

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

DEPARTMENT SPECIFIC ACTIONS

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) <i>Ensure success measures are addressed.</i>	Responsible Area (Team within your department)
COMMUNITIES FOR ALL			
<ul style="list-style-type: none"> Consider appropriate governance and advisory arrangements to support the DJAG Disability Services Plan. 	<ul style="list-style-type: none"> The Corporate Governance Unit (CGU) provides advice as required, about the Disability Service Plan. CGU coordinates the yearly report on progress against DJAG actions. The Human Resources Branch has developed the DJAG Inclusion and Diversity Strategy. 	<ul style="list-style-type: none"> DJAG Inclusion and Diversity Champion nominated DJAG Inclusion and Diversity Strategy developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG Inclusion and Diversity Strategy 2018-22 approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda across/in DJAG. 	Corporate Governance Unit Human Resources Branch
<ul style="list-style-type: none"> Work towards ensuring all DJAG information is accessible and provided in multiple formats. 	<ul style="list-style-type: none"> Converting paper based printable content into universal and widely accessible web-based content, including videos and infographics. Staying up-to-date with all major web accessibility guidelines and ensuring all of our internal and external websites adhere to the requirements. Facilitating writing for web training sessions to educate users within DJAG on writing for web best practices. Evaluation of all DJAG website templates and implementing a new universal and accessible responsive template. 	<ul style="list-style-type: none"> Provided images hosted online with alt tags and video content alongside printed media for internal and external audiences with closed captioned and transcripts provided for accessibility where applicable. Dedicated time to research and execute WCAG best practices on DJAG sites. Conducted 3 Writing for web courses this year Project is underway to implement the Bootstrap framework across all of our websites. 	Communication Services Branch
	<ul style="list-style-type: none"> As old OLGR forms are updated to newer templates and formats we are incorporating the Adobe "Read Out Loud" function to increase accessibility. 	<ul style="list-style-type: none"> OFT continues to ensure information is accessible via multiple formats and via multiple channels. In 2017-18, these included: by phone through the Qld Government Call Centre; by website through the Qld Government website www.qld.gov.au; through OFT's social media accounts; and through films, brochures, factsheets, forms, etc. downloadable from the website, available by mail, and available in hard copy at OFT counters and events. 	Media and Strategic Communication, OLGR Communication Unit, OFT Community and Stakeholder Education and Engagement Team, OFT

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
<ul style="list-style-type: none"> Continue to provide language, translating and communication services to DJAG clients. 		<ul style="list-style-type: none"> The OFT continues to provide translated guides, publications and access to translation services for clients that require non-English information and assistance. OFT carries out education and engagement with non-English speaking consumer groups, including providing instruction on how to access these resources. 	Communication Unit, OFT Community and Stakeholder Education and Engagement Team, OFT
	<ul style="list-style-type: none"> Translating services, including deaf translation services are available to Queensland Courts clients. Content on the Queensland Courts website has been made more accessible to people with English as a second language through the availability of Browse Aloud technology on the site. 		Court Services Queensland
EDUCATION			
<ul style="list-style-type: none"> Explore options to better support people with disability who are experiencing domestic and family violence. 	<ul style="list-style-type: none"> The Office of the Public Guardian (OPG) implemented a policy: <i>Obligations to recognise and respond to a client experiencing domestic and family violence</i> to better support clients with a disability who are experiencing domestic and family violence. 		Office of the Public Guardian
<ul style="list-style-type: none"> Continue to develop strategic relationships with private and public stakeholders to protect the rights of vulnerable citizens, particularly those in regional and remote areas. 	<ul style="list-style-type: none"> The OPG client-facing website redesign project engaged with government, non-government organisations and client groups to ensure a user friendly and accessible platform Regional OPG staff engage at regular meetings with government and non-government disability organisations, and seek to establish meaningful relationships targeted to protect the rights of vulnerable Queenslanders 		Office of the Public Guardian
<ul style="list-style-type: none"> Continue to focus on issues regarding elder abuse across all cultures and communities including law reform. 	<ul style="list-style-type: none"> The Public Advocate made a submission to the Senate Standing Committee on Health, Aged Care and Sport for the <i>Inquiry into the quality of care in residential aged care facilities in Australia</i>. The submission advocated for the regulation of restrictive practices (RPs) in residential aged care. In the absence of regulation, the use of RPs in aged care settings is potentially a criminal offence and a form of institutional elder abuse. The Public Advocate appeared as a witness at the Brisbane inquiry hearing, which attracted local media attention. The Public Advocate has met with community stakeholders to discuss issues associated with the use of RPs in residential aged care. 		Office of the Public Advocate

