**DEPARTMENT OF CHILD SAFETY, YOUTH AND WOMEN**

**DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 to 30 JUNE 2019 (Year 2)**

**whole-of-government actions (As detailed in All Abilities Queensland - Queensland Government Actions)**

| **Action**  *All Abilities Queensland commitments for 2017-2020* | **Action success measure (ASM)** | **Products/Activities** | **Progress/Achievements** | **Status** |
| --- | --- | --- | --- | --- |
| Support national communication strategies and activities to promote the *National Disability Strategy 2010–2020* | **Queensland Government ASM**   * Queensland participates and contributes to national communication strategies and activities.   **DCSYW DSP ASM**   * Participate in, and contribute to national communication strategies and activities, as required. | Queensland continues to participate in, and contribute to, national communication strategies and activities. | The Queensland Government has actively contributed to and participated in governance mechanisms to progress, action and promote the National Disability Strategy 2010-2020 (NDS), and continues to work towards the development of a national disability policy framework beyond 2020. | Completed |
| 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 | **Queensland Government ASM**   * Information pack provided to Ministers to support development of partnerships.   **DCSYW DSP ASM**   * Contribute to information pack provided to Ministers to support development of partnerships. | DCSYW is a member of the Disability Services Senior Officers Working Group.  The Minister seeks to raise awareness of disability, wherever possible, when meeting with business, industry and organisational partners. | An information pack was considered by the Queensland Disability Advisory Council in 2018 and was amended prior to finalisation and approval to provide to Ministers. | Ongoing |
| 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 | **Queensland Government ASMs**   * Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs * Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs   **DCSYW DSP ASMs**   * Disability awareness training program made available to staff. * Disability awareness information provided in induction program. | A new Disability Awareness Module was developed by Strategic Policy in the Department of Communities, Disability Services and Seniors in collaboration with the Public Service Commission. This module is a whole-of-government training asset and is intended to form part of induction. The module was released in September 2018. | There is a non-mandatory e-Learning training module available via DCSYW’s learning management system, which all departmental staff can access. This training is specifically targeted at supporting the practice of child safety staff. The module is on the topic of Working with Intellectual Disability. | Ongoing |
| 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 | **Queensland Government ASMs**   * Letters sent to all Local Governments and key non-government stakeholders * Information to support Local Governments, non-government organisations and businesses to develop plans provided on dedicated website   **DCSYW DSP ASMs**   * Website links to DCDSS information to support local governments, non-government organisations and businesses to develop disability action inclusion plans. | 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 | 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 | **Queensland Government and DCSYW ASM**   * Guidance provided to staff about how to choose an accessible venue for an event or meeting.   **Additional DCSWY DSP ASM**   * The needs of people with disability are considered when buildings and accommodation are constructed, refurbished or leases renewed. | 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 DCSYW’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 |
| Government services and funded non-government services provide access to language, translating and communication services | **Queensland Government and DCSYW DSP ASMs**   * Language, translating and communication services are available to Queenslanders with disability when accessing [Queensland Government / DCSYW ] provided and funded services. | Ensured there was familiarisation with the requirements of the language services policy and that staff and services had information on how to access interpreter and translation services. | DCSYW has enabled access to language, translating and interpreting services for non-government organisations (NGOs) since 2010. NGOs apply for and obtain a unique TIS code.  Funded NGOs can also access interpreting services through Support with Interpreting, Translating and Communications (SWITC). | Completed – part of business as usual activities |
| Work towards ensuring all Queensland Government information is accessible and provided in multiple formats | **Queensland Government and DCSYW DSP ASMs**   * All new key Queensland Government information/materials are provided in accessible formats * Existing content progressively reviewed and updated | DCSYW website content reviewed to ensure accessibility and availability in multiple formats. | DCSYW provided:   * input to redevelopment of the whole-of-government standard for consistent website user experience coordinated by DHPW * support for whole-of-government templates for consistent website user experience and single website experience coordinated by DHPW.   New, fully accessible corporate-branded document templates were produced for the DCSYW intranet.  New information and materials published on the DCSYW website were provided in accessible formats, and existing content continued to be reviewed and updated. | Completed – part of business as usual activities |
| 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). | **Queensland Government and DCSYW DSP ASMs**   * All new key website content is accessible and complies with guidelines.   **Additional Queensland Government ASM**   * Increase in the number of government websites that meet guidelines. | Ensured that departmental website complied with the government’s IS26 guidelines (in creation, implementation and management of internet sites). | All DCSYW managed websites meet the government’s [IS26 guidelines](https://www.qgcio.qld.gov.au/products/qgea-documents/548-information/2446-internet-is26) as well as existing accessibility and usability standards.  Accessibility and usability testing has been completed for internally developed, web-based systems and templates, with accessibility audits conducted for internally and externally developed campaign websites.  All DCSYW-managed websites are content accessible and comply with the government’s IS26 guidelines.  DCSYW:   * used the Siteimprove tool to improve departmental website accessibility and usability; the website now has a Siteimprove QA score well above the government benchmark of 82.2 out of 100 * continued to host all corporate multi-media content on YouTube so that it meets maximum accessibility standards.   Digital Services and Strategic Communication and Engagement worked together to raise awareness of the importance of accessibility when creating new web content. Departmental staff continued to be provided with access to the *Queensland Government web writing and style guide.* | Completed – part of business as usual activities |
| Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events. | **Queensland Government ASM**   * Number of businesses, offering the Companion Card Scheme   **DCSYW DSP ASM**   * DCSYW website includes a link to promote the uptake of the Companion Card Program. | The DCSYW website has been updated to include a link to provide information on the Companion Card Program: <https://www.csyw.qld.gov.au/child-family/ndis-transition-implementation> | A link has been included at: https://www.qld.gov.au/disability/business/companion-card.  DCSYW continues to promote the uptake of the Companion Card Program. | Completed |
| 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. | **Queensland Government ASMs**   * New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability *and carers* in development and implementation.   **DCSYW ASM**   * New legislation, policies and programs developed by the department demonstrate it has considered the needs of people with disability. | The Queensland *Child Protection Act 1999* 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 CP 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 considering further changes to state child protection legislation to continue building a stronger framework for protecting children and supporting families.  A discussion paper: *Rethinking rights and regulation: towards a stronger framework for protecting and supporting families* was released in July 2019. It canvasses a range of options for proposed reforms that will:   * reinforce human rights in the legislative framework * strengthen children and young people’s voices in decision making; and * reshape the regulation of care.   The release of this discussion paper follows a comprehensive review of the *Child Protection Act 1999* (the Act) which was undertaken between 2015 and 2017, and which culminated in significant changes to Queensland’s child protection legislation which have recently commenced. Underpinning these recently commenced changes is an updated paramount principle for administering the Act: The safety, wellbeing and best interests of a child, both through childhood and for the rest of the child’s life, are paramount. | Ongoing |
| 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. | **Queensland Government ASM**   * The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.   **DCSYW DSP ASM**   * Diversity strategies are included in DCSYW 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. | The recruitment and selection guide includes information about diversity considerations when planning recruitment. | An Inclusion and Diversity Strategy is in development that will include specific recruitment and retention activities.  Diversity data showed that, as at 21 June 2019, 2.19 per cent of DCSYW people experienced disability. The Queensland Public Service benchmark average (as at the quarter ended 31 March 2019) was 2.78 per cent. | Ongoing |
| 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. | **Queensland Government ASM**   * Information, resources and good practice case studies uploaded to the dedicated website.   **DCSYW DSP ASM**   * Links to information, resources and good practice case studies related to the benefits to businesses of employment people with disability and the assistance that is available, are provided on the department’s website. | Provide links to the DCDSS website to identify information and promote: resources and examples of the benefits of employing people with disability; the assistance available; and how to make the recruitment and employment process more accessible.  Participate in the Partnering for the Future community services industry strategy to support employment opportunities for people with disability. | DCSYW website has been 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. | Completed |
| Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme. | **Queensland Government ASM**   * All existing eligible clients transition and access services through the NDIS by 30 June 2019.   **DCSYW DSP ASM**   * DCSYW participates in mechanisms developed by DCDSS to support the department’s eligible clients and staff to transition and access services through the NDIS. | DCSYW continues to support the department’s eligible clients and staff with transitioning and accessing services through the NDIS. | At 30 June 2019, around 1200 children and young people have approved NDIS plans, including more than 477 Aboriginal and Torres Strait Islander children and young people.  The DCSYW NDIS management oversight committee meets on a six-weekly basis to provide strategic leadership and oversight to the DCSYW NDIS transition and full-scheme implementation work.  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.  The DCSYW Mainstream Interface Working Group meets monthly with the NDIA to seek solutions to operational interface issues between the two agencies.  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.  Regular information and engagement sessions are delivered to staff, carers and service providers to help them to understand the transition to the NDIS. | Ongoing |
| Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster ‘change from within’. | **Queensland Government ASM**   * Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability.   **DCSYW DSP ASM**   * Opportunities for people with disability to participate on boards and steering committees are promoted and examples of successes are highlighted, to foster ‘change from within’. | 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 is being progressively implemented. A primary consideration is facilitating greater accessibility for all women, including women with a disability.  Resources for aspiring women candidates were developed and made available on the Women on Boards website.  Deloitte had 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.  DCSYW 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 | Ongoing |
| 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. | **Queensland Government ASMs**   * Increased participation of people with disability in consultation * Options for engagement promoted   **DCSYW DSP ASMs**   * Options for engagement by people with disability and their families and carers are promoted, including the use of technology. | Identify good practice processes for consultation and engagement, in consultation with key stakeholders.  Promote processes and options for consulting and engaging with people with disability. | The needs of people with disability are taken into consideration when planning engagement and consultation activities. | Ongoing |
| Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions. | **Queensland Government ASM**   * Queensland Government 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.   **DCSYW DSP ASM**   * People with disability are consulted during the implementation of the department’s Disability Service Plan actions. | Seek input from people with disability (including staff) in implementing and reviewing progress against Disability Service Plan actions. | The needs of people with disability are taken into consideration when implementing and reviewing progress against Disability Service Plan actions. | Ongoing |
| Existing leadership programs are accessible and inclusive of Queenslanders with disability. | **Queensland Government ASM**   * Application and assessment processes for Queensland Government leadership programs are accessible. * Participant demographics for Queensland government leadership programs are representative of the community.   **DCSYW DSP ASM**   * DCSYW existing leadership programs are inclusive of, and accessible to, people with disability. | Review application and assessment processes for DCSYW leadership programs e.g. REACH to ensure they are accessible.  Review participant demographics for DCSYW leadership programs. | Demographic information of training participants is not currently available.  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. | Ongoing |

