



ALL ABILITIES QUEENSLAND: OPPORTUNITIES FOR ALL

State disability plan 2017–2020 — Queensland Government actions

COMMUNITIES FOR ALL

NATIONAL DISABILITY STRATEGY 2010-2010 (NDS) OUTCOME AREAS – 1 Inclusive and accessible communities and 2 Rights protection, justice and legislation;

NDS SECOND IMPLEMENTATION PLAN AREA OF INCREASED NATIONAL EFFORT – communication activities to promote the intent of the strategy throughout the community and improving outcomes for Aboriginal and Torres Strait Islander people with disability

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| Changing attitudes and breaking down barriers by raising awareness and capability | | | |
| <i>Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability.</i> | <i>DCDSS</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>New dedicated website launched</i> ➤ <i>Tools, resources and showcase examples progressively published</i> |
| <i>Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i>.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Queensland participates and contributes to national communication strategies and activities</i> |
| <i>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.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Information pack provided to Ministers to support development of partnerships</i> |
| <i>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.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs</i> ➤ <i>Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs</i> |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| <i>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.</i> | Whole-of-government (DCDSS lead) | 2017–2020 | <ul style="list-style-type: none"> ➤ 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 |

Accessible places and spaces

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| <i>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.</i> | Whole-of-government (DCDSS lead) | 2017–2020 | <ul style="list-style-type: none"> ➤ Guidance provided to staff about how to choose an accessible venue for an event or meeting |
| <i>Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the <i>Advancing Queensland: an age-friendly community grants</i> program.</i> | DCDSS | 2017–2019 | <ul style="list-style-type: none"> ➤ Number of innovative projects delivered from the 2017-18 grants program which benefit older people, including those with disability |
| <i>Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code.</i> | DHPW | 2017–2018 | <ul style="list-style-type: none"> ➤ Responses to QBP proposals considered and QBP Consultation Paper published |
| <i>In consultation with key partners, investigate the need for information and resources to support business and community organisations to understand the benefits and potential methods of including accessibility in their buildings, places and spaces.</i> | DCDSS | 2017–2020 | <ul style="list-style-type: none"> ➤ Links to existing resources published on dedicated website ➤ Consultation with key partners undertaken to determine need for additional information |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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Accessible information

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| Work towards ensuring all Queensland Government information is accessible and provided in multiple formats. | Whole-of-government (DCDSS lead) | 2017–2020 | <ul style="list-style-type: none"> ➤ All new key Queensland Government information/materials are provided in accessible formats ➤ Existing content progressively reviewed and updated |
| 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). | Whole-of-government (DHPW support) | 2017–2020 | <ul style="list-style-type: none"> ➤ All new key website content is accessible and complies with guidelines ➤ Increase in the number of government websites that meet guidelines |
| Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members. | DHPW | 2017–2018 | <ul style="list-style-type: none"> ➤ Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability |
| 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. | QH | 2017–2020 | <ul style="list-style-type: none"> ➤ Increased staff awareness of services available for people who are deaf or hearing impaired, in the delivery of public health services |

Welcoming and inclusive communities

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| Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland. | DITID/DHPW | 2017–2020 | <ul style="list-style-type: none"> ➤ Funding of innovative research, development or commercialisation projects which directly assist the disability services sector |
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| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| <i>Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.</i> | <i>Whole-of-government (DCDSS)</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Number of businesses, offering the Companion Card Scheme</i> |
| <i>Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations.</i> | <i>DES</i> | <i>2017–2020</i> | <i>➤ Reported initiatives/case studies</i> |
| <i>Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre (QPAC), Queensland Museum and Queensland Art Gallery and Gallery of Modern Art (QAGOMA).</i> | <i>DES</i> | <i>2017–2020</i> | <i>➤ Reported access initiatives</i> |
| <i>Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts.</i> | <i>DES</i> | <i>2017–2020</i> | <i>➤ Reported initiatives/case studies</i> |
| <i>Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport.</i> | <i>DHPW</i> | <i>2017–2018</i> | <i>➤ Communication with relevant organisations, development and distribution of relevant materials</i> |
| <i>Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations.</i> | <i>DHPW</i> | <i>2017–2020</i> | <i>➤ Communication with relevant organisations, development and distribution of relevant materials</i> |
| <i>Continue to promote and improve access to Queensland’s national parks particularly at popular sites where we are replacing or providing new facilities.</i> | <i>DES</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Accessible visitor facilities are incorporated into the design and construction of at least three new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise the protection of the natural and cultural values of the sites</i> |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| Implement the <i>Queensland Financial Inclusion Plan</i> to improve financial security and resilience for Queenslanders including people with disability. | DCDSS | 2017–2020 (ongoing) | ➤ Number of people receiving assistance through Better Budgeting Services |
| Provide a range of adaptive technology devices to enable people with disability to use the State Library of Queensland collections and resources onsite. | DES | 2017–2018 | ➤ Devices available for visitors with disability to access collections and resources |
| Promote the <i>Inclusive Tourism Guide – Inclusive Tourism: Making your business more accessibility and inclusive.</i> | DITID | 2017–2020 | ➤ The guide is widely distributed through and used in industry networks |

