# Disability Service Plan

Progress Report -1 July 2017 to 30 June 2018 (Year 1)

# Whole of Government Actions

| **Whole of government actions**<br>(As identified in the State Disability Plan – Queensland Government actions) | **Success Measures**<br>***Ensure success measures are addressed as part of your response*** | **Progress/Achievements**<br>(Include details on progress, achievement and stakeholder engagement activity) | **Responsible area** |
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| **Priority for Action: Communities for all** | | | |
| Support national communication strategies and activities to promote the *National Disability Strategy 2010–2020*. | **Success measure**: DCSYW website to include links to promote the *National Disability Strategy 2010–2020*.<br>**Success measure**: Participate in and contribute to strategies and activities as required. | ▶ DCSYW staff participate in activities as required.<br>▶ DCSYW agency site contains our Disability Service Plan 2018-2020: https://www.csyw.qld.gov.au/about-us/our-publications/corporate-publications/disability-service-plan. | Strategy |
| Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities. | **Success measure:** Minister to participate in cross-agency reference group. | ▶ The department is a member of Disability Services Senior Officers Working Group.<br>▶ The Minister seeks to raise awareness of disability wherever possible when meeting with business, industry and organisational partners. | Strategy – Strategic Policy and Legislation |
| Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs. | **Success measure:** Make disability awareness training available to DCSYW staff or incorporate as a component of induction programs. | ▶ Intentions for the future:<br>A new Disability Awareness Module is being developed by Strategic Policy in the Department of Communities, Disability Services and Seniors in collaboration with the Public Service Commission. This module will be a whole of government training asset and is intended to form part of induction. The module is expected to be released before the end of September 2018.<br>▶ Actions taken to date:<br>An e-Learning module on Disability | People and Culture |

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| | | Awareness, targeted to Disability Services staff of the former department was available to via the department's learning management system pre-MoG.<br>▶ There is a non-mandatory e-Learning training module available via the department's learning management system, which all departmental staff can access, however the module is targeted at supporting the practice of child safety staff. The module is on the topic of Working with Intellectual Disability.<br>▶ The Certificate IV in Youth Justice includes a module: Work with diverse people. | |
| Encourage Local Governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services. | **Success measure:** Website link to DCDSS information to support local governments, non-government organisations and businesses to develop disability access and inclusion plans. | ▶ The DCSYW website includes information to support local governments, non-government organisations and businesses to develop disability access and inclusion plans. See https://www.csyw.qld.gov.au/about-us/our-publications/corporate-publications/disability-service-plan | Strategy |
| Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings. | **Success measure:** Provide guidance to staff about how to choose an accessible venue for an event or a meeting.<br>**Success measure:** Access and utilise information to support consideration of the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed. | ▶ Accessibility is assessed as part of the part of the Department's due diligence process for new leases. Major fit-outs, refurbishments and major upgrades are cognisant of accessibility and need to comply with Building Act disability requirements and National Construct Code (NCC). | Property Services |
| Work towards ensuring all Queensland Government information is | **Success measure:** Review DCSYW website content to ensure accessibility and availability in multiple | ▶ Conducted an accessibility audit for internally and externally developed campaign websites– | Information, Innovation and |

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| accessible and provided in multiple formats. | formats. | for example: https://www.allabilities.qld.gov.au/. Information on how to improve the website was then provided to the developers with the aim of making them compliant with WCAG 2.0 expectations.<br>▶ Performed accessibility and usability testing for various internally developed web applications and provided advice actioning.<br>▶ Commenced the use of Siteimprove to identify areas of improvement with regard to accessibility and usability of our websites. Use of the tool has increased our websites accessibility ratings.<br>DCSYW Siteimprove QA score is 84.3 out of 100 – compared with the Siteimprove government benchmark of 81.3 out of 100.<br>▶ Provided updated advice regarding multiple formats of content for Web Content Co-ordinators. Liaising with Strategic Communication and Engagement to help improve awareness of the principals of accessible document creation.<br>▶ Commenced redevelopment work to improve all Digital Services built web templates in terms of accessibility and usability, as well as improvements to ensure we are utilising templates that are best practice. The completion of this work should see further improvement of our Siteimprove QA scores.<br>▶ We have been involved in Whole-of-Government Consistent User Experience and Single Website Experience template | Recovery |