**Department of child safety, youth and women**

**DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 to 30 JUNE 2019 (Year 2)**

**DEPARTMENT SPECIFIC ACTIONS**

| **Action**  *All Abilities Queensland commitments for 2017-2020* | **Action success measure** | **Products/Activities** | **Progress/Achievements** | **Status** |
| --- | --- | --- | --- | --- |
| 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. | **Queensland Government and DCSYW DSP ASM**   * Commence delivery of a number of initiatives to improve access | Six new initiatives were added to the Queensland Women’s Strategy Community Implementation Plan (CIP) in 2018-19 relevant to this action. This increased the number of relevant initiatives being delivered by both government and non-government organisations to 20.  DCSYW released the Queensland Women’s Strategy progress report for 2016-18 in February 2019, highlighting the significant progress being made to implement the Strategy. This included actions to improve access to health information and services by women and girls, including those with disability. | DCSYW has coordinated the update of the CIP with new initiatives under all actions of the Queensland Women’s Strategy, including this action. | Ongoing |
| 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. | **Queensland Government and DCSYW DSP ASM**   * Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met | 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. There are 44 IFS services operating across Queensland.  Families can access the free IFS program via a referral from DCSYW (Child Safety), Family and Child Connect (FaCC), other services and entities, community members and families themselves.  Families engaged with IFS can obtain access to interpreters through the department. | For 2018-19, there was over $16 million allocated to Families and Child Connect (FACC) services; and over $51.5 million allocated to IFS.  In 2018-19, over 2,000 families engaged with IFS had cases closed due to having majority or partial needs met.  *(note: this measure is not focused on disability within the family, specifically, it is a general measure of all cases closed).* | This action is complete for 2018-19.  *(note: the program is ongoing (recurrent)* |
| Link vulnerable young people with wraparound supports through case management in the Youth Support program. | **Queensland Government and DCSYW DSP ASM**   * Number of young people receiving case management through the Youth Support program | As at 30 June 2019, 3,122 young people received case management from youth support agencies. Of these, 1,904 young people had their needs met and case plans closed. | In 2018-19, 61 per cent of youth receiving Youth Support services had the majority of their needs met at the time of case plan closure. | For the period 1 July 2018 to 30 June 2019, this action is completed. |
| 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. | **Queensland Government and DCSYW DSP ASM**   * All actions in Queensland Violence Against Women Prevention Plan commenced | An action under the *Queensland Violence against Women Prevention Plan 2016–22* was to develop a specific response to people with a disability who experience domestic and family violence. | In April 2019, the Queensland Government approved *Queensland’s Plan to address domestic and family violence against people with a disability*.  The plan is funded with $1.5 million over two years from 2019-20.  Initiatives within the plan are spread across four key focus areas; raising awareness, building sector capacity and capability, implementing practical responses and building the evidence. | Ongoing |
| 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. | **Queensland Government and DCSYW DSP ASP**   * Publication of an annual youth statement showcasing successes and reporting and implementation of actions | The Annual Youth Statement 2017-18 is available online and highlights key achievements for the period ending 30 June 2018. | Agencies are in the process of reporting achievements against the Queensland Youth Strategy Action Schedule for the period ending 30 June 2019.  The Annual Youth Statement 2018-19 will be prepared and made available online highlighting key achievements and future priorities. | Ongoing |