Respecting and promoting the rights of people with disability and recognising diversity

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| 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. | Whole-of-government (DCDSS lead) | 2017–2020 | ➤ New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation |
| Review Queensland's legislation to ensure readiness for full implementation of the National Disability Insurance Scheme. | DCDSS | 2017–2019 | ➤ Review completed |
| Maintain a strong voice for the rights of Queenslanders with impaired capacity. | DJAG | 2017–2020 (ongoing) | ➤ Services provided to protect the rights and interests of vulnerable adults and children |
| Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the National Disability Insurance Scheme. | DCDSS | 2017–2019 | ➤ Advocacy services are available to people with disability as they transition to the National Disability Insurance Scheme |
| Continue to fund community legal centres to provide advice and support to vulnerable Queenslanders, including people with disability. | DJAG | 2017–2020 (ongoing) | ➤ Community legal centres funded to support vulnerable Queenslanders |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| <i>Government services and funded non-government services provide access to language, translating and communication services.</i> | <i>Whole-of-government (DLGRMA lead)</i> | <i>2017–2020</i> | <i>➤ Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services</i> |
| <i>Establish a panel of training providers to better support the cultural capability of organisations, by the end of 2018, to contribute towards the <i>Multicultural Action Plan 2016–17 to 2018–19</i> focus on building culturally capable services and programs, including disability services.</i> | <i>DLGRMA</i> | <i>2017–2018</i> | <i>➤ Establishment of a panel of cultural capability training providers</i> |
| Safe, healthy and respectful relationships | | | |
| <i>Promote the Respectful Relationships Education Program in Queensland schools.</i> | <i>DoE</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Publication of Program and communication to stakeholders</i> |
| <i>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.</i> | <i>DCSYW</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Commence delivery of a number of initiatives to improve access</i> |

LIFELONG LEARNING

NDS OUTCOMES AREAS 3 Economic Security and 5 Learning and skills

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| Early childhood | | | |
| Continue to provide Early Years Connect resources to support to Early Childhood Education and Care (ECEC) educators working with children with disability and children with complex additional needs. | DoE | 2017–2020 (ongoing) | ➤ The provision of quality professional learning resources for ECEC educators |
| Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) program for sessional kindergartens. | DoE | 2017–2020 (ongoing) | ➤ Increased enrolments of children with disability and greater number of kindergartens accessing the program |
| Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindergarten services. | DoE | 2017–2020 (ongoing) | ➤ Increased number of sessional kindergartens accessing support to assist children with disability |
| Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the <i>Early Childhood Education and Care Workforce Action Plan 2016–2019</i> . | DESBT | 2016–2019 | ➤ Numbers of educators that access the skills sets to enable them to have the skills and knowledge they need to deliver a quality early childhood program that meets the needs of all children in their care |
| Primary, special and secondary schools | | | |
| Implement 17 recommendations of the independent review of education for students with disability in Queensland state schools. | DoE | 2017–2020 | ➤ Implementation of the recommendations |
| Ensure the Department’s parent engagement strategy is inclusive of parents of students with disability. | DoE | 2017–2018 | ➤ Publication of strategy |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| <i>Develop a state-wide continuum of educational delivery to ensure that students with severe and complex mental health needs have access, across the state, to specialised and appropriate educational support at all stages of their illness.</i> | <i>DoE</i> | <i>2017–2020</i> | <i>➤ Information on implementation included in DoE Annual Report</i> |
| <i>Continue inclusion coach positions across Queensland to provide leadership and direction to state schools about evidence-based inclusive practices focused on improving educational outcomes for all students.</i> | <i>DoE</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Annual evaluation</i> |
| Tertiary and vocational education | | | |
| <i>Continue to support the delivery of lifelong learning options in rural areas including through the use of online options and technology.</i> | <i>DESBT</i> | <i>2017–2019 2017–2020 (ongoing)</i> | <i>➤ Skilling Queenslanders for Work continues to be delivered in rural areas and includes people who identify as having disability ➤ Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training</i> |
| <i>Promote Skills Disability Support as a participation strategy for learners with disability.</i> | <i>DESBT</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training</i> |
| <i>Provide guidance to all registered training organisations via the resource ‘Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners’.</i> | <i>DESBT</i> | <i>2018–2020</i> | <i>➤ Resource is reviewed, promoted and made publically available</i> |

