodial and Community Corrections training packages, including	Disability awareness training is incorporated into entry-level and	Ongoing	Outcome Area 2: Safety, Rights and Justice	Deputy Commissioner, Organisational



<p>training packages to enhance staff awareness of the complex needs and vulnerabilities of prisoners and offenders with disability.</p> <p><i>**Targeted Action Plan Action</i></p>	<p>those relevant to disability awareness, are planned to be introduced into community corrections training from October 2022 to April 2023. These materials will also be used to further develop information provided to officers undertaking the new recruit program.</p> <p>An initial online program has been placed on the QCS Learning Management System regarding disability awareness.</p>	<p>refresher training for QCS staff.</p>		<p>Outcome Area 3: Personal and community support</p> <p>Outcome Area 6: Community Attitudes</p>	<p>Capability (QCS Academy)</p>
<p>2.1.14 Investigate technological solutions to meet the needs of prisoners and offenders with various types of disability.</p>	<p>This action will deliver a new user interface for the existing Integrated Offender Management System (IOMS) application. The new IOMS interface will improve accessibility, including from a visual and mobility perspective, by ensuring compatibility with accessibility standards in the user interface redesign. This is part of a broader program of work to deliver enhanced IOMS functionality through to 2025.</p>	<p>IOMS application's new user interface meets Qld Govt Enterprise Architecture Accessibility Guidelines</p>	<p>2023-24</p>	<p>Outcome Area 2: Safety, Rights and Justice</p> <p>Outcome Area 3: Personal and community support</p> <p>Outcome Area 6: Community Attitudes</p>	<p>Deputy Commissioner, Organisational Capability (Digital Services and IT Branch)</p>



2.1.15 Develop and implement an agency-specific information sharing schedule to the NDIS Full Scheme Memorandum of Understanding in partnership with the NDIA	This action will support the development of an agency-specific information schedule between QCS and the NDIA. Its implementation will aim to enhance information sharing between both agencies to improve access to services and supports for prisoners and offenders with disability.	<p>An agency-specific information sharing schedule between QCS, and the NDIA is developed and implemented.</p> <p>Prisoners and offenders are provided with improved access to supports and services.</p>	Ongoing	<p>Outcome Area 2: Safety, Rights and Justice</p> <p>Outcome Area 3: Personal and community support</p> <p>Outcome Area 6: Community Attitudes</p>	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
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2.2 Our People

This Impact Area recognises the importance and value of social and economic participation by prisoners and offenders with disability as well as corrective services officers with disability. This is central to achieving an inclusive workplace and workforce which builds the workforce participation of prisoners, offenders and staff.

Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.2.1 Work with disability employment providers to engage people with disability in work experience with QCS.	By engaging with disability employment organisations to match individuals with disability with suitable roles within QCS, people with disability are provided with opportunities to participate in meaningful employment experiences.	People with disability are engaged in meaningful employment opportunities across QCS.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 3: Safety, rights and justice Outcome Area 6: Community Attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)
2.2.2 Ensure leadership programs are accessible for QCS employees with disability.	The QCS Academy will continue to explore course delivery modes which increase access to leadership programs for employees with disability, including staff with a hearing and /or visual disability.	Participant demographics for QCS leadership programs are inclusive of those with a disability.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice	Deputy Commissioner, Organisational Capability (People Capability Command)