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
	<ul style="list-style-type: none"> • Funding of, and ongoing engagement with, WWILD to support people with intellectual or learning disabilities who have experienced sexual abuse, or have been victims of crime. • A new, simplified communication product, suitable for people with intellectual or learning disabilities, is in development. • Supporting victims of crime with high and complex needs, including victims with disability, by providing intensive court support, helping victims to complete Victim Impact Statements and offering referrals to specialist organisations, where possible. 	<ul style="list-style-type: none"> • On-going (business as usual). • Draft design completed. • On-going (business as usual). 	
<ul style="list-style-type: none"> • Maintain a strong voice for the rights of Queenslanders with impaired capacity. 	<ul style="list-style-type: none"> • Actively advocate for the rights and interests of Queenslanders with impaired capacity through all systemic advocacy activities in accordance with the functions of the Public Advocate. <p>The OPG has advocated for the protection of the rights and interests of persons with disabilities in submissions to review process during 2017-18, for example:</p> <ul style="list-style-type: none"> • submission to the Australian Human Rights Commission on the Optional Protocol to the Convention Against Torture Consultation Paper (July 2017) • submission to the Senate Community Affairs References Committee inquiry into the effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised (August 2017) • submission to the Joint Standing Committee on the National Disability Insurance Scheme inquiry into transitional arrangements for the NDIS (August 2017) • Australia's Combined Second and Third Periodic Report under the Convention on the Rights of Persons with Disabilities • Australian Human Rights Commission consultation on violence against people with disability in institutional settings • Guardianship and Administration and Other Legislation Amendment Bill 2018 • Joint Standing Committee on the National Disability Insurance Scheme public hearing and response regarding restrictive practices for the inquiry into transitional arrangements for the NDIS, and • a range of National Disability Insurance Scheme Rules 2018. 		<p>Office of the Public Advocate</p> <p>Office of the Public Guardian</p>