| Action | Responsibility | Timeframe <i>(financial year)</i> | Action success measure |
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| <p><i>Encourage and support participation of Queenslanders with disability in mainstream training programs under the Annual VET Investment Plan, through concessional arrangements, i.e. higher government subsidies to enable lower fees and increased training support, and tailored learning pathways (e.g. through Skilling Queenslanders for Work, foundation skills and lower level qualifications).</i></p> | <p><i>DESBT</i></p> | <p><i>2017–2020</i></p> | <p>➤ <i>People with disability continue to remain a priority target group within programs offered through the Annual VET Investment Plan</i></p> |
| <p><i>Support pre-Qualified Suppliers to provide inclusive learning environments through the ‘Inclusive Learning: A Way Forward’ framework.</i></p> | <p><i>DESBT</i></p> | <p><i>2017–2020 (ongoing)</i></p> | <p>➤ <i>Inclusive practice continues to be evaluated in scheduled audits by identifying opportunities for improvement to ensure pre-qualified suppliers achieve and maintain the intended policy goals</i></p> |

EMPLOYMENT

NDS OUTCOME AREA 3 Economic security; NDS second implementation plan area of increase national focus – improving employment outcomes for people with disability

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| Leading the way – increasing opportunities in the Queensland public sector | | | |
| <i>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.</i> | <i>Whole-of-government (PSC lead)</i> | <i>2017–2020 (ongoing)</i> | <i>➤ The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022</i> |
| Increasing employment opportunities for Queenslanders with disability | | | |
| <i>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.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <i>➤ Information, resources and good practice case studies uploaded to the dedicated website</i> |
| <i>Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and supports jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy.</i> | <i>DESBT</i> | <i>2017–2018</i> | <i>➤ Number of job seekers with disability who received support through the Back to Work regional employment program</i> |

EVERYDAY SERVICES

NDS OUTCOME AREAS 1 Accessible and inclusive communities; 2 Rights protection, justice and legislation; 3 Economic security, 4 Personal and community support and 6 Health and wellbeing: NDS second implementation plan area of increased national effort – NDIS transition to full scheme

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| Housing | | | |
| <i>Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy.</i> | <i>DHPW</i> | <i>2017–2018</i> | <ul style="list-style-type: none"> ➤ <i>A housing strategy and QBP Consultation Paper published</i> |
| <i>Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs.</i> | <i>DHPW</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Housing Strategy is published</i> ➤ <i>Housing Strategy Action Plan supports person-centred approaches to housing assistance</i> ➤ <i>Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants</i> |
| <i>Ensure all new social and government employee housing projects are built in consideration of <i>Livable Housing Design Guidelines</i>.</i> | <i>DHPW</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>50 per cent of new social housing built in consideration of liveable housing guidelines</i> ➤ <i>All new government employee housing built in consideration of liveable housing guidelines</i> |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
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| <i>Include additional guidance in Economic Development Queensland (EDQ) guidelines for accessible housing to promote liveable housing design in new dwellings in Priority Development Areas (PDAs) and in PDAs where EDQ is the developer.</i> | <i>DSDMIP</i> | <i>2018–2019</i> | ➤ <i>Guideline published</i> |
| <i>Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy.</i> | <i>DHPW</i> | <i>2017–2018 (HAS and QSTARS) 2017–2020 (RentConnect)</i> | ➤ <i>Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS)</i> ➤ <i>Continuation of RentConnect program</i> |
| <i>Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability.</i> | <i>DHPW</i> | <i>2017–2020</i> | ➤ <i>Best practice housing solutions and case study examples published</i> ➤ <i>Guidelines for housing providers developed</i> |
| <i>Develop policy positions on housing access, quality and safeguards and new supply that improve housing choice for people with disability and influence national implementation and guide state roll-out of the National Disability Insurance Scheme.</i> | <i>DHPW</i> | <i>2017–2020</i> | ➤ <i>Meetings of the Reform Leaders' Group Sub-committee on Housing held</i> ➤ <i>Recommendations provided to the NDIS Reform Leader's Group on improving housing choice for people with disability including quality and safeguards</i> ➤ <i>Inter-agency Action Plan developed</i> ➤ <i>Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers)</i> |

