

Disability Service Plan Progress Report – 2020-2021

CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2020 TO 30 JUNE 2021

PRIORITY COVID-19 ACTIONS

| Action <i>All Abilities Queensland commitments for 2020-2023</i> | Action success measure (ASM) <i>How we know we have completed these actions and activities</i> | Products/Activities <i>Outline agency-specific products or activities to support this action for the period 1 July 2020 to 30 June 2021</i> | Progress/Achievements <i>What we did in the period 1 July 2020 to 30 June 2021 to ensure success measures are addressed</i> | Status <i>For the period 1 July 2020 to 30 June 2021</i> |
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| <p>Consultation and engagement processes are offered in a range of ways, including the use of technology to ensure that staff, clients and the people with disability that we work with receive information relating to COVID-19 in the most effective way.</p> | <ul style="list-style-type: none"> DCYJMA COVID-19 plans and other COVID-19 messaging are provided in various formats. COVID-19 signage in DCYJMA premises can be understood by people with disability. | <p>The COVID-19 information on the DCYJMA internet site has been designed and developed to ensure that its content is available to as many users as possible, including:</p> <ul style="list-style-type: none"> people with disabilities who may use assistive technologies people with slower internet connections (including some rural and regional users) or less than state-of-the-art equipment people with non-PC internet devices including handheld devices, game consoles and mobile phones. <p>The accessibility features available on this site include:</p> <ul style="list-style-type: none"> access keys to access certain information using your keyboard skip links and a logical tab order to navigate using assistive technologies adherence to international web standards ARIA compliant keyboard navigation for rich interactive components; and the use of the Queensland Government Consistent User Experience Standard. <p>The DCYJMA Intranet site is accessible to all staff and also complies with the Web Content Accessibility Guidelines (WCAG 2.0) to meet disability access requirements and includes links to signage for use across workplaces.</p> | <p>The new DCYJMA website was launched in April 2021 to combine former DCYJMA, DYJ and Multicultural Affairs information into a single accessible site, including a consolidated COVID-19 updates page.</p> <p>Development of a guideline on Supporting children and young people and their parents and carers regarding COVID-19 (Supporting children and young people and their parents and carers regarding COVID-19 (DOCX, 2.8 MB))</p> <p>Provision of information to staff through the Child Safety Practice Manual procedure "Urgent need for support for a child with disability" which outlines how to respond to an emergency or crisis situation for a child with a disability when a notifier contacts Child Safety seeking support for the child and their family.</p> <p>Linking Youth Justice and Child Safety staff to information available on the Queenslanders with Disability Network (qdn.org.au) and how to support Queenslanders with disabilities through COVID19.</p> <p>Provision of health advice, practical support, mental health support, and NDIS support information to all staff through the Queensland Government COVID19 website Find support — coronavirus (COVID-19) Health and wellbeing Queensland Government (www.qld.gov.au)</p> | <p>Completed</p> |
| <p>Ensure that service delivery to vulnerable clients with disability is not impacted during the COVID-19 emergency and in the recovery phase.</p> | <p>DCYJMA's Business Continuity Management processes, and in particular individual Business Continuity Plans ensure that service continuity can be maintained for people with disability within and external to DCYJMA.</p> | <p>Each Youth Justice Service Centre's Business Continuity and COVID Plans include outreach and supervision of all vulnerable and high-risk young people in accordance with statutory requirements. This critical service continues uninterrupted.</p> | <p>All vulnerable and high-risk young people were supervised and supported through lockdown periods. This critical service continued without incident. Staff adopted COVID safe approaches such as video links, telephone contact and front-yard consultations to comply with restrictions.</p> <p>Individual BCP plans were updated and tested in 2020-21 to ensure they remain active.</p> <p>A revised BCP policy and procedure for DCYJMA was implemented.</p> <p>The SharePoint Business Continuity and Resilience Site was also updated to reflect DCYJMA's new structure.</p> | <p>Completed</p> |

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| <p>Investigate and identify whether any systemic issues and modifiable risks related to COVID-19 are impacting on people with disability within and external to the department. Investigation methods must be varied enough to ensure that all people with disability are captured.</p> | <p>COVID-19 Communication Plans have been developed and implemented to ensure that engagement and communication methods for staff and clients with disability have successfully conveyed necessary information during the pandemic and the recovery period.</p> | <p>DCYJMA Internet and intranet COVID 19 pages within are reviewed regularly to ensure up-to-date information on COVID-19 plans and communication for staff and clients.</p> <p>The department provided targeted external COVID communication to its audiences, including:</p> <ul style="list-style-type: none"> • Parents and families of children in youth detention centres • Parents of children in the child protection system • Foster and kinship carers • Peak bodies and service providers. <p>The department used a variety of communication channels and formats, including social media, web content and EDM messages from the Director-General. Printed versions of this communication have been provided, where needed. Direct communication from CSOs or youth detection workers also assisted in getting important messages to clients.</p> | <p>The new DCYJMA website was launched in April 2021 to combine former DCYJMA, DYJ and Multicultural Affairs information into a single accessible site, including an accessible COVID-19 updates page providing the latest information on:</p> <ul style="list-style-type: none"> • government COVID-19 information – for the latest state and national COVID-19 updates and changes • public health directions – the latest information about current health directions and restrictions • border restrictions – the latest information about border control measures • Queensland Health – for health information about COVID-19, including: <ul style="list-style-type: none"> • how it spreads • how to protect yourself and others, including those most at risk • quarantine • what you should do if you feel unwell • COVID safe event requirements for event organisers – requirements vary depending on the scale and nature of your event • tips for staying safe online during COVID-19 • web content for parents and carers, and service providers included advice on managing the impact of the pandemic on NDIS plans • web content encouraging parents and carers to seek advice from their CSO as the first point of contact <p>Review of internal websites and inclusion of Queensland Government information on COVID-19 to staff in the health and wellbeing space.</p> <p>Web content was regularly updated as health directions changed.</p> | <p>Completed</p> |

CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2020 TO 30 JUNE 2021

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland (AAQ) - Queensland Government Actions)