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
EMPLOYMENT			
<ul style="list-style-type: none"> Continue to provide information and advice about the Australian Consumer Law to both consumers and providers of National Disability Insurance Scheme (NDIS) services. 	<ul style="list-style-type: none"> The OFT participated in a national consumer protection regulators project which developed a detailed guide for businesses selling to consumers with a disability setting out their obligations under the Australian Consumer Law (ACL) a detailed guide for consumers and carers, setting out their consumer rights under the ACL. The OFT also developed a simple factsheet and magnetized flyer specifically for consumers with a disability for distribution during OFT's education and engagement activities. 	<ul style="list-style-type: none"> In 2017-18 OFT engaged with 17 NDIS service providers and stakeholders in locations throughout the state providing them with information about both consumers and traders rights and responsibilities under the ACL. Stakeholders included: the Endeavour Foundation; FSG Australia; Queenslanders With Disability Network; Carers Queensland; Community Resource Unit; Feros Care; Breaking Barriers Open Door; Life Choice, Centacare; Community Services; Uniting Care Remote Area Family Services; and Care Goondiwindi. 	Communication Unit, OFT Community and Stakeholder Education and Engagement team, OFT
<ul style="list-style-type: none"> Continue to implement the Department's NDIS transition strategy. 	<ul style="list-style-type: none"> Continue to prepare for full scheme implementation of the NDIS in Queensland from 1 July 2019. 	<ul style="list-style-type: none"> DJAG has completed its NDIS Transition Strategy and Plan for the 2018-19 period to provide a framework for the DJAG portfolio to prepare for the full scheme implementation of the NDIS in Queensland from 1 July 2019. 	Strategic Policy and Legal Services
		<ul style="list-style-type: none"> In 2017-18, the OFT continued to provide brochures, guides and fact sheets about consumer and trader rights and responsibilities under the ACL to organisations delivering face to face NDIS information sessions. 	Communication Unit, OFT Community and Stakeholder Education and Engagement team, OFT
	The Public Advocate has lobbied for: <ul style="list-style-type: none"> NDIS planning processes to include consideration of the supports required for people with disability who have complex health needs improved translation and interpreter services for people with culturally diverse backgrounds long-term funding for legal and disability advocacy, and improvements to NDIS access pathways. 		Office of the Public Advocate
	<ul style="list-style-type: none"> The OPG continues to implement the department's National Disability Insurance Scheme transition strategy. The OPG continues to provide updates to the government governance groups regarding the implementation of the NDIS for OPG. 		Office of the Public Guardian

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
<ul style="list-style-type: none"> Continue to develop promotion and support materials for managers about inclusive practices to support a diverse workforce. 	Enter Partnership Agreement with JobAccess with the aim of: <ul style="list-style-type: none"> reviewing attraction and retention strategies to assess barriers and opportunities for prospective employees with disability building disability confidence across DJAG, and developing strategies to increase the number of DJAG employees with disability. 	<ul style="list-style-type: none"> DJAG Inclusion and Diversity Champion nominated. DJAG Inclusion and Diversity Strategy developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG <i>Inclusion and Diversity Strategy 2018-22</i> approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda within DJAG. Partnership Agreement with JobAccess approved. 	Human Resources Branch
<ul style="list-style-type: none"> Develop inclusive recruitment processes for people with a disability across attraction, recruitment, retention, career progression and development that contributes to increasing the Queensland Public Sector workforce to 8% by 2022. 	Actions within the DJAG Inclusion and Diversity Strategy relating primarily to addressing recruitment and selection practices and barriers, and development of current employees: <ul style="list-style-type: none"> survey of managers and supervisors to determine and baseline current recruitment practices, local induction activities and management confidence and awareness relating to disability survey for circulation to new starters (commenced within a 12 month period) to determine applicant experience during recruitment and induction, with reference more specifically to awareness of flexible work options, reasonable adjustment and other aspects of disability confidence delivery of Practical HR for Managers, which includes topics related to recruitment and selection, inclusion and diversity and awareness of bias recruitment and selection panel training – specifically addressing relevant topics, delivered to approximately 150 employees, and revise and improve intranet-based advice for recruitment and selection, and inclusion and diversity. 	<ul style="list-style-type: none"> Established a dedicated 'People living with disability' project. Project scoping has commenced and will be informed by staff survey results and the activities undertaken in partnership with JobAccess. Survey of managers complete. Survey of new starters designed. Continued delivery of Practical HR for Managers – approximately 111 participants. Recruitment and selection panel training delivered to approximately 150 employees. Revised intranet content for recruitment and selection, and inclusion and diversity published. 	Human Resources Branch
<ul style="list-style-type: none"> Develop inclusive and accessible recruitment and employment processes to improve opportunities for people with a disability to apply for jobs in DJAG. 			
EVERYDAY SERVICES			
<ul style="list-style-type: none"> Courts and tribunals will continue to explore options for people with disability coming into contact with the justice system and for conducting hearings that are inclusive of people with disability. 	Courts Services Queensland: <ul style="list-style-type: none"> continues to be responsive to any access issues raised by people with a disability has implemented the Browse Aloud system on the Queensland Courts website to assist people with a visual impairment or literacy issues 		Courts Services Queensland