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| | | development meetings with the goal of improving accessibility throughout government. OSSSIO/SSQ have nominated us to chair these monthly meetings going forward which will give us some ability to steer the template direction. We hope to use this to focus on improvements to the customer experience first and foremost.<br>▶ The department monitors web updates for adherence to accessibility guidelines.<br>▶ The department has a process in place to ensure that accessible versions of documents are requested when new web content is uploaded.<br>▶ All of our websites contain a link to Digital Services' accessibility information page: https://www.csyw.qld.gov.au/help/accessibility<br>▶ Videos are uploaded with transcripts and subtitles. | |
| Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio). | **Success measure:** Ensure all departmental managed websites meet the government's IS26 guidelines which outline the requirements for Queensland Government agencies in the creation, implementation and management of internet sites. | ▶ Switched video player to more accessible video player (YouTube) for all public facing video and private channel for some internally facing content.<br>▶ Trialling internal video streaming on Microsoft Stream for improvements in accessibility, whilst allowing for more secure content to be utilised. | Client Innovation and Information, Information, Innovation and Recovery Strategy |

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| Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events. | **Success measure:** DCSYW website includes a link to DCDSS to promote the uptake of the companion Card Program. | ▶ The DCSYW website will be updated to include information on https://www.csyw.qld.gov.au/child-family/ndis-transition-implementation and link to information on the DCDSS' People with disability franchise here: https://www.qld.gov.au/disability/business/companion-card | Strategy – Strategic Communication and Engagement |
| Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability. | **Success measure:** Ensure legislation, policies and procedures align with Queensland's commitments to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the National Disability Strategy 2010-2020 (NDS) and its second implementation plan. | ▶ Legislation administered by DCSYW aligns with the UNCRPD. DCSYW also takes into account the UNCRPD and relevant strategies when undertaking any review and amendments of departmental legislation. | Strategy |
| Government services and funded non-government services provide access to language, translating and communication services. | **Success measure:** Ensure familiarisation with the requirements of the language services policy and how to access interpreter and translation services. | ▶ The department has enabled access to language, translating and interpreting services for NGOs since 2010.[1] NGOs apply for and obtain a unique TIS code.<br>▶ Funded NGOs can also access interpreting services through Support with Interpreting, Translating and Communications (SWITC).[2] | Strategy |
| **Priority for Action: Employment** | | | |
| Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, | **Success measure:** Review the department's recruitment and selection resources to ensure the inclusion of people with disability. | ▶ The recruitment and selection guidelines include information about a range of recruitment and selection methods to help | People and Culture |

[1] See: https://www.csyw.qld.gov.au/about-us/funding-grants/non-government-organisation-access-interpreting-services This Includes support for Intensive Family Support (IFS) surveys.
[2] See: http://www.deafservicesqld.org.au/Services/Interpreting/Foreign-Language-Interpreting

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| recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand. | **Success measure:** Place greater emphasis on additional or alternative recruitment and selection assessment methods and tools, to promote flexible processes.<br>**Success measure:** Scope interest from employees with disability about establishing a network. | selection panels design an inclusive selection process and directs staff to the Public Service Commission's diversity commitment, and information about unconscious bias.<br>▶ The Equity and Diversity guideline provides some information about recruiting a person with a disability.<br>▶ A DCSYW diversity strategy is in development and will include recruitment and retention strategies. The strategy is expected to be completed before December 2018. | |
| Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment. | **Success measure:** Provide links to DCDSS website to identify information and promote, resources and examples of the benefits employing people with disability, the assistance available, how to make recruitment and employment process more accessible.<br>**Success measure:** Participate in the Partnering for the Future community services industry strategy to support employment opportunities for people with disability. | ▶ The DCSYW website to be updated to include information in our Careers section https://www.csyw.qld.gov.au/about-us/careers/benefits-working-us about what our department offers to people with disability. | Strategy |
| **Priority for Action: Everyday Services** | | | |
| Work with the National Disability Insurance Agency (NDIA) to provide a smooth transition to the National Disability Insurance Scheme. | **Success measure:** Continue to support the department's eligible clients and staff to transition and access services through the NDIS. | ▶ At the close of 2017/18 financial year, 1,724 children and young people with ongoing child safety intervention had been referred to the NDIS. Of these, 518 have received approved NDIS plans.<br>▶ The CSYW National Disability Insurance Scheme (NDIS) management oversight | Service Delivery |