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| <p>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 (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships <p><u>DCYJMA DSP ASM</u> Contribute to information pack provided to Ministers to support development of partnerships.</p> | <p>The Minister seeks to raise awareness of disability, wherever possible, when meeting with business, industry and organisational partners.</p> <p>DCYJMA promotes awareness of the needs and interests of people with a disability in its internal planning and interactions with non-government service providers.</p> | <p>In 2020-21 the department escalated its efforts to ensure that family support services were responding appropriately to the needs of family members with a disability, and understood referral pathways to link their clients with disability supports via the National Disability Insurance Scheme.</p> | <p>Ongoing</p> |
| <p>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 (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> Disability awareness training program developed and piloted with DSDSATSIP staff and in DSDSATSIP induction programs Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs <p><u>DCYJMA DSP ASM</u></p> <ul style="list-style-type: none"> Disability awareness training program made available to staff. Disability awareness information provided in induction program. | <p>There are a five non-mandatory eLearning courses available via the DCYJMA’s learning management system, which all departmental staff can access. The last four are most relevant to child safety staff.</p> <ul style="list-style-type: none"> <i>Disability Awareness</i>: 1343 staff completions in the period 20/08/2020 to 30/06/2021. <p>Review period 1/07/2020 to 30/06/2021:</p> <ul style="list-style-type: none"> <i>Working with Intellectual Disability</i>: Course under review, 55 staff completions. <i>Working with Autism Spectrum Disorder</i>: 57 staff completions. <i>NDIS1: Working with children and young people with a disability</i>: 85 staff completions. <i>NDIS2: NDIS and you: The basics explored</i>: 42 staff completions. Microsoft teams one-hour learning events for child safety staff: <ul style="list-style-type: none"> <i>NDIS Access for Child Safety</i>: 197 staff completions. <i>NDIS Planning information for Child Safety</i>: 122 staff completions. <i>NDIS Plan Implementation for Child Safety</i>: 84 staff completions. <p>Other actions specific to Youth Justice:</p> <ul style="list-style-type: none"> Youth Justice staff have access to a virtual face-to-face workshop: <ul style="list-style-type: none"> <i>Griffith Youth Forensic Service Young People and Intellectual Development Disorder/Autism Spectrum Disorder</i>: 20 staff completions. <p>Professional development session (18/08/2021) presented by Youth Justice Court and Regional Operations Practice Support team, and the Youth Justice Learning and Development Team. The purpose of this session was to assist Youth Justice staff to understand the role of the Assessment and Referral Team (ART) in the Disability Connect and Outreach Program, Department of</p> | <p>Within the Office of the Chief Practitioner, the Specialist Services and Child Safety Training teams have been developing a series of four courses. The first three courses are eLearning, and last course is face-to-face. These courses relate to NDIS and its various processes.</p> <ul style="list-style-type: none"> Course one: <i>NDIS1: Working with children and young people with a disability</i>. Released on 12.07.2021. Course two: <i>NDIS2: NDIS and you: The basics explored</i>. Released on 02.08.2021. Course three: <i>NDIS3: NDIS and you: Expanding your knowledge</i>. Final draft under development. Course four: <i>NDIS4: NDIS in practice – practical applications</i>. First draft under development. Course to be released before mid-September 2021. <p>The aim of the professional development session delivered to Youth Justice staff on 18/08/2021 was to support young people in the Youth Justice system and their families to progress an NDIS assessment. A positive impact on recidivism is sought from this initial initiative.</p> | <ul style="list-style-type: none"> <i>Working with Intellectual Disability</i> - Completed <i>Working with Autism Spectrum Disorder</i> - Completed <i>NDIS1: Working with children and young people with a disability</i> - Completed <i>NDIS2: NDIS and you: The basics explored</i> - Completed <i>NDIS3: NDIS and you: Expanding your knowledge</i> – in development <i>NDIS4: NDIS in practice – practical applications</i> – in development <i>The Disability Awareness (Online)</i> – Completed <i>NDIS Access for Child Safety</i> - Completed <i>NDIS Planning information for Child Safety</i> - Completed <i>NDIS Plan Implementation for Child Safety</i> - Completed <i>Griffith Youth Forensic Service</i> |

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| | | Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. This session was attended by 70 frontline staff. | | <i>Young People and Intellectual Development Disorder/Autism Spectrum Disorder - Completed</i> |
| 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 (AAQ whole-of-government, DSDSATSIP lead). | <ul style="list-style-type: none"> New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation <p><u>DCYJMA DSP ASM</u> New legislation, policies and programs developed by the department demonstrate it has considered the needs of people with disability.</p> | The Queensland <i>Child Protection Act 1999</i> contains specific provisions that provide for the protection of children and young people with a disability. For example, the Statement of Standards (detailed in section 122 of the Act) requires the Chief Executive to take all reasonable steps to ensure that a child placed in care, with a disability, will receive care and help appropriate to the child's special needs. | The Queensland Government is currently considering the results of public consultation undertaken in 2019 and how stakeholder feedback may be incorporated to support a stronger legislative, policy and practice framework for the child protection and family support system, including for children with disability. DCYJMA has nothing further to report on for the 2020-21 period. See 2019-20 report for more information. | Completed |
| Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand (AAQ whole-of-government, Public Service Commission (PSC) lead). | <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 <p><u>DCYJMA DSP ASM</u> Diversity strategies are included in DCYJMA Strategic Workforce Plan to contribute to the proportion of people with disability employed in the Queensland Public Sector workforce increase towards eight per cent by 2022.</p> | The DCYJMA Strategic Workforce Plan 2021-2025 The DCYJMA Inclusion and Diversity Strategy 2020-2023 Annual Inclusion and Diversity workforce data profile | The DCYJMA Strategic Workforce Plan for 2021-2025 was endorsed by the DG and supported by the PSC in June 2021. Commenced communication and engagement efforts to promote the plan. The regional workforce planning will commence shortly. The Diversity and Inclusion Strategy continues to be implemented. The Diversity and Inclusion Reference Group was formed and will be consulted on diversity and inclusion strategies and initiatives. The DCYJMA intranet's page on 'Supporting people with disability' will continued to be kept updated. The Inclusion and Diversity workforce data profile on the intranet is updated annually and will assist in the monitoring of progress relating to Queensland Government employment targets for people with a disability. | Completed |
| 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 (AAQ whole-of-government, DSDSATSIP lead). | <ul style="list-style-type: none"> Guidance provided to staff about how to choose an accessible venue for an event or meeting <p><u>DCYJMA DSP ASM</u> The needs of people with disability are considered when buildings and accommodation are constructed, refurbished or leases renewed.</p> | 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 DCYJMA'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 the National Construction Code. | Ongoing |