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
				Outcome Area 6: Community attitudes	
2.2.3 Embed the QCS Recruitment and Selection, People Capability Policy and accompanying guidelines, to ensure all recruitment and selection practices are inclusive and accessible.	The implementation of QCS' Recruitment and Selection, People Capability Policy and accompanying guidelines will ensure recruitment and selection processes promote diversity and are inclusive and accessible.	QCS recruitment and selection processes promote diversity and are inclusive and accessible.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)
2.2.4 Develop a QCS Organisational Cultural Change program to promote a positive and healthy workforce, and safe and inclusive workplaces.	The development of a QCS Organisational Cultural Change program to promote a positive and healthy workforce, and safe and inclusive workplaces will seek to raise awareness of, and address, the expanded definition of disability to ensure consideration of the needs of vulnerable QCS employee groups, including those living with disability.	QCS staff with disability feel respected and safe in a positive, inclusive and healthy workforce.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
	This program will be promoted through the QCS senior executive group, including the Executive Sponsor for Disability.				
2.2.5 Enhance trauma-informed awareness and support for employees to ensure consideration of the needs of vulnerable and specific QCS employee groups, including those with disability.	<p>This action will enhance trauma-informed awareness and support aimed at ensuring the needs of vulnerable and specific QCS employee groups, including those with disability, are considered. It will raise awareness of the expanded definition of disability and provide vulnerable groups, including those living with disability, with access to specialist support services through the QCS Employee Assistance Program.</p> <p>Wellness training will be delivered to all new recruits from 2023 onwards. Similar training will commence in 2023 as mandatory training for all custodial correctional officers, as well as being</p>	QCS staff with disability feel respected and safe in a positive, inclusive and healthy workforce.	Ongoing	<p>Outcome Area 2: Safety, rights and justice</p> <p>Outcome Area 3: Personal and community support</p>	Deputy Commissioner, Organisational Capability (People Capability Command)



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
	made available for community corrections staff.				
2.2.6 Develop a QCS Workforce Strategy, with a strong focus on increasing the diversity and inclusiveness of QCS' workforce.	The QCS Workforce Strategy is near completion. The Strategy will have a strong focus on increasing the diversity and inclusiveness of QCS' workforce, improving the representation, retention and employee experience of people with disability.	Improved representation, retention and employee experience of people with disability.	2023	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice Outcome Area 3: Personal and community support	Deputy Commissioner, Organisational Capability (People Capability Command)
2.2.7 Share stories of success about attracting and recruiting people with disability from leaders who have lived experience of disability.	QCS will explore communication sharing of videos and other sources from leaders who have lived experience of disability with a focus on attracting and recruiting people with disability.	The experiences of QCS leaders who have lived experience of disability are shared with prospective employees.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.2.8 Develop and implement a communication and engagement strategy to promote ADS and related elements across QCS.	QCS will develop a communications plan which contributes to the overall agency awareness of the ADS and assists in promoting the benefits of recruiting people with disability.	QCS contributes to Queensland's participation in national communication strategies and activities.	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)
2.2.9 Increase awareness of, and provide guidance on, improving inclusive practices in the workplace.	Through its Workforce Plan QCS will provide environments which are fit for purpose for people with disability. This action will increase awareness of the need to improve inclusive practices in the workplace.	Greater awareness of inclusive practices in the workplace is promoted across QCS.	Ongoing	Outcome Area 1: Employment and financial security Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (People Capability Command)
2.2.10 Ensure prisoners are provided with access to the Queensland Human Rights Commission's 'Human Rights Guide for People in Prison'.	This action aims to provide prisoners with important information about their human rights while in prison, and the types of restrictions to their human rights are unavoidable.	Prisoners are provided with access to the Queensland Human Rights Commission's 'Human Rights Guide for People in Prison' document upon admission and	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 3: Personal and community support	Deputy Commissioner, Custodial Operations



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
	It provides prisoners with information about how to make a complaint and seek a resolution should they believe their human rights have been restricted.	throughout their period of incarceration.		Outcome Area 6: Community attitudes	
2.2.11 Work with QH to increase understanding, promote and support greater access to healthy choices for prisoners through the provision of practical resources and health promoting interventions.	Through this action, QCS and QH will work collaboratively to promote healthy lifestyle choices in relation to diet, physical activity, mental health and general wellbeing for prisoners.	Prisoners are provided with timely access to practical health resources and health promoting interventions.	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes Outcome Area 6: Health and wellbeing	Deputy Commissioner, Custodial Operations



2.3 Our Places

This Impact Area recognises that while under QCS care, prisoners and offenders with disability are located in all regions across Queensland. Prisons and Community Corrections offices must be accessible for prisoners and offenders of all abilities. They must also be accessible for corrective services staff with disability.

Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.3.1 Ensure barriers to accessibility across QCS infrastructure are removed when buildings are refurbished, leases are renewed, or new constructions are built.	Barriers to accessibility across QCS infrastructure will be considered and removed, consistent with operational requirements, with uplift to <i>Disability Discrimination Act 1992</i> (Cwlth) compliance included, where practical.	The accessibility of QCS infrastructure is progressively improved.	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 3: Community attitudes Outcome Area 4: Personal and community support	Deputy Commissioner, Organisational Capability (Infrastructure, Asset Services and Major Capital Works Command)
2.3.2 Develop guidance for QCS staff about how to choose an accessible venue for an event or meeting.	Processes and procedures will be reviewed on an annual basis to ensure QCS staff are provided with up to date and relevant advice about the selection of accessible venues for events and meetings.	QCS staff feel confident in choosing accessible and safe venues for events.	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 3: Community attitudes Outcome Area 4: Personal and	Deputy Commissioner, Organisational Capability (Infrastructure, Asset Services and Major Capital Works Command)



				community support	
2.3.3 Accessibility audits of facilities consider and make reasonable adjustments to accommodate the accessibility needs of prisoners, offenders and staff with physical, sensory, cognitive, intellectual and psychosocial disability.	The disability needs of all prisoners, offenders and staff with disability, including physical, sensory, cognitive, intellectual and psychosocial disability are considered and reasonable adjustments are implemented to facilitate inclusion and participation.	Reasonable adjustments are implemented within facilities which accommodate the varied disability needs of prisoners, offenders and staff with disability.	Ongoing	<p>Outcome Area 2: Safety, rights and justice</p> <p>Outcome Area 3: Community attitudes</p> <p>Outcome Area 4: Personal and community support</p>	Deputy Commissioner, Organisational Capability (Infrastructure, Asset Services and Major Capital Works Command)



2.4 Our Community

This Impact Area recognises our actions and activities are inclusive of the needs of prisoners and offenders with disability in all regions. Our programs and services must address the additional issues prisoners, offenders and employees with disability in regional and remote locations face, including access to appropriate healthcare and other services, and workforce development and training opportunities.

Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.4.1 Design and manage research projects on the prevalence of disability in the prison population (for example, physical disability, or mental health disorders which can contribute to psychosocial disability ²)	<p>The design and management of research on the prevalence of disability in prison populations will aim to build an evidence base for future custodial policy and practice development to support prisoners and offenders with disability. It will support improvements in service delivery for people under custodial care with disability.</p> <p>**This action is dependent on funding and the prioritisation of such activities.</p>	Completed research projects which provide an evidence base for future custodial policy and practice development for people with disability.	Ongoing	<p>Outcome Area 2: Safety, rights and justice</p> <p>Outcome Area 6: Community attitudes</p>	Deputy Commissioner, Organisational Capability (Strategic Futures Command)

² Proposed prevalence research for mental ill health among people under our care was outlined in the *QCS Disability and Mental Health Strategy 2022-2027* Discussion Paper; these examples align with the conceptualisation of disability used in the ADS, which notes "people with disability include, but are not restricted to, those who have long-term physical, mental, cognitive, intellectual or sensory impairments".