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| | | committee meets six-weekly to provide strategic leadership and oversight to the CSYW NDIS transition and full-scheme implementation work.<br>▶ A regional reference group with Child Safety frontline staff meets monthly to provide operational guidance and support to staff working on transition of children and young people.<br>▶ The CSYW Mainstream Interface Working Group with the NDIA meets monthly to seek solutions to operational interface issues between the two agencies.<br>▶ Targeted communications have been developed for children and young people, families, carers and service providers to prepare them and support them through the NDIS transition.<br>▶ Regular information and engagement sessions are delivered to staff, carers and service providers to help them understand the transition to the NDIS | |
| **Priority for Action: Leadership and Participation** | | | |
| Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers. | **Success measure:** Identify good practice processes for consultation and engagement, in consultation with key stakeholders.<br>**Success measure:** Promote processes and options for consulting and engaging with people with disability. | ▶ Ongoing<br>▶ Consideration of people with disability is taken when planning engagement and consultation | Strategy |

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| Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions. | **Success measure:** Seek input from people with disability (including staff) in implementing and reviewing progress against Disability Service Plan actions. | ▶ Ongoing<br>▶ Consideration of people with disability is taken when implementing and reviewing progress against DSP actions. | Strategy |
| Existing leadership programs are accessible and inclusive of Queenslanders with disability. | **Success measure:** Review application and assessment processes for DCSYW leadership programs e.g. REACH to ensure they are accessible<br>**Success measure:** Review participant demographics for DCSYW leadership programs. | ▶ Demographic information of training participants is not currently available.<br>▶ The STEPS, REACH and Mentor Connect programs are due for review. The capturing of accessibly, inclusion and demographic data will be considered for inclusion in these programs as part of this review – 2018-2020. | People and Culture |
| Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'. | **Success measure:** Deliver the Towards Gender Parity: Women on Boards Initiative (within the Queensland Women's Strategy) and ensure process is inclusive of women with disability. | ▶ The Women on Boards initiative was progressively implemented. A primary consideration was facilitating greater accessibility for all women, including women with a disability.<br>▶ Resources for aspiring women candidates were developed and made available on the Women on Boards website.<br>▶ Deloitte assisted DCSYW to shape the strategic direction of the Women on Boards Initiative and to support its implementation. As part of that process, Deloitte engaged with several not-for-profit priority boards, including Multicap. Multicap subsequently increased the number of its women board members from 1 to 3 out of 7. | Strategy – Strategy and Partnerships |

# Department Specific Actions

| **Departmental Actions**<br>(As identified in the department's disability service plan) | **Success Measures**<br>***Ensure success measures are addressed as part of your response*** | **Progress/Achievements**<br>(Where applicable, include details on progress, achievements and stakeholder engagement activities) | **Responsible Area** |
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| PRIORITY FOR ACTION: COMMUNITIES FOR ALL | | | |
| ▶ Improve access to appropriate information on planned-parenthood options and reproductive and maternal health services, particularly for rural, regional and remote women through the Queensland Women's Strategy, including for women with disability. | ▶ **Success measure:** Identify and promote information about planned-parenthood options and reproductive and maternal health, which is accessible and inclusive of women with disability. | ▶ The department provides funding to Children by Choice, a non-profit organisation that provides Queensland-wide counselling, information and education services on all options for women experiencing unplanned pregnancy, including abortion, adoption and parenting.<br>▶ A number of Targeted Family Support (TFS) services provide pregnancy, reproductive health and maternal health advice and support.<br>▶ In addition, Child and Family Clinical Nursing Services being progressively introduced: facilitate access to health support, provide health interventions, undertake risk and developmental assessments, provide and promote health information on key health and wellbeing matters (including reproductive | Strategy - Strategy and Partnerships |