**Department of Child safety youth and women**

**DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 to 30 JUNE 2019 (Year 2)**

**ADDITIONAL DEPARTMENT SPECIFIC ACTIONS**

| **Action** | **Action success measure** | **Products/Activities** | **Progress/Achievements** | **Status** |
| --- | --- | --- | --- | --- |
| Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department. | * Celebrations and awareness raising activities undertaken, funded or sponsored by the department are accessible and inclusive for people with disability. | Celebrations and awareness raising activities that were accessible and inclusive of people with a disability include:   * Queensland Women’s Week 2019 * Child Protection Week * NAIDOC * Domestic and Family Violence Prevention Month * Sexual Violence Awareness Month. | **Queensland Women’s Week 2019**  $150,000 in grants was awarded to organisations across Queensland to help them to mark the week under the theme ‘Invest in women, Invest in the future and recognise the achievements and challenges faced by women and girls in Queensland’. People with disability were one of the target groups of the grant program with funded initiatives including events, programs and activities for people with disability, their families, friends, and carers.  **Domestic and Family Violence Prevention Month**  Almost $150,000 in one-off funding was administered to community organisations to deliver awareness raising activities in local communities. 32 organisations were funded across Queensland to hold events to raise awareness, and to come together as a community to stand against domestic violence. DCSYW provided merchandise and resources to support these activities.  **Child Protection Week**  DCSYW funds Act for Kids to facilitate the Queensland Child Protection Week Work plan; coordinate and promote with CPW activities; and financially administer grants. All promotional materials, including media releases and materials developed by sponsors must be endorsed by DCSYW. A range of activities are facilitated, including stakeholder engagement. Consideration is given to promoting the awareness and inclusion of people with disability during this annual celebration.  **Queensland Youth Week**  QYW acknowledges young people their contribution to our great community, and provides opportunities for them to have a say. Applications for grants totalling $30,000 to run an activity, project or event during Queensland Youth Week were available to community groups. The theme was ‘Unlimited’, celebrating the boundless energy young people bring to our communities and encouraging them to look to the future and see limitless possibilities. | Completed |
| Increase staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf and hearing impaired). | * Develop and distribute a staff communique to increase awareness of services available for people with a disability. |  | Information about supporting staff with disability is progressively developed and added the intranet. Disability Action Week awareness messages are posted annually. | Ongoing |
| 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. | Funded organisations must comply with the legislation and requirements of any Commonwealth, State, Territory or local authority in relation to accessibility and inclusiveness of people with a disability, and obtain and maintain all permits, registrations and licences required to be taken out in connection with their performance of the Services.  Organisations funded must ensure that the programs they provide are culturally accessible to Aboriginal and Torres Strait Islander peoples and to people from culturally and linguistically diverse backgrounds, recognising the diversity of needs of people, including specific needs (i.e. disabilities). | Performance reviews and audits are undertaken to gather and analyse information about the use of funding and to ensure that the use of funding and delivery of services is in accordance with the service agreement. | Ongoing |
| 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. | A range of products to assist staff to improve their cultural capability have been developed/produced including:   * 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. | DCSYW 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. | Ongoing |
| 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. | DCSYW policy and procedures reference relevant disability legislation authority. | DCSYW will provide 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.  Complaint brochure also outlines available translating and interpreting services assistance. | Ongoing |
| 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. | DCSYW 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). | Ongoing |
| 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:  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.  Our new GRO landing page also has a range of accessibility considerations in-built, including contrast checks, Keyboard navigation and accessibility checklists.  Leadership development training:  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, REACH and Mentor Connect programs are under review and accessibility and inclusion will be considered as part of this review. | Completed  Still underway |
| 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 | DCSYW 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. | Still underway |
| Develop and implement employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure department staff with disability receive appropriate support. | * The department’s employee support strategies are inclusive of people with disability. | Employee Assistance Programme | The current EAS service provider engaged by DCSYW (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. | Still underway |
| 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 | Disability Action Week communications included actions that can be taken to attract and retain people with disability. | Completed |
| 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. | * Monitoring and evaluation will occur as required by outcome and performance measures in the Monitoring and Evaluation Plan for *Changing Tracks.* | Increased access to, and involvement in, early years, health and disability programs for Aboriginal and Torres Strait Islander children aged 2–5 years.  16 Hospital and Health Services are being supported to develop local disability service plans with a focus on vulnerable groups such as Aboriginal and Torres Strait Islander children. | In 2018-19, the Queensland Government trailed the Pepi-Pod® Program to improve safe sleeping practices of Aboriginal and Torres Strait Islander babies across Queensland. The program provided 600 Pepi-Pods® to participating maternal and child health services along with safe sleep education and messages.  Further, the Queensland Government delivered a two-day Disability Yarn Up event designed to support people in accessing information and resources regarding the National Disability Insurance Scheme. The event was attended by 83 individuals during the two days.  The monitoring and evaluation framework for Our Way was developed by the Queensland Government in partnership with the Queensland First Children and Families Board and Family Matters. The framework was released in early 2019 | Ongoing |
| 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. (DCSYW) | * Progress reports on the Queensland Women’s Strategy in 2018 and 2020. * Increase the number of initiatives in the Queensland Women’s Strategy Community Implementation Plan which are inclusive of women with disability. | The DCSYW released the Queensland Women’s Strategy progress report for 2016-18 in February 2019, highlighting the significant progress being made towards gender equality, including for vulnerable women and girls such as those with disability.  69 new initiatives were added to the Queensland Women’s Strategy Community Implementation Plan (CIP) in 2018-19, taking the total number of initiatives in the CIP, being delivered by both government and non-government organisations to 209. | * DCSYW coordinated input from government and non-government organisations to update the CIP with new initiatives. * The DCSYW enhanced the Queensland Women’s Strategy website to further encourage ongoing stakeholder and community engagement and contribution to the CIP. Stakeholders across government, business and community sectors can register their initiatives online for inclusion in the CIP and can also share a success story in their efforts to achieve gender equality. The website was visited nearly 8,000 times in 2016-18, including over 3,000 times in 2017-18. | Ongoing |