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
2.4.2 Embed actions relating to outcomes of the disability prevalence studies via the QCS Disability Working Group or other governance mechanism	The implementation of actions relating to outcomes from the disability prevalence studies through governance mechanisms such as the QCS Disability Working Group and the Action Plan for the QCS Disability Strategy will contribute to building an evidence base for improved service delivery for prisoners and offenders with disability.	Actions relating to outcomes of the disability prevalence studies are implemented and embedded within QCS, through governance mechanisms such as the QCS Disability Working Group or the Action Plan for the QCS Disability Strategy (once developed)	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
2.4.3 Design and manage evaluation projects for rehabilitation programs and initiatives which consider the needs of the prisoners and offenders with disability in the evaluation design ³ .	The design and management of evaluation projects for rehabilitation programs and initiatives which consider the needs of prisoners and offenders with disability will build an evidence base to support the development of improved service delivery for prisoners and offenders	Completed evaluation projects for rehabilitation programs resulting in evidence-based initiatives for future program development and service delivery which considers the needs of prisoners and offenders with disability, or supports desistance	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 6: Community attitudes	Deputy Commissioner, Organisational Capability (Strategic Futures Command)

³ This broadly relates to proposed action in the *QCS Disability and Mental Health Strategy 2022-2027* Discussion Paper to continue and expand desistance programs addressing disability and mental health; very broadly, this also has some relevance to the ADS outcomes framework which seeks to understand the return of people with disability to custody.



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
	with disability and support desistance.	within a correctional setting.			
2.4.4 Conduct a literature review to identify appropriate screening and assessment tools for prisoner and offender disability and mental illness, including consultation with First Nations people to ensure tools are culturally sensitive ^{4 5}	The identification of appropriate screening and assessment tools as part of a literature review will build an evidence base to support the development of improved service delivery for prisoners and offenders with disability and support desistance .	Completed literature review which provides an evidence base for the selection of appropriate tools for the identification of prisoners and offenders with disability or support desistance within a correctional setting.	Ongoing	Outcome Area 2: Safety, rights and justice Outcome Area 3: Personal and community support	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
2.4.5 Work with key government agencies as part of the Housing and Homelessness Action Plan 2022-2025 to develop a formalised service delivery framework between state government agencies to prevent people exiting government services, including corrective	QCS will work with QH, Department of Children, Youth Justice and Multicultural Affairs (DCYJMA), Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP), QPS, DJAG and the Queensland Mental	Prisoners exiting custody will have access to supports and services which prevent them from entering homelessness.	Ongoing	Outcome Area 1: Inclusive home and communities Outcome Area 2: Safety, rights and justice Outcome Area 3: Personal and	Deputy Commissioner, Organisational Capability (Strategic Futures Command) and Deputy Commissioner, Community Corrections and Specialist Operations (Community

⁴ Proposed literature review to identify appropriate screening and assessment tools for disability and mental ill health was outlined in the QCS Disability and Mental Health Strategy 2022-2027 Discussion Paper. This will build on the previous literature review commissioned by QCS which was conducted by the University of Queensland on screening and diagnostic tools for Cognitive Impairment which can be used in a correctional setting, and which are culturally appropriate.

⁵ Note that this proposed action also aligns with recommendations arising from the [Assessing the Disability needs of Indigenous Prisoners \(ADNIP\)](#) (2022) study, commissioned by the Department of Social Services. The commencement of activity by QCS will be dependent on any national research projects which may be undertaken in response to these recommendations.



Action	Detail	Measurement	Timing	ADS Outcome Areas	Responsibility
services, into homelessness.	<p>Health Commission to ensure:</p> <ul style="list-style-type: none"> • Better use of investment across government to respond to the needs of people experiencing or at risk of homelessness • Clear roles and responsibilities • Improved information sharing and formalised referral pathways between agencies to strengthen responses for people with complex needs. 			community support	Corrections and Specialist Operations)
2.4.6 Consider the needs of prisoners with disability in disaster planning, including the individual needs of those prisoners who have been identified as having disability through the Prisoner of Concern process.	The disaster planning needs of prisoners with disability (including prisoners identified as having disability through the Prisoner of Concern process) are considered and responded to with dignity and respect.	The needs of prisoners with disability are considered and responded to as part of disaster planning processes.	Ongoing	<p>Outcome Area 2: Safety, rights and justice</p> <p>Outcome Area 3: Personal and community support</p>	<p>Deputy Commissioner, Custodial Operations and</p> <p>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p>