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| | | health and planned parenthood), and assist in referrals to universal and specialist services. | |
| ▶ Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department. | ▶ **Success measure:** Ensure celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability, and where possible promote awareness of people with disability through themes and activities. Celebrations and awareness raising activities include:<br>▶ Queensland Women's Week 2018<br>▶ The WOW (Women of the World) - Celebrating the Women of the Commonwealth event<br>▶ Child Protection Week<br>▶ NAIDOC Week<br>▶ Domestic and Family Violence Prevention Month<br>▶ Sexual Violence Awareness Month | ▶ **Queensland Women's Week 2018**<br>More than $150,000 in grants was awarded to organisations across Queensland to help them mark the week under the theme 'Celebrate wellbeing. Every**body** wins'. People with disability were a key target group of the grant program with funded initiatives including events, programs and activities for people with disability, their families, friends, and carers.<br>▶ **WOW (Women of the World) Festival 2018**<br>The three-day WOW Festival brought together thousands of women and 100 speakers from more than 20 Commonwealth Nations. Inclusion was a core focus of the Festival, with wheelchair and special needs seating available at all theatre performances, Auslan interpreting at a number of sessions each day, hearing loops available in key venues, and companion cards accepted.<br>▶ **DFV Prevention Month**<br>Almost $160,000 in one-off grants of up to $5000 was administered to community organisations to deliver awareness raising activities in local communities. 34 organisations were funded and activities included family fun days to promote healthy, respectful relationships, community marches to raise awareness and candle lighting community events to remember those who | Strategy –Strategy and Partnerships |

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| | | have died due to domestic and family violence. The department provided merchandise and resources to support these activities and promoted the 'End DFV' message via its digital platforms.<br>Campaign results in 2017-18 included:<br>-2,729 unique page views<br>-social media reach of 150,000+<br>-38,000+ printed resources ordered by community.<br>▶ **QLD Youth Week**<br>Queensland Youth Week acknowledges young people for what they contribute to our great community, and provides opportunities for them to have a say. The Queensland Government directed $75,000 towards the event and with this funding the department delivered a markedly distinctive Queensland Youth Week – including purchasing social media advertising and branded merchandise which was distributed to event-holders right across Queensland. Young social media influencers were engaged to encourage other young people to have their say on cyberbullying. The theme was 'Jump in. Make a splash', encouraging young people to speak out and have their voices heard, and get out there and make a difference.<br>▶ **Child Protection Week**<br>The department funds Act for Kids to: facilitate the Queensland Child Protection Week Work plan; coordinate and promote with CPW | |

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| | | activities; and financially administer grants.All promotional materials including media releases and materials developed by sponsors must be endorsed by Department. A range of activities are facilitated including stakeholder engagement. Consideration is given to promoting the awareness and inclusion of people with a disability during this annual celebration.<br>▶ **Sexual Violence, Consent and the Law Symposium**<br>The former Minister for Communities, Child Safety and Disability Services hosted the Sexual Violence, Consent and the Law Symposium to mark the opening of Sexual Violence Awareness Month 2017. This event was a collaboration between the Queensland Sexual Assault Network and WWILD, a specialist service supporting people with intellectual or learning disabilities who have experienced sexual abuse. The symposium heard from disability advocates and increased awareness around the impact of violence for people living with disabilities. | |
| ▶ Lead partnerships across government, industry and non-government sectors to achieve gender equality in Queensland, including for vulnerable women such as those with a disability. | ▶ **Success measure:** Deliver the *Queensland Women's Strategy 2016-21 (QWS)*, which recognises Queensland women's diverse backgrounds, and unique experiences and situations, and that some groups of women and girls including those with disability experience | ▶ The QWS is being progressively implemented in partnership with the community, business and government, including the Department of Communities, Disability Services and Seniors (DCDSS). The limited number of QWS CIP initiatives that identify inclusivity for women | Strategy –Strategy and Partnerships |

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| | multiple disadvantages and many need additional support to achieve their full participation in Queensland society.<br>▶ **Success measure:** Increase the number of initiatives in the Queensland Women's Strategy Community Implementation Plan which are inclusive of women with disability. | with disability highlights an opportunity to work closely with DCDSS and the disability sector to identify relevant initiatives. | |
| PRIORITY FOR ACTION: EVERYDAY SERVICES | | | |
| ▶ Continue to invest in services to support families to access the right services at the right time, and provide intensive supports to vulnerable families to prevent their entry into the statutory child protection system. | ▶ **Success measure:** Invest in Intensive Family Support services which engage with families with multiple and/or complex needs, including families with a child with disability. | ▶ Intensive Family Support (IFS) services are designed to meet the multiple and complex needs of families at risk of re-entry into the statutory child protection system.<br>▶ From 2014-15 to 2018-19 a total of $217.74 million is being invested to deliver IFS across the state. There are now 44 IFS services operating across the state.<br>▶ For 2017-18, funding of $69.27 million has been budgeted for Family and Child Connect (FaCC) and IFS services. This includes an additional $8.63 million per annum to enhance and expand existing IFS service provision.<br>▶ An unpublished 2018 IFS evaluation report identified nearly half of all families presented with physical health problems or disabilities at IFS entry. Two-thirds of families demonstrated an improvement against this outcome upon exit.<br>▶ A significant reduction is also seen in the percentage of children who escalated to a child protection notification after having | Strategy – Investment and Commissioning |

