



ALL ABILITIES QUEENSLAND: OPPORTUNITIES FOR ALL

State Disability Plan 2017-20
Final Progress Report

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Acknowledgement

We pay our respects to the Aboriginal peoples and Torres Strait Islander peoