



Disability Services Plan 2018-2020

2018-2019 Progress Report

Contents

| | |
|---|----|
| About Queensland Corrective Services..... | 3 |
| About Disability Services Plans..... | 3 |
| Monitoring and reporting | 3 |
| 1. Communities for all | 4 |
| 2. Lifelong Learning | 8 |
| 3. Employment..... | 8 |
| 4. Everyday Services | 10 |
| 5. Leadership and participation..... | 11 |



About Queensland Corrective Services

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, 36 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.

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.

About Disability Services Plans

Purpose of DSPs

The *Disability Services Act 2006* (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 Disability Services Plan (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.

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*. DSPs and the State Disability Plan also complement Queensland's transition to the full-scheme National Disability Insurance Scheme (NDIS), which commenced on 1 July 2019.

Monitoring and reporting

This progress report fulfills QCS' responsibilities to report annually on the implementation of its DSP for 2018-19 and contributes to the yearly progress report on the implementation of the State Disability Plan. This information will be shared with the Commonwealth and other State and Territory governments as part of reporting on Queensland's commitment to the *National Disability Strategy 2010-2020*.



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 | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.1.1. Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i> | | | | | |
| <ul style="list-style-type: none"> Develop and implement a communications and engagement strategy to improve disability awareness among QCS staff. | <ul style="list-style-type: none"> Review communications and engagement strategy, continue to implement communications and engagement activity. | <ul style="list-style-type: none"> QCS contributes to Queensland's participation in national communication strategies and activities. | <ul style="list-style-type: none"> The Commissioner endorsed the Service Delivery Reform (SDR) Communications and Engagement Strategy in January 2019. A prisoner process map and disability factsheet were developed and circulated to custodial and community corrections staff. 3,000 NDIS information booklets were distributed to every correctional centre and community corrections district office across Queensland in January 2019. | <ul style="list-style-type: none"> Execution of the Communications and Engagement Strategy was monitored on a bi-monthly basis, with progress being reported to the Commissioner and NDIS Reform Leaders' Group. The inaugural QCS International Day for People with Disability event was hosted on 30 November 2018. | Deputy Commissioner, Organisational Capability (Strategy and Governance) |
| 1.1.2. Investigate and develop options to provide disability awareness training to QCS staff | | | | | |
| <ul style="list-style-type: none"> Explore options for including disability awareness training in entry-level training for all corrective services officers. | <ul style="list-style-type: none"> Implement disability awareness training as part of entry-level training for all corrective services officers. | <ul style="list-style-type: none"> Disability awareness training progressively incorporated into entry-level training for QCS staff. | <ul style="list-style-type: none"> Disability awareness training is being considered as part of the review of entry-level training for Custodial and Community Corrections officers. In May 2019 representatives from Strategy and Governance and People Capability Command participated in the All Abilities Queensland Disabling Barriers to Employment Workshop. | <ul style="list-style-type: none"> Funding was allocated to design and implement disability awareness training across QCS. | Deputy Commissioner, Organisational Capability (People capability) |

| 1.2. Accessible places and spaces | | | | | |
|--|--|--|---|---|---|
| Year 1 2018-2019 | Year 2 – 2019-2020 | Overall Measure | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.2.1. Improve the accessibility of QCS infrastructure | | | | | |
| <ul style="list-style-type: none"> Identify barriers to accessibility in existing QCS infrastructure. | <ul style="list-style-type: none"> Ensure barriers to accessibility across QCS infrastructure are removed when buildings are refurbished or leases renewed, consistent with operational requirements. | <ul style="list-style-type: none"> The accessibility of QCS infrastructure is progressively improved. | <ul style="list-style-type: none"> Any construction or fit out works conducted by QCS comply with the Building Code Australia that incorporates standards for disability access (DDA) All QCS community corrections district offices are DDA compliant for public access. | <ul style="list-style-type: none"> QCS is currently in the process of relocating the Inala district office to a new, DDA-compliant location. | Deputy Commissioner, Organisational Capability (Infrastructure, Technology and Asset Services Command) |

| | | | | | |
|---|--|--|---|---|--|
| | | | <ul style="list-style-type: none"> All community corrections district offices with the exception of Inala are DDA compliant for staff access. | | |
| <ul style="list-style-type: none"> Develop guidance for staff about how to choose an accessible venue for an event or meeting. | <ul style="list-style-type: none"> Distribute guidance to staff about how to plan inclusive events. | <ul style="list-style-type: none"> QCS staff feel confident in choosing accessible venues for events. | <ul style="list-style-type: none"> QCS is currently reviewing all of its workplace health and safety policies following its establishment as a standalone department in late 2017. This review includes consideration of disability access when planning QCS events. | <ul style="list-style-type: none"> In June 2019, QCS hosted the annual Commissioner's Awards for Excellence event at Brisbane City Hall. To ensure employees with disability could participate fully, QCS selected a venue with wheelchair accessible ramps and elevators, disability access toilets, braille signage and audio looping. | Deputy Commissioner Organisational Capability (People Capability Command) |