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| | | received IFS support. | |
| ▶ Link vulnerable young people with wraparound supports through case management in the Youth Support program. | ▶ **Success measure:** Continue to fund Youth Support Services, which can link young people with disability with appropriate supports. | ▶ In 2017-18, the department committed $20.6 million to the Youth Support Program. Young People with disability can access support either through individual case management or through access to information, advice, advocacy or referral to other services. | Strategy – Strategy and Partnerships |
| ▶ Lead implementation of the Queensland *Violence against Women Prevention Plan 2016-22*, which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need. | ▶ **Success measure:** Implement relevant actions from the *Violence Against Women Prevention Plan* including:<br>▶ Engage with specialist and non-specialist violence, community and health services to ensure services are accessible and appropriate to women with disability and acknowledge additional vulnerability to experiencing violence.<br>▶ Engage with the National Disability Insurance Agency to consider and respond to the risks and experiences of violence for women with disability.<br>▶ Consider outcomes of the review to address the impact of domestic and family violence on people with disability, which addresses Recommendation 10 from the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report, to inform service responses to women with disability who have experienced violence outside of an intimate partner, family or informal care relationship. | ▶ The Department has led implementation of the *Queensland Violence against Women Prevention Plan 2016-22"*, with a progress report to be provided in 2018.<br>▶ In relation to the specific actions:<br>• A stakeholder workshop on responses for people with disability was convened in October 2017 with specialist and non-specialist violence, community and health services. 25 representatives attended and identified potential practical actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need.<br>• Post MOG, engaging with the NDIA in relation to women with disability sits with DCDSS.<br>▶ DCSYW has considered the outcomes of the review to address the impact of domestic and family violence on people with disability, and continues to work with DCDSS who has lead | Strategy – Strategy and Partnerships |

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| | | for this work post MOG. | |
| ▶ Implement the actions in *Changing Tracks Action Plan for Aboriginal and Torres Strait Islander Children 2017-19* (Changing Tracks) which meet the needs of Aboriginal and Torres Strait Islander children with disability in their first 1000 days and increase access to health, disability and early years support for families with a child with disability. | ▶ **Success measure:** Monitoring and evaluation as required by outcome and performance measures in the Monitoring and evaluation Plan for *Changing Tracks.* | ▶ The First 1000 Days Australia initiative was launched in Moreton Bay and Townsville. This collective approach supports Aboriginal and Torres Strait Islander families to give their children the best start in life, through improved health and wellbeing, positive aspirations and cultural connections.<br>▶ Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds who are hearing impaired, and/or vision impaired are receiving interpreting, translating and communication support through non-government organisations. This program is funded by NDIS.<br>▶ The monitoring and evaluation framework for Our Way is due to be approved by the Queensland First Children and Families Board in November 2018. | Strategy – Indigenous Strategy and Partnerships |
| PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION | | | |
| ▶ Implement the *Queensland Youth Strategy: 'Building young Queenslanders for a global future'* to improve opportunities and address challenges that young people face, including young people with disability and young carers. | ▶ **Success measure:** Actively recruit to ensure young people with disability and young carers are represented on the Queensland Youth Reference Group.<br>▶ **Success measure:** A Youth Charter is delivered to provide for cross government engagement with young people, including young people with disability and young carers in the | ▶ Young people with disability and young carers are included as key target groups in the Queensland Youth Strategy; and cornerstone programs such as the Queensland Indigenous Youth Leadership Program and YMCA Queensland Youth Parliament as inclusive and accessible for all.<br>▶ The Youth Reference Group and Youth | Strategy - Strategy and Partnerships |

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| | development of relevant policy and programs. | Charter were not completed this year, due to MOG changes and consideration of a new approach to youth engagement. | |