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
	<ul style="list-style-type: none"> regularly reviews the content of the Queensland Courts website to ensure it is appropriate for the wide audience of court users, including those with disabilities has implemented the DJAG <i>Disability Service Plan 2017–20</i> continues to have available the Equal Treatment Bench Book for use by Judicial Officers, and availability of hearing assisted technologies (hearing loops) in selected courtrooms throughout the State. 		
LEADERSHIP AND PARTICIPATION			
<ul style="list-style-type: none"> Communicate and consult on the DJAG Disability Service Plan across all divisions including people with a disability and regional participation. 	<ul style="list-style-type: none"> The DJAG <i>Disability Service Plan 2017-20</i> is published online and available to all staff and customers who interact with DJAG. 	<ul style="list-style-type: none"> Consultation with divisions occurred to enable yearly reporting. Through the reporting process, divisions are able to showcase their products/progress/activities against the DJAG Disability Service Plan and provide feedback or identify gaps during this. 	Corporate Governance Unit
<ul style="list-style-type: none"> Consider nomination of a Champion for the DJAG Disability Service Plan. 	<ul style="list-style-type: none"> Identify DJAG Champion for Inclusion and Diversity. 	<ul style="list-style-type: none"> DJAG Champion for Inclusion and Diversity nominated. 	Human Resources
<ul style="list-style-type: none"> Consider and develop data collection strategies to support reporting and decision making. 	<ul style="list-style-type: none"> Analysis of options to improve DJAG's EEO census participation to ensure workforce participation is accurately reflected. Management survey relating to disability confidence in recruitment and selection – to support analysis of barriers, opportunities, and management perspectives on their capability and confidence. New starter survey relating to disability confidence in recruitment and selection – to support analysis of awareness, barriers, opportunities and confidence in management capability. 	<ul style="list-style-type: none"> Analysis of options to improve EEO data commenced. Management survey completed. New starter employee survey designed. 	Human Resources
<ul style="list-style-type: none"> Identify leaders at all levels across the department and key stakeholders to drive the focus and outcomes of the DJAG Disability Service Plan. 	<ul style="list-style-type: none"> The DJAG Inclusion and Diversity strategy requires all employees to actively champion diversity and inclusion. 	<ul style="list-style-type: none"> DJAG Inclusion and Diversity Champion nominated DJAG <i>Inclusion and Diversity Strategy</i> developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG <i>Inclusion and Diversity Strategy 2018-22</i> approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda within DJAG. Partnership Agreement with JobAccess approved. Continued delivery of Practical HR for Managers – approximately 111 participants. 	Human Resources

Departmental Actions (As identified in your department disability service plan)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Responsible Area (Team within your department)
<ul style="list-style-type: none"> • Continue to provide opportunity for community legal centres and other community groups to apply for funding to support vulnerable Queenslanders, including help and support for Queenslanders with a disability. 	<ul style="list-style-type: none"> • Under the legal assistance services program, we allocate Queensland and Commonwealth funding for the delivery of legal assistance services. • Commonwealth funding is allocated to individual community organisations under the National Partnership Agreement on Legal Assistance Services 2015–20 (the NPA). • During 2017-18, just over \$19.7M of State and Commonwealth funding was distributed to community organisations for the provision of legal services to vulnerable Queenslanders. 	<ul style="list-style-type: none"> • In the 2018-19 financial year, the Gambling Community Benefit Fund will celebrate 25 years and to commemorate this milestone, an additional funding round open for 11 organisations to share in \$1.25M for applications that have a significant, long lasting community impact. Not-for-profit organisations can apply for building upgrades or new construction to assist Queenslanders with a disability. 	Legal Assistance Strategy and Funding, Justice Services Community Benefit Funds Unit, OLGR