| 1.3. Accessible information | | | | | |
|--|---|--|---|---|--|
| Year 1 2018-2019 | Year 2 – 2019-2020 | Overall Measure | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.3.1. Ensure QCS information and materials are accessible | | | | | |
| <ul style="list-style-type: none"> Continue to provide language, translation and communications support services to prisoners and offenders. Commence review of all key QCS information and materials and identify opportunities to improve accessibility. | <ul style="list-style-type: none"> 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. Continue to provide language, translation and communication support to prisoners and offenders. | <ul style="list-style-type: none"> Language, translating and communication services are available for Queenslanders with disability when accessing QCS provided and funded services. All new key QCS information/materials, including on the QCS internet website and intranet are provided in accessible formats. Existing content progressively reviewed and updated. All new key website content is accessible and complies with guidelines. | <ul style="list-style-type: none"> QCS provided translation and other language services to enable communications to prisoners and offenders. The QCS website exceeds the minimum requirements in the Australian Government's Web Content Accessibility Guidelines 2.0 | <ul style="list-style-type: none"> QCS is in the process of finalising communication materials to all QCS staff to advise of updates to the Queensland Government Service Offer Agreement: Provision of Language Services. The Disability Services Plan 2018-20 was uploaded on the QCS website in January 2019 in multiple formats to support accessibility. | Deputy Commissioner, Custodial Operations (Statewide operations) Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations) |

| 1.4. Welcoming and inclusive communities | | | | | |
|---|---|--|---|--|---|
| Year 1 2018-2019 - Activities/success measure | Year 2 – 2019-2020 Activities/success measure | Overall Measure | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.4.1. Conduct research on the prevalence of disability in the Queensland prison population | | | | | |
| <ul style="list-style-type: none"> Design and manage research projects on the prevalence of disability in the prison population. | <ul style="list-style-type: none"> Monitor completion of research project and evaluate outcomes. | <ul style="list-style-type: none"> Funding of research which directly assists the disability services sector. | <ul style="list-style-type: none"> Three research projects were commissioned to build an evidence base to determine the prevalence of certain forms of disability among the Queensland prison population and to identify screening and assessment tools to assist the further identification of prisoners with disability. This evidence base will be used to | <ul style="list-style-type: none"> Progress of the three research projects was reported bi-monthly to the Commissioner and NDIS Reform Leaders' Group. All three projects have been managed through the QCS Research and Evaluation Unit and are in the report consultation phase. | Deputy Commissioner, Organisational Capability (Strategic Futures) |

| | | | | | |
|--|--|--|---|--|--|
| | | | inform future policy and practice in this area. | | |
|--|--|--|---|--|--|

| 1.5. Respecting and promoting the rights of people with disability and recognising diversity | | | | | |
|---|---|--|--|---|--|
| Year 1 2018-2019 | Year 2 – 2019-2020 | Overall Measure | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.5.1. QCS promotes the rights of people with disability and recognizes diversity across the organisation | | | | | |
| <ul style="list-style-type: none"> Consider options for celebrating International Day for People with Disability (IDPWD). | <ul style="list-style-type: none"> Host events for IDPWD to raise awareness amongst QCS staff and promote the rights of people with disability. | <ul style="list-style-type: none"> New QCS policies, legislation and programs are consistent with national commitments under international conventions and demonstrate they have considered the needs of people with disability and carers in development and implementation. | <ul style="list-style-type: none"> Strategy and Governance hosted the inaugural QCS fundraising event for IDPWD in November 2018. | <ul style="list-style-type: none"> IPWD has been added to the list of events to be celebrated annually by QCS and coordinated by the Workplace Engagement Unit. | Deputy Commissioner, Organisational Capability (People capability) |
| <ul style="list-style-type: none"> Consider options for including consideration of people with disability and carers in relevant policies and programs as Business As Usual (BAU). | <ul style="list-style-type: none"> Include consideration of people with disability and carers in the development and implementation of relevant QCS policies and programs. | | <ul style="list-style-type: none"> Amendments to the <i>Corrective Services Act 2006</i> made by the <i>Justice Legislation (Links to Terrorist Activity) Amendment Act 2019</i> and <i>Police Powers and Responsibilities and Other Legislation Amendment Act 2018</i> were drafted consistent with fundamental legislative principles, which include consideration of fundamental rights and liberties. | <ul style="list-style-type: none"> QCS worked with the Department of Justice and Attorney General on the implementation of the <i>Human Rights Act 2019</i> and will continue to do so during 2019-20, with obligations for government departments expected to commence on 1 January 2020. | Deputy Commissioner, Organisational Capability |
| <ul style="list-style-type: none"> Consider options for the establishment of a Disability Employee Network (DEN) to support QCS staff with disability. | <ul style="list-style-type: none"> Consult staff with disability on the implementation of the Disability Services Plan. | | <ul style="list-style-type: none"> A range of options are currently being considered to improve the attraction, retention and progression of people with disability, including establishing a Disability Employee Network. | <ul style="list-style-type: none"> Expert advice was sought on options developed following the All Abilities Queensland Disabling Barriers to Employment Workshop in May. | Deputy Commissioner, Organisational Capability (People capability) |

| 1.6. Safe, healthy and respectful relationships | | | | | |
|--|--|--|--|--|--|
| Year 1 2018-2019 - Activities/success measure | Year 2 – 2019-2020 Activities/success measure | Overall Measure | Products/Activities | Progress in 2018-19 | Responsible area |
| 1.6.1. Promoting an inclusive and diverse organizational culture | | | | | |
| <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> Develop workplace bullying training. | <ul style="list-style-type: none"> QCS staff with disability feel respected and safe. | <ul style="list-style-type: none"> The Workplace Engagement Unit (WEU) completed introductory bullying awareness and respectful workplace training presentations across Queensland. The WEU continues to undertake targeted interventions, mediations, conflict resolution, handle complaints and conduct education sessions as required. | <ul style="list-style-type: none"> Options for organisation-wide disability awareness / bullying training are currently being considered. QCS is currently investigating the potential to leverage the new online learning management system due to be launched by the QCS Academy in 2019/20. | Deputy Commissioner, Organisational Capability (People capability) |

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 | Products/Activities | Progress in 2018-19 | Responsible area |
| 2.1.1. QCS supports prisoners with disability to access education and training | | | | | |
| <ul style="list-style-type: none"> Identify people with disability entering the corrective services system to better target appropriate supports, including education and training programs. | <ul style="list-style-type: none"> Liaise with Local Area Coordinators to support people with disability in the community achieve their education goals. | <ul style="list-style-type: none"> People with disability are supported to access tertiary and vocational education both in custody and in the community. | <ul style="list-style-type: none"> QCS continues to identify prisoners with disability in the correctional system and refer them to the central NDIS team for further assessment and support. | <ul style="list-style-type: none"> QCS encourages all prisoners, including people with a disability, to engage in appropriate education and training programs. | <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 | Products/Activities | Progress in 2018-19 | Responsible area |
| 3.1.1. QCS becomes an employer of choice for people with disability | | | | | |
| <ul style="list-style-type: none"> Investigate opportunities to include people with disability in QCS corporate branding, communications and training material. 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. | <ul style="list-style-type: none"> People with disability see themselves reflected in QCS corporate branding, communications and training material. Collect information on QCS employees with disability to inform the development of Human Resources policy and practice. | <ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022. | <ul style="list-style-type: none"> The 'Working for Queensland' survey deployed by the Public Service Commission and utilised by QCS provides an opportunity for collection of anonymous data and could be modified to include particular questions on disability. | <ul style="list-style-type: none"> QCS is currently investigating how best to use the Working for Queensland survey to support disclosure of disability among its staff. | <p>Commissioner, (Media and Communications)</p> <p>Deputy Commissioner, Organisational capability (People capability)</p> |

| | | | | | |
|--|---|--|---|--|---|
| <ul style="list-style-type: none"> Research best-practice strategies for improving the attraction, recruitment, retention and career progression and development of people with disability. Develop a plan for the progressive implementation of these strategies. | <ul style="list-style-type: none"> Implement attraction, recruitment, retention and career progression strategies. | | <ul style="list-style-type: none"> QCS has sought expert advice regarding strategies to improve the attraction, retention and progression of people with disability. | <ul style="list-style-type: none"> QCS participated in the All Abilities Queensland Disabling Barriers to Employment Workshop in May 2019 and has reflected initiatives to improve the attraction, retention and progression of people with disability in its Disability Services Plan 2018-19 progress report. | Deputy Commissioner, Organisational capability (People capability) |
|--|---|--|---|--|---|

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 | Products/Activities | Progress in 2018-19 | Responsible area |
|--|---|--|--|--|---|
| 3.2.1. QCS provides increased re-entry support for prisoners with disability to promote employment opportunities | | | | | |
| <ul style="list-style-type: none"> Support people with disability to access employment opportunities in the community upon release from prison. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> Queenslanders with disability have increased access to employment opportunities. | <ul style="list-style-type: none"> QCS supports prisoners re-entering the community through its three re-entry service programs. Support can include assistance securing accommodation, gaining employment and practical identification. Service providers conduct group information sessions in correctional centres alongside employment service providers to support prisoners to access employment or income support. Where an individual is linked to a re-entry support provider and has had NDIS access met, funded re-entry service providers can assist an individual link with an employment service provider and/or employers who employ people with disability under the Supported Wage System provisions. | <ul style="list-style-type: none"> Re-entry services prepares monthly performance reports, with quarterly contract review meetings to ensure objectives are still being met. The \$265 million response to the Queensland Parole System Review continues to be implemented, with increased rehabilitation, employment and re-entry services. | Deputy Commissioner, Community Corrections and Specialist Operations Deputy Commissioner, Custodial Operations |
| <ul style="list-style-type: none"> Identify information and resources that could help offenders with disability find work. | <ul style="list-style-type: none"> Distribute information to offenders with disability on supported employment in their local community. | | | | |

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 | Products/Activities | Progress in 2018-19 | Responsible area |
| 4.1.1. Improve service delivery for people with disability and mental illness | | | | | |
| <ul style="list-style-type: none"> Implement Service Delivery Reform (SDR) project to improve services for people with disability and mental illness. Establish SDR Steering Committee to oversee project implementation. Explore appropriate screening tools to promote the identification of people with intellectual disability when they enter prison. Consult on the nomination of QCS DSP champions across all business units. | <ul style="list-style-type: none"> Continue to support people with disability Review the Prisoner Support Carer Program to ensure prisoners with a disability are receiving adequate care. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> The SDR project was implemented consistent with the Project Implementation Plan. Over 1,000 prisoners have been identified as potentially eligible for the NDIS, with over 200 granted access to date. QCS has commissioned assessments for prisoners and offenders to support access to the NDIS. The SDR Steering Committee was established with representatives across custodial operations, community corrections, specialist operations, the Murrumbidgee Cultural Centre and Strategy and Governance. Three research projects were commissioned and managed by the Research and Evaluation Unit. Disability champions were established in each community corrections region. Options for nominating a corporate disability sponsor were discussed with People Capability Command. | <ul style="list-style-type: none"> A bi-monthly status report was completed for the Commissioner and NDIS Reform Leaders' Group. The End of Project Report was completed in July 2019 to identify areas for continuing activity. QCS received additional funding of \$2.9 million in 2019-20 to continue to provide enhanced support for people with disability and mental illness in contact with the corrective services system. | <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 | Products/Activities | Progress in 2018-19 | Responsible area |
| 5.1.1. Improve service delivery for people with disability and mental illness | | | | | |
| <ul style="list-style-type: none"> Consult key stakeholders during the development of the QCS DSP. | <ul style="list-style-type: none"> Consult people with disability in the implementation of the QCS DSP. | <ul style="list-style-type: none"> People with disability are consulted during the development and implementation of the QCS DSP. | <ul style="list-style-type: none"> The Disability Services Plan 2018-2020 was developed in late 2018 in consultation with all business areas (including people with disability) and endorsed by the Commissioner in January 2019. | <ul style="list-style-type: none"> The Disability Services Plan 2018-19 progress report was prepared in consultation with all business areas. | Deputy Commissioner, Organisational Capability (Strategy and Governance) |
| <ul style="list-style-type: none"> Review QCS leadership programs to identify barriers to accessibility for people with disability. | <ul style="list-style-type: none"> Update leadership programs to address barriers to accessibility for people with disability. | <ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community. | <ul style="list-style-type: none"> The QCS Academy provides leadership programs for emerging managers, senior managers and scholarship programs. | <ul style="list-style-type: none"> Temporary resources were engaged to investigate barriers and opportunities for people with disability to engage in QCS leadership programs. | Deputy Commissioner, Organisational Capability (People capability) |
| <ul style="list-style-type: none"> Identify opportunities to include people with disability on QCS boards, steering committees and advisory bodies to foster 'change from within'. | <ul style="list-style-type: none"> Monitor the number of people with disability on QCS boards, steering committees and advisory bodies as part of the implementation of the QCS DSP. | <ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to people with disability | <ul style="list-style-type: none"> QCS has a number of committees and advisory boards that are under review as part of establishing QCS as a standalone agency. | <ul style="list-style-type: none"> Temporary resources were engaged to investigate barriers and opportunities for people with disability to participate in QCS boards and committees. | Deputy Commissioner, Organisational Capability (People capability) |