

Disability Service Plan



2011-14

Tomorrow's Queensland:
strong, green, smart, healthy and fair



Disability Service Plan 2011-14

The Department of Justice and Attorney-General (the department) has a vision for Queensland, and that is a Queensland that is fair, safe and just.

The department has actively supported the Queensland government in the development of *Absolutely everybody*: enabling Queenslanders with disability and *Absolutely everybody*: whole of government action plan 2011-14 (*'Absolutely everybody'*). It's vision is: 'In 2021 Queensland is inclusive for it's citizens, and Queenslanders with a disability are enabled to lead valued and fulfilling lives.'

This Disability Service Plan contributes to both these visions through strong actions that work towards the department making its services more accessible, raising more awareness of rights and responsibilities, creating employment opportunities and supporting staff to learn more about disability.

The department and associated independent statutory bodies is proudly leading 11 actions and contributing to 7 actions in *Absolutely everybody*. These actions and this Disability Service Plan have been developed in consultation with the Department of Communities and other government agencies. The actions were developed as a response to issues raised by Queenslanders, including the overrepresentation of people an intellectual or cognitive impairment in the criminal justice system as both victims and offenders. The department will continue to work with Queensland government agencies to ensure the actions are delivered, meet the needs of our clients with disability, and work towards the priorities, strategies and actions in *Absolutely everybody*.

These actions are incorporated into this plan along with a number of other substantial departmental initiatives.

The department offers a vast and varied number of services to Queenslanders, and our values guide how we deliver these services. Our values underpin our work and guide our planning, service delivery and reporting. Our values are purpose, people, partnership and performance. This Plan works toward these values, specifically focussing on creating an inclusive and accessible workplace that values and celebrates diversity.

In the provision of its services to the community and in its internal governance, the Department is committed to:

- Removing negative attitudes and physical barriers to inclusion and accessibility;
- Practising non-discrimination;
- Providing equal opportunities; and
- Fostering the active participation of people with disability and celebrating diversity.

This plan is an opportunity for the department to better support our clients with disability, their families and carers, and our staff with disability. We hope that this will help create a Queensland that is inclusive, accessible and that Queenslanders with disability are enabled to lead valued and fulfilling lives.

Monitoring our Disability Service Plan

- We will ensure that these actions are included in the relevant business unit plans, SES performance agreements, regional directors' performance agreements and are reported on quarterly through corporate governance processes.
- We will have champions to lead these actions both regionally and in Brisbane.

Reporting on our Disability Service Plan

- We will report on our progress towards these goals in our annual report.
- We will report annually to the Department of Communities.

The Disability Service Plan context and related commitments

This Disability Service Plan has been developed in response to and in connection with international, national and state strategies and plans to create a more inclusive and accessible society for people with disability.

Convention on the Rights of Persons with Disability

The Convention on the Rights of Persons with Disability (CRPD) was ratified by Australia on 17 July 2008.

By ratifying the CRPD, Australia has joined other countries in a global effort to promote the equal and active participation of all people with disability in all aspects of community life.

Disability Services Act (Qld) 2006

Provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life.

An important feature of this legislation is that it requires all Queensland Government departments to develop Disability Service Plans (DSPs).

Absolutely everybody: enabling Queenslanders with a disability and Absolutely everybody: whole of government action plan 2011-14

Absolutely everybody aligns to the CRPD and NDS.

Absolutely everybody aims to improve access and participation across the entire service system including in education, employment, health care, arts, cultural, recreation and sporting pursuits, the built environment, public and private spaces and in the delivery of disability services.

The key priorities for the Department under this plan are: Priority 1 Rights and Responsibilities; Priority 2 Inclusive Communities; Priority 7 Valued roles in the community and in employment.

National Disability Strategy (NDS)

The NDS was agreed to by the Council of Australian Governments on 13 February 2011.

The NDS commits all Australian governments to work towards an inclusive society, will help ensure that the principles underpinning the CRPD are incorporated into policies and programs affecting people with a disability, their families and carers.

It outlines six priority areas: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

Towards Q2: Tomorrow's Queensland

A Fair Queensland – Supporting safe and caring communities through services that deliver justice, protect vulnerable people, increase community and workplace safety and uphold rights.

DJAG Strategic Plan 2011-15

DJAG's vision is for a fair, safe and just Queensland.

DJAG's objectives include: improve the administration of Queensland's justice system; better protect the rights and interests of Queenslanders; improve health, safety and fairness in workplaces and the community; improve safety and fairness for Queensland businesses and consumers; improve our organisational effectiveness.

Awareness

Awareness - Engagement - Consultation - Access

Action	Business Unit / Statutory Authority responsible	By When	Ref number*
Contribute to the promotion of rights and responsibilities under the Queensland <i>Anti-Discrimination Act 1991</i> , the federal <i>Disability Discrimination Act 1992</i> and the <i>Convention on the Rights of Persons with Disabilities</i> .	Anti-Discrimination Commission Queensland	June 2014	1.1.1.1
Prepare and publish an information handbook for people who act as formal or informal decision-makers on behalf of people with a disability who have impaired decision-making capacity.	Office of the Adult Guardian	December 2012	1.1.1.2
Promote the uptake of voluntary disability action plans in the broader community including in local government, arts, cultural, sporting and recreational arenas.	Anti-Discrimination Commission Queensland	June 2014	1.1.2.1
Develop targeted information products to promote: Victim Assist; the principles of justice for victims of crime; and financial assistance for victims with disability.	Victims Assist Queensland	June 2013	1.1.2.3
Conduct professional development, develop guidelines for case management standards, and revise the Duty Lawyer Handbook to ensure duty lawyers understand and fulfil professional responsibilities when acting for clients with intellectual or cognitive impairment.	Legal Aid Queensland	June 2013	1.2.2.1
Develop and run education and awareness sessions on the protections available under Queensland's guardianship system for people with disability who have impaired decision-making capacity.	Office of the Adult Guardian	December 2012	1.3.1.3
Contribute to the identification and support champions from across government, business, industry and community to promote the human rights agenda and the message of social inclusion across Queensland.	Anti-Discrimination Commission of Queensland	June 2014	2.1.1.1
Provide disability employment organisations with relevant information to support employers to establish work-life balance arrangements which may assist women and men with a disability to participate in the labour force. Examples of such arrangements and how they can assist include: <ul style="list-style-type: none"> • telecommuting, to minimise requirements for travel which may be difficult for some people with a disability • part-time work to assist those with limited capacity to work • flexible work hours to allow attendance at medical and therapy appointments and services if required. 	Private Sector Industrial Relations	June 2013	7.1.3.2
Provide information to employers about recognising the particular challenges faced by women with a disability through activities to improve work conditions, achieve work-life balance and pay equity.	Private Sector Industrial Relations	June 2013	7.1.3.3
Develop an online resource that provides information on guardianship, powers of attorney, advanced health directives, processes of the Queensland Civil and Administrative Tribunal.	Communication Services Branch	December 2012	

Access

Action	Business Unit / Statutory Authority responsible	By When	Ref number*
Consider gender perspectives during the development, monitoring and evaluation of government policies, programs and services so that actions taken by government reflect the needs of both women and men with a disability.	All business units	Ongoing	1.1.1.3
Consider when developing or undertaking a review of services, policies, procedures, published and online material the multiple disadvantages experienced by people with disability on the basis of age, gender, cultural background, sexual orientation, socio-economic background and geographic location.	All business units	Ongoing	1.1.2.2
Increase the availability of accessible information and communication facilities in libraries, customer services centres and other public facilities and services.	All relevant business units	Ongoing	1.1.2.2
Conduct a screening trial at selected Magistrates Courts to identify people with intellectual, cognitive or mental health impairments and link these people to any appropriate and available support services.	Magistrates Courts Service, Strategic Policy, Legal & Executive Services	June 2014	1.2.2.5
Support the facilitation of early identification and enhanced sharing of information in relation to people with intellectual or cognitive impairment	Magistrates Courts Service, Strategic Policy, Legal & Executive Services	June 2014	1.2.2.6
Evaluate the effectiveness of the Special Circumstances Court in supporting defendants with mental illness, intellectual disability or cognitive impairment, and homeless people or those at risk of homelessness, and addressing the cause of their offending behaviour.	Courts Innovation Program	June 2012	1.3.1.2
Investigate options (including necessary legislative amendments) to develop technology to enable secret voting by blind and vision impaired persons.	Electoral Commission of Queensland	June 2014	1.3.2.1
Increase the participation of people with a disability from diverse backgrounds in government reference and consumer advisory groups.	All business units	Ongoing	1.3.2.2
Increase the availability of accessible information and communication facilities in libraries, customer services centres and other public facilities and services.	All relevant business units	Ongoing	5.2.2.1
Investigate options (including possible legislative amendments and sanctions) to provide specific protection against financial abuse and exploitation of persons with an intellectual, psychiatric, cognitive or neurological impairment.	Strategic Policy, Legal & Executive Services	June 2014	
Conduct a review of all departmental forms for accessibility and consistency and develop a style guide for DJAG forms.	Communication Services Branch	June 2012	
Incorporate disability information and advice into the annual Law Week celebrations.	Communication Services Branch	June 2013	
Conduct a disability access audit of all DJAG owned and leased buildings and measure against the ASI standards.	Facility services	June 2013	
Review the Department's internet and intranet sites to meet the Australian Government's website accessibility guidelines including the Queensland Government Enterprise Architecture Information Standard 26.	Communication Services Branch	June 2013	
Review and improve responses to the collection and enforcement of fines registered with SPER for people identified as having a disability and/or impaired decision-making capacity.	State Penalties Enforcement Registry	June 2012	
Develop an events policy to ensure access issues are considered in all departmental events and contracted suppliers.	HR & Governance	June 2012	

