

# Office of the Public Advocate

**Our vision** To realise a just and inclusive society that promotes and enables equal opportunity for all citizens.

**Our purpose** Promote the rights of adults with impaired decision-making capacity and protect them from neglect and abuse.

**Our values**

Creative influence: Through building goodwill, sharing knowledge and expertise, and fostering trust and confidence in our work.

Knowledge and leadership: We use research and evidence to inform legal and social policy debate.

Accountability and integrity: We work with clear purpose and commitment and encourage a culture where accountability and respect is paramount.

**Business Plan  
2016-17**

# We contribute to the goals of the Queensland Government

## The Queensland Government's objectives for the community

- **Delivering quality frontline services** through supporting disadvantaged Queenslanders and providing responsive and integrated government services.
- **Building safe, caring and connected communities** by ensuring an accessible and effective justice system and encouraging safer and inclusive communities.

## The objectives of the Department of Justice and the Attorney-General (DJAG)

- Ensuring **Queensland is safe** through protecting adults with impaired decision-making capacity.
- Ensuring **Queensland is fair and just** by protecting the rights and interests of vulnerable Queenslanders and advocating to protect the legal and social rights and easy avenues to exercise those rights for people with impaired decision-making capacity.
- Ensuring **Queensland gets great service** by advocating for improved service delivery models and access to services for people with impaired decision-making capacity.
- Contributing to **DJAG being responsive and high performing by** ensuring a high performance culture and a productive and rewarding workplace, acting with integrity and accountability and ensuring robust governance practices.

## Achieving our vision and purpose

Our office will be undertaking the following initiatives and actions in 2016-17.

Initiatives	Actions	Timeframe
Monitoring the implementation of the NDIS	Publish a series of case studies relating to the NDIS experience of Queensland adults with impaired decision-making capacity	On-going to Jun-18
	Provide timely advice and feedback on implementation issues to the National Disability Insurance Agency/Scheme and the Queensland Government	As required
	Monitor the implementation of the NDIS Quality and Safeguards Framework	On-going
Key systems impacting adults with impaired decision-making capacity monitoring project	Secure the participation of partner agencies	Dec-16
	First tranche of data delivered by partner agencies	Feb-17
	Inaugural systems monitoring report	Jun-17
Limitation orders	Report on an analysis of limitation orders made by the Queensland Civil and Administrative Tribunal	Mar-17
	Include the on-going monitoring of limitation orders in the monitor of key systems impacting adults with impaired decision-making capacity – see above)	On-going
Monitoring the implementation of the <i>Mental Health Act 2016</i>	Provide timely advice and feedback on the implementation of the Mental Health Act to the <i>Mental Health Act</i> Implementation Team and other relevant agencies	On-going
	Undertake systemic advocacy based on known individual cases	On-going

Initiatives	Actions	Timeframe
Monitoring the on-going implementation of the national aged care reforms	Provide timely advice and feedback on implementation issues to relevant state and commonwealth agencies	As required
	Release a research paper examining Australian and international legislative frameworks relating to the use of restrictive practices in residential aged care	Jan-17
Upholding the rights of people with impaired capacity to relationships and sexuality	Liaise with relevant stakeholders about appropriate course of action to progress this issue	On-going
Disability Justice Plan	Establish a strategic reference group to progress a Disability Justice Plan	Feb-16
	Develop a strategy to achieve government adoption of a Disability Justice Plan	Jun-17
Demand management strategy for guardianship and administration (includes decision-making support)	Develop proposal for a volunteer decision-making support program	Apr-17
	Systemic advocacy through intervention in select individual cases	On-going
	Contribute to awareness and knowledge strategies relating to guardianship, administration and related topics	On-going
	Contribute to any reforms or amendments to the <i>Guardianship and Administration Act</i> and <i>Powers of Attorney Act 1998</i>	As required
Effective decision-making support for people with cognitive impairment	Publish a position statement on decision-making support	Mar-17
	Undertake Partner Investigator activities, participate in Project Partner meetings and coordinate the informal consortia of Queensland industry partners	On-going
	Support the recruitment of research participants and their supporters	On-going to Jun-18
	Contribute to the project as required	Jun-19

Initiatives	Actions	Timeframe
<i>Addressing the barriers to deinstitutionalisation of people with intellectual disability or cognitive impairment project – on-going priority issue</i>	Report on progress of the Queensland Government’s Joint Action Plan	Sept-16
	Monitor the NDIS transition for people with impaired decision-making capacity who are living long term in health facilities	On-going
<i>Upholding the right to life and health: A review of the deaths in care of people with disability in Queensland – on-going priority issue</i>	Our actions will depend on the Queensland Government’s response to the report	To be confirmed
Monitoring the Forensic Disability Service	Pursue a fulsome review of the <i>Forensic Disability Act 2011</i> and the service model of the Forensic Disability Service	On-going
	Advocate for the rehabilitation and transition of Forensic Disability Service residents into the community	On-going
	Public Advocate will visit the Forensic Disability Service	Feb-17
Use of medication to manage concerning behaviours of adults with intellectual disability	Distribute the research findings published by the Queensland University of Queensland	Jun-17
Governance Framework review	Review and develop relevant governance documents that guide the activities of our office. These include a stakeholder engagement strategy, confidentiality agreements, grants policy, research framework, publications scheme.	Jun-17
Stakeholder engagement strategy	Develop a strategy and implement actions, including a review of our communications and exploring opportunities for people with impaired decision-making capacity to more directly inform our work	On-going
	Actively participate in reference groups including the Elder Abuse Prevention Unit Reference Group, Senior Officers Group for <i>Queensland: an Age-Friendly</i>	On-going

Initiatives	Actions	Timeframe
Formal stakeholder engagement and consultation to inform policy positions and advocacy	<i>Community</i> , QADA Enduring Powers of Attorney Project Reference Group, Queensland Integrated Court Referral Local Stakeholder Group, Impacts of Domestic and Family Violence on People with Disability in Queensland, and others as appropriate	
	Participation in stakeholder meetings and conferences; establish reference or advisory groups as appropriate to inform projects and issues	On-going
Accessibility project – to increase the accessibility of information and publications of our office, particularly for people with impaired decision-making capacity	Identify opportunities to improve the accessibility of our website and other published materials	Mar-17
	Develop and implement a program of work to improve accessibility	April - June 2017
	Develop Easy English versions or summaries of our publications	On going
Participate in reform processes via targeted and timely submissions on policy, law reform and services impacting people with impaired decision-making capacity	Submissions prepared on relevant legal, policy and service issues	On-going
Indigenous and culturally and linguistically diverse Queensland adults with impaired decision-making capacity (sub-project of the Key systems impacting adults with impaired capacity monitoring project)	Explore project and advocacy opportunities and determine future actions	Jun-17