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Health

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| <i>In implementing My health, Queensland's future: Advancing health 2026, the needs of people with disability are taken into consideration.</i> | QH | 2017–2020 | ➤ The needs of people with disability are reflected in implementation actions |
| <i>In developing and implementing Queensland Health strategies, programs and policies, the needs of people with disability are taken into consideration.</i> | QH | 2017–2020 | ➤ Strategies, programs and policies reflect the needs of people with disability |
| <i>Investigate options to improve health service data collection about people with disability.</i> | QH | 2017–2020 | ➤ Improved ability to identify patients with disability in public health services |
| <i>Improved access and experience of the health system by Aboriginal and Torres Strait Islander people with disability and their carers/families and communities.</i> | QH | 2017–2020 | ➤ Aboriginal and Torres Strait Islander people with disability and their carers/families report improved access or improved experiences with the public health system |
| <i>Consider the need for actions around specific groups of people with disability.</i> | QH | 2017–2018 | ➤ Actions developed as required |
| <i>Build knowledge of health workforce about the needs of people with disability.</i> | QH | 2017–2020 | ➤ Improved knowledge of staff needs of people with disability |

Transport

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| <i>Participate and influence national processes and policy that supports the removal of barriers for people with disability using public transport (for example, ongoing reviews of the Disability Standards for Accessible Public Transport).</i> | DTMR | 2017–2020 (ongoing) | <ul style="list-style-type: none"> ➤ Active participation on national committees such as National Accessible Public Transport Advisory Committee and the Disability Standards for Accessible Public Transport (DSAPT) Modernisation Committee ➤ DTMR submission finalised and provided to Commonwealth in response to five year review of DSAPT |
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| Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years. | DTMR | 2017–2020 (ongoing) | ➤ Accessibility upgrades to 14 high-priority stations in South East Queensland completed |
| Work with our partners to ensure that Gold Coast Commonwealth Games 2018 (GC2018) facilities and services are designed to provide an equitable transport experience and promote accessible public transport and active transport as the key modes of access to GC2018 precincts. | DTMR | 2017–2018 | ➤ Delivery of games passenger transport in accordance with operations plans which acknowledge accessibility requirements |
| Continue to make the Queensland public transport network more accessible for people with disability and those with limited mobility by: <ul style="list-style-type: none"> ➤ Continuing to implement TMR’s Disability Action Plan – Improving Access to 2017 ➤ Undertaking an end of term review of the Disability Action Plan – Improving Access 2017 ➤ Developing a new disability action plan to demonstrate TMR’s commitment to making the passenger transport network more accessible for people with disability and those with limited mobility. | DTMR | 2017–2020 (ongoing) | <ul style="list-style-type: none"> ➤ Completion of actions contained within TMR’s Disability Action Plan – Improving Access to 2017 ➤ Final review report completed for TMR’s Disability Action Plan – Improving Access to 2017 ➤ Disability action plan for the period 2018 to 2022 developed in consultation with key stakeholders |
| Continue to manage the Disability Parking Permits including improvements to services. | DTMR | 2017–2020 (ongoing) | <ul style="list-style-type: none"> ➤ Ongoing scheme administration ➤ Implementation of a new online application lodgement service for Disability Parking Permits customers |
| Continue to engage with key stakeholders about issues relating to improving the accessibility of the Queensland passenger transport network through the Transport and Main Roads Accessibility Reference Group. | DTMR | 2017–2020 (ongoing) | ➤ Accessibility Reference Group meetings held on a quarterly basis with meaningful agendas that include consultation opportunities for TMR projects |