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| <p>Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DSDSATSIP lead).</p> | <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 <p><u>DCYJMA DSP ASM</u> DCYJMA existing leadership programs are inclusive of, and accessible to, people with disability.</p> | <p>Review application and assessment processes for DCYJMA leadership programs e.g. REACH to ensure they are accessible.</p> <p>Review participant demographics for DCYJMA leadership programs.</p> | <p>Review and redevelopment of the leadership development programs, STEPS and REACH have commenced – this includes consideration of the delivery of both programs moving to online mediums to adapt to (on going) Covid-19 operational requirements.</p> <p>The potential online mediums are as follows:</p> <p>REACH – via teleconferencing (i.e. Microsoft Teams) – this application has accessibility functions available (e.g. closed caption, screen reader commands, keyboard shortcuts, voice recognition...etc).</p> <p>STEPS – eLearning – hosted in CYJMA Learning Management System – accessibility standards for any materials developed will be taken into consideration (guidance - Web Content Accessibility Guidelines (WCAG 2.2 & 3.0)).</p> | <p>Ongoing</p> |
| <p>Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019¹ <p><u>DCYJMA DSP ASM</u> DCYJMA participates in mechanisms developed by DSDSATSIP to support the department's eligible clients and staff to transition and access services through the NDIS.</p> | <p>DCYJMA continues to support the department's eligible children and young people and staff with transitioning and accessing services through the NDIS, and support children and young people with a disability who are not eligible for the NDIS through case planning.</p> <p>The Youth Justice Learning and Development Unit are providing professional development opportunities for staff in the region to build capacity to identify and refer young people with a suspected disability.</p> <p>Specialised multi-agency response teams (SMART) provide brokerage funding for assessment, referral and treatment services for young people who have been charged with an offence and are at risk of reoffending.</p> | <p>Queensland's transition to the NDIS was officially completed on 1 October 2020, when NDIS Full Scheme arrangements took effect.</p> <p>At 31 July 2021, about 45,000 children and young people in Queensland had an approved NDIS plan. Of this, more than 2,500 children and young people with ongoing child protection intervention have approved NDIS plans, including more than 1,264 Aboriginal and Torres Strait Islander children and young people.</p> <p>The DCYJMA NDIS Management Oversight Committee meets on a six-weekly basis to provide strategic leadership and oversight to the DCYJMA NDIS transition and full-scheme implementation work.</p> <p>A regional reference group with Child Safety frontline staff meets each month to provide operational guidance and support to staff working on transition of children and young people.</p> <p>The DCYJMA Mainstream Interface Working Group meets monthly with the NDIA to seek solutions to operational interface issues between the two agencies.</p> <p>Targeted communications are being updated for children and young people, families, carers and service providers to support them through the NDIS transition.</p> <p>Regular information and engagement sessions are delivered to staff, carers and service providers to help them to understand the transition to the NDIS.</p> <p>An Assessment and Referral Team (ART) has been established by DSDSATSIP for a time-limited period to assist youth justice (YJ) staff to identify young people who might be eligible for the NDIS. A particular focus of ART are Aboriginal and Torres Strait Islander young people who are overrepresented in the YJ cohort.</p> | <p>Ongoing</p> |

¹ Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme takes effect from 1 July 2020

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| | | | <p>Professional development in relation to the identification and appropriate referral of suspected disabilities has commenced for all staff in detention and youth justice service centres. Guest speakers include a clinical psychologist and adolescent physician specialising in young people with disabilities.</p> <p>Child safety and youth justice staff have established specialist clinics for the collaborative case management of dual order clients. This is a particularly vulnerable cohort.</p> <p>The above activities are being continued ongoing as they assist in sustaining disability and NDIS awareness and actions in DCYJMA.</p> | |
| <p>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 (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted <p><u>DCYJMA DSP ASM</u> Options for engagement by people with disability and their families and carers are promoted, including the use of technology.</p> | <p>Identify good practice processes for consultation and engagement, in consultation with key stakeholders.</p> <p>Promote processes and options for consulting and engaging with people with disability.</p> | <p>DCYJMA takes the needs of children and young people with disability into consideration when planning engagement and consultation activities.</p> | <p>Ongoing</p> |
| <p>Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting <p><u>DCYJMA DSP ASM</u> People with disability are consulted during the implementation of the department's Disability Service Plan actions.</p> | <p>Seek input from people with disability (including staff) in implementing and reviewing progress against Disability Service Plan actions including the Diversity and Inclusion Reference Group</p> | <p>The needs of people with disability are taken into consideration when implementing and reviewing progress against Disability Service Plan actions.</p> <p>The Diversity and Inclusion Reference Group was formed and will be consulted on diversity and inclusion strategies, initiatives and actions.</p> | <p>Ongoing</p> |
| <p>Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DSDSATSIP lead).</p> | <ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability <p><u>DCYJMA DSP ASM</u> Opportunities for people with disability to participate on boards and steering committees are</p> | <p>Consistent messaging encouraging people with diverse background – including people with disability – to participate in all workplace work groups including but not limited to boards and steering committees.</p> | <p>DCYJMA actively supports Aboriginal and Torres Strait Islander people, women, people with expertise in multiculturalism, young people and people with disabilities are encouraged to join. This contributes to diversity in the boardroom, and can add different perspectives and approaches that have positive outcomes</p> | <p>Completed</p> |

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| | promoted and examples of successes are highlighted, to foster 'change from within'. | | | |

CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2020 TO 30 JUNE 2021

DEPARTMENT SPECIFIC ACTIONS (As detailed in All Abilities Queensland (AAQ) - Queensland Government Actions)