Employment – Training - Support

Action	Business Unit / Statutory Authority responsible	By When	Ref number*
Support the education of court staff and government lawyers involved in the court system, in the identification of people with disability, communication techniques and the use of diversionary strategies.	Magistrates Courts Service, Supreme District and Land Courts Service, Crown Law, Office of the Director of Public Prosecutions	June 2014	1.2.2.4
Contribute to the <i>Disability Online</i> www.qld.gov.au/disability to include information on inclusion, access, anti-discrimination, relevant legislation, disability services, technology innovations, aids, equipment and assistive technology, networking opportunities and community engagement that has expansive coverage and relevance across Queensland.	All relevant business units, Communication Services Branch, HR & Governance	Ongoing	2.2.1.1
Establish recruitment, retention and career advancement for people with a disability as a priority for government through: <ul style="list-style-type: none"> targeting areas of growth in the public sector workforce for inclusion of people with a disability leveraging existing employment programs to increase workforce participation for women, Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds establishing employment targets across the public sector for people with a disability 	HR & Governance	Ongoing	7.1.1.1
Develop a training program for staff to work for a day with people with disabilities in non-government organisations.	HR & Governance	June 2012	
Develop a disability annual online training module for all staff.	HR & Governance	June 2013	
Promote a variety of disability training programs to staff.	HR & Governance	June 2013	
Incorporate a disability training module into manager training programs and offer specific disability training to all managers.	HR & Governance	June 2013	
Develop support materials for managers on disability and best practice ways to work with people with disability and recruit people with disability.	HR & Governance	June 2013	
Investigate a whole of department work experience program for people with disability.	HR & Governance	June 2013	
Trial a mentorship program for staff with disability.	HR & Governance	June 2013	
Establish a staff support network for staff with disability	HR & Governance	June 2012	

Carers Actions

Action	Business Unit / Statutory Authority responsible	By When	Action number ^δ
Promotion of the Queensland Carers Charter to managers and raising awareness of carers legislation.	HR & Governance	Ongoing	3.2 & 6.4
Assist carers with information on matters such as enduring powers of attorney, balancing the rights of all individuals, wills and advance health initiatives by raising awareness of the Public Trust Office, the Office of Adult Guardian and the Queensland Civil and Administrative Tribunal.	Public Trust Office, Office of the Adult Guardian, Queensland Civil and Administrative Tribunal	June 2013	3.4
Continue to promote access to support in dealing with judicial/tribunal proceedings (through Court Services Network).	Magistrates Courts Service, Supreme District and Land Courts Service	June 2013	3.4
Consult with carers when developing policy, planning and service delivery.	All business units	Ongoing	7.1

Performance Indicators

- Access to the department's services are improved
- Human rights and fundamental freedoms are promoted, protected and fulfilled
- Support provided to victims of crime and people making decisions about people with impaired decision making capacity
- Access to employment for people with disability is improved

* The Ref numbers in the tables on pages 3 – 5 correspond to the reference numbers in the 'Absolutely everybody: whole of government action plan 2011-14'

^δ This refers to the action plan number in the Queensland Government Carer Action Plan 2011-2014

If you have any questions about this plan, please contact the department's Human Resources and Governance Branch on 07 3237 1837.