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| Continue to ensure people with disability have access to safe, reliable and affordable personalised transport services, including implementation of an incentive payment to drivers of wheelchair accessible taxis to meet the needs of certain customers with disability. | DTMR | 2017–2018 | <ul style="list-style-type: none"> ➤ Implementation of personalised transport reforms, which includes maximum fare protections for certain customer with disability ➤ Ongoing funding of the incentive payment for drivers of wheelchair accessible taxis to prioritise services to Taxi Subsidy Scheme members identified as requiring a wheelchair to travel |

Disability and community supports

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| Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme. | Whole-of-government (DCDSS lead) | 2017–2019 | ➤ All existing eligible clients transition and access services through the NDIS by 30 June 2019 |
| Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme. | DCDSS | 2017–2020 (ongoing) | ➤ Community care services continue to be provided to eligible persons aged under 65 who are not eligible to participate in the NDIS |
| Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not meet the access criteria for the National Disability Insurance Scheme. | DCDSS | 2017–2020 (ongoing) | ➤ Continuity of support process in place and accessed by eligible people with disability |
| Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework and contributing to implementing the National Disability Insurance Scheme National Quality and Safeguarding Framework. | DCDSS | 2017–2019 | ➤ Queensland quality framework is in place until completion of NDIS transition |

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Building cultural capability

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| Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal and Torres Strait Islander people with disability and work with relevant State Government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal and Torres Strait Islander people. | DATSIP | 2017–2020 (ongoing) | ➤ Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services |
| Support Service Providers with recruitment and retention of Aboriginal and Torres Strait Islander staff and other culturally capable staff to support meeting the needs of Aboriginal and Torres Strait people with disability. | DATSIP | 2017–2020 (ongoing) | ➤ Case examples highlight support provided to disability service providers to recruit and retain Aboriginal and Torres Strait Islander staff |
| Build the capability of communities and the disability service sector to deliver support to Aboriginal and Torres Strait Islander people with disability and support the readiness of Aboriginal and Torres Strait Islander people to transition to the NDIS. | DCDSS | 2017–2018 | <ul style="list-style-type: none"> ➤ Participant readiness activities are accessible to Aboriginal and Torres Strait people with disability ➤ Supports and services to Aboriginal and Torres Strait Islander people with disability are maintained and improved during NDIS transition |
| Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks. | DCDSS | 2017–2018 | <ul style="list-style-type: none"> ➤ Participant readiness activities accessible to people with disability from culturally and linguistically diverse backgrounds ➤ Supports and services to culturally and linguistically diverse Queenslanders with disability are maintained and improved during NDIS transition |

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Strengthening families and supporting children and young people with disability who come into contact with the child protection system

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| 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. | DCSYW | 2017–2018 | ➤ Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met |
| Link vulnerable young people with wraparound supports through case management in the Youth Support program. | DCSYW | 2017–2018 | ➤ Number of young people receiving case management through the Youth Support program |

Justice and community safety

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| Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have disability and making effective referrals to relevant agencies. | DJAG | 2017–2020 (ongoing) | ➤ Services provided to support victims of crime |
| 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. | DCSYW | 2017–2020 (ongoing) | ➤ All actions in Queensland Violence Against Women Prevention Plan commenced |
| Continue to fund the Elder Abuse Prevention Unit to prevent and respond to the abuse of older people, including those with disability or impaired capacity. | DCDSS | 2017–2020 | ➤ Funds provided |
| Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment. | QCS | 2017–2020 (ongoing) | ➤ Report on any approved options to increase prisoner access to rehabilitation and re- entry programs |

| Action | Responsibility | Timeframe <i>(financial year)</i> | Action success measure |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Complete the review of the Forensic Disability Act 2011 to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation.</i></p> | <p><i>DCDSS</i></p> | <p><i>2017–2019</i></p> | <ul style="list-style-type: none"> ➤ <i>Review of the Forensic Disability Act 2011 completed</i> |
| <p><i>Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.</i></p> | <p><i>DCDSS</i></p> | <p><i>2017–2020</i></p> | <ul style="list-style-type: none"> ➤ <i>Framework published online</i> ➤ <i>Consultation about implementation conducted with stakeholders</i> |