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| Annual review of the department's complaints management policy and procedure to ensure that it is inclusive, and protects the rights of people with disability. | Complaints management policy and procedure are inclusive, and protect the rights of people with disability. | DCYJMA policy and procedures reference relevant disability legislation authority. | DCYJMA provides and pay for professional interpreting services for clients who have difficulties communicating in English and can also arrange for interpreters in Auslan and other sign languages when required. The Department's complaint brochure also outlines available translating and interpreting services assistance. | Completed |
| Ensure internal training programs provided by the department consider the requirements of staff with disability. | The department's internal training programs incorporate the requirements of staff with disability. | GRO Child Safety development program: <ul style="list-style-type: none"> eLearning and face-to-face training for GRO Child Safety training must adhere to the WCAG Level AA accessibility requirements and the Organisational Capability accessibility checklist must be reviewed prior to finalising a course. The GRO landing page also has a range of accessibility considerations in-built, including contrast checks, Keyboard navigation and accessibility checklists. Leadership development training: <ul style="list-style-type: none"> Videos for most eLearning materials have closed captioning and the face-to-face training facility has wheelchair access. | All videos must have subtitles/captions available (most videos on YouTube will already have that functionality available). Consideration is also given to including a transcript of the video in the course or the learner's workbook, for those who cannot hear well or who missed certain parts of the audio. Officers ensure that colour is not the only means of conveying information. Officers ensure that the contrast between foreground (especially text) and background (shapes, images) is at least at a ratio of 4.5:1 (test colours in http://webaim.org/resources/contrastchecker/). Officers keep text on screen to a minimum (aim for 150 words/screen), use a large font size, sans serif fonts and lots of white space. Officers use the Selection Pane to determine the tab ordering on each screen (for screen readers) and ensure the Accessibility Checker is utilised. The STEPS and REACH Leadership learning development programs are currently under review – redevelopment will take accessibility standards into consideration. | Completed |
| Annually review the department's attraction and retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability. | The department's attraction, retention, recruitment and selection policies ensure equal opportunity for people with disability | Recruitment Guidelines | DCYJMA recruitment and selection guidelines include information about a range of recruitment and selection methods to help selection panels design an inclusive selection process and direct staff to the Public Service Commission's diversity commitment and information about unconscious bias. | Completed |
| Develop and implement employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure department staff | The department's employee support strategies are inclusive of people with disability. | Employee Assistance Program | The current EAS service provider engaged by DCYJMA (Benestar) provides services to our employees over a variety of channels (including, face to face, online, telephone) to ensure it is accessible for all employees. | Completed |

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| with disability receive appropriate support. | | | | |
| Provide services and advice to supervisors of employees with disability as required, to ensure reasonable adjustment in the department's workplaces for employees with disability. | Services and advice provided to supervisors of employees with disability, as required. | Case Management Services | Case management services (if required) and support are provided to managers and team leaders as required in regard to reasonable adjustments for our employees. | Completed |
| Develop and implement communication strategies to raise awareness of senior leaders and managers about the department's Disability Service Plan in order to attract and retain people with disability. | Communication strategies developed and implemented. | Disability Action Week – September 2020 | Disability Action Week communications included a call to staff to commit to raising their disability awareness by completing the Disability Awareness online training program and attending the departmental leadership podcast about disability awareness and introduction to inclusive leadership. Communications also reinforced that the importance of the Inclusion and Diversity strategy and Disability Service Plan. | Completed |
| 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 | Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met | <p>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. From April 2020, there are 43 IFS services operating across Queensland (two existing Cairns IFS services underwent a merger in 2020). Family and Child Connect (FaCC) seek to engage families experiencing vulnerability and link them with support services. There are 17 FaCC services across the state.</p> <p>Family Wellbeing Services (FWS) work with Aboriginal and Torres Strait Islander families to enhance their capacity to provide a safe and nurturing environment for their children. There are 33 FWS services across Queensland.</p> <p>Families engaged with these services can obtain access to interpreters through the department.</p> | <p>Over the four year period commencing 1 July 2017, 8,214 families are reported by funded organisations to have received assistance from an Intensive Family Support service where all/majority/partial needs have been met. This represents 33 per cent of all referrals received during the period.</p> <p>For 2019-20, there was over \$16.5 million allocated to Families and Child Connect (FACC) services; and over \$56.7 million allocated to IFS. Funds of \$41.2 million were allocated to FWS.</p> <p>In 2020-21, 1,941 families engaged with IFS had cases closed due to having the majority of or partial needs met.</p> <p>In the same period, 1,421 families engaged with the FWS had cases closed due to having the majority of, or partial needs met.</p> <p>FaCCs only provide short interventions aimed at linking families quickly with long term supports, so they do not report on case closures with needs met.</p> <p>For IFS services this action has been completed for the period 1 July 2017 to 30 June 2021.</p> <p>For FaCC and FWS services this action has been completed for the period 1 July 2020 to 30 June 2021.</p> | Completed |
| Link vulnerable young people with wraparound supports through case management in the Youth Support program. | Number of young people receiving case management through the Youth Support program | For the period of 1 July 2020 to 30 June 2021, 4,951 young people received case management from youth support services. Of these, 1,558 young people were reported by funded organisations as having their cases closed / finalised as a result of the majority of identified needs being met. | <p>Over the three-year period commencing 1 July 2018, 7,134 young people are reported by funded organisations to have received case management support from a Youth Support Service.</p> <p>In 2020-21, 71.3 per cent of young people receiving case management support at a Youth Support Service were reported by funded organisations as having the majority of their needs met at the time the client exited the service.</p> | For the period of 1 July 2020 to 30 June 2021, this action is completed |
| Promote awareness and inclusion of people with disability in celebrations and awareness | Celebrations and awareness raising activities undertaken, funded or sponsored by the department are | <ul style="list-style-type: none"> Child Protection Week Harmony Week March 2021 | Celebrations and awareness raising activities were accessible and inclusive of people with a disability. | Completed |

| Action <i>All Abilities Queensland commitments for 2020-2023</i> | Action success measure (ASM) <i>How we know we have completed these actions and activities</i> | Products/Activities <i>Outline agency-specific products or activities to support this action for the period 1 July 2020 to 30 June 2021</i> | Progress/Achievements <i>What we did in the period 1 July 2020 to 30 June 2021 to ensure success measures are addressed</i> | Status <i>For the period 1 July 2020 to 30 June 2021</i> |
|---|---|---|---|--|
| raising activities for other cohorts supported by the department. | accessible and inclusive for people with disability. | <ul style="list-style-type: none"> • NAIDOC • Domestic and Family Violence Prevention Month • Queensland Women's week | These activities were promoted using a variety of channels including yammer, intranet articles, champions and CHRO messaging. | |
| Ensure agreements between the department and funded organisations take into account accessibility and inclusiveness of people with disability. | All funding and service agreements include accessibility and inclusiveness of people with disability where necessary. | <p>Under section 3.4 of the Service Agreement Standard Terms, funded agencies must provide service users with access to and assistance with the services on the basis of need, but otherwise on a non-discriminatory basis, except where the services are delivered to meet the needs of specific service users.</p> <p>Funded organisations are required to comply with standards under the Human Services Quality Framework. Standard 2 relates to service access, and ensures that the organisation makes its services available to its target group in fair, transparent and non-discriminatory ways. In assessing compliance with standards, certification bodies examine whether organisations have processes to identify and respond to potential access barriers such as language, culture, ability, safety or physical access to services, and whether they give consideration to specific needs when communicating with potential or actual service users (such as language, culture, age, ability)</p> | In 2020-21, the vast majority of organisations funded by the department are subject to the Human Services Quality Framework, which requires independent certification of compliance with quality standards, including a standard related to service access. | Completed |
| Increase staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf or hearing impaired). | Develop and distribute a staff communicate to increase awareness of services available for people with disability. | Intranet information and staff messages | Information about supporting staff with disability continues to be maintained and updated. Disability Action Week awareness messages are posted annually. | Completed |
| Ensure client training programs provided or funded by the department consider the requirements of staff with disability. | The department's client training programs incorporate the requirements of staff with disability. | DCYJMA offers training services via webinar and face to face in departmental facilities to meet requirements of staff with a disability. | Training videos comply with Accessibility Standards (i.e. associated transcripts attached or closed captioning available). | Completed |
| Improve department and funded service providers cultural capability to support Aboriginal people and Torres Strait Islander people with disability. | Case studies to highlight improvements to cultural capability to support Aboriginal people and Torres Strait Islander people with disability. | <p>A range of products to assist staff to improve their cultural capability have been developed/produced including:</p> <ul style="list-style-type: none"> • Starting the Journey (Foundational Training) online module • Starting the Journey (Foundational Training) online module • Our Journey, My Story. Online cultural capability self-assessment tool • Respectful Language Guide • Valuing Aboriginal and Torres Strait Islander Knowledge Lens. | DCYJMA continues to embed cultural capability across the organisation as a continuous learning journey. There is an intention to share these resources with our partner organisations. | Completed |