LEADERSHIP AND PARTICIPATION

NDS OUTCOMES AREAS 2 Rights protection, justice and legislation and 5 Learning and skills

| Action | Responsibility | Timeframe (financial year) | Action success measure |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Inclusion in consultation, civic participation and decision making and supporting leadership development | | | |
| <i>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.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Increased participation of people with disability in consultation</i> ➤ <i>Options for engagement promoted</i> |
| <i>Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>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</i> |
| <i>Existing leadership programs are accessible and inclusive of Queenslanders with disability.</i> | <i>Whole-of-government (DCDSS lead)</i> | <i>2017–2020</i> | <ul style="list-style-type: none"> ➤ <i>Application and assessment processes for Queensland Government leadership programs are accessible</i> ➤ <i>Participant demographics for Queensland Government leadership programs are representative of the community</i> |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Improve opportunities for Queenslanders with disability to participate in voting, and ensure people have access to information in multiple formats to enable informed decision-making.</i> | ECQ | 2017–2020 (ongoing) | <ul style="list-style-type: none"> ➤ Queensland Electors with disability will be provided with increased voting options with the introduction of Drive-Thru Voting at the next State General Election ➤ ECQ will continue to provide and improve services to Queenslanders who are deaf and Queenslanders with hearing and vision impairment by working closely with disability organisations to provide useful and relevant information to enable people to cast a secret and independent ballot |
| <i>Support the existing Queensland Disability Advisory Council and seven regional disability advisory councils to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for government consideration.</i> | DCDSS | 2017–2020 | <ul style="list-style-type: none"> ➤ Information is provided about the number of times each council has met and the number of members attending each meeting ➤ Information provided on the issues identified by councils and practical ways the councils and members have informed government activities |
| <i>Continue to convene the Queensland Carers Advisory Council which provides advice to the Minister for Disability Services and Seniors on carer-related issues.</i> | DCDSS | 2017–2020 (ongoing) | <ul style="list-style-type: none"> ➤ Three meetings held per year |
| <i>Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster ‘change from within’.</i> | Whole-of-government (DCDSS lead) | 2017–2020 | <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 |

| Action | Responsibility | Timeframe (financial year) | Action success measure |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <i>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.</i> | <i>DCSYW</i> | <i>2017–2020 (ongoing)</i> | <i>➤ Publication of an annual youth statement showcasing successes and reporting and implementation of actions</i> |

ABBREVIATIONS

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|---------------|------------------------------------------------------------------------------------------|
| <i>DPC</i> | <i>Department of the Premier and Cabinet</i> |
| <i>DATSIP</i> | <i>Department of Aboriginal and Torres Strait Islander Partnerships</i> |
| <i>DCSYW</i> | <i>Department of Child Safety, Youth and Women</i> |
| <i>DCDSS</i> | <i>Department of Communities, Disability Services and Seniors</i> |
| <i>QCS</i> | <i>Queensland Corrective Services</i> |
| <i>DoE</i> | <i>Department of Education</i> |
| <i>DESBT</i> | <i>Department of Employment, Small Business and Training</i> |
| <i>DES</i> | <i>Department of Environment and Science</i> |
| <i>DHPW</i> | <i>Department of Housing and Public Works</i> |
| <i>DITID</i> | <i>Department of Innovation, Tourism Industry Development and the Commonwealth Games</i> |
| <i>DJAG</i> | <i>Department of Justice and Attorney-General</i> |
| <i>DLGRMA</i> | <i>Department of Local Government, Racing and Multicultural Affairs</i> |
| <i>QH</i> | <i>Queensland Health</i> |
| <i>DSDMIP</i> | <i>Department of State Development, Manufacturing, Infrastructure and Planning</i> |
| <i>DTMR</i> | <i>Department of Transport and Main Roads</i> |
| <i>ECQ</i> | <i>Electoral Commission of Queensland</i> |
| <i>PSC</i> | <i>Public Service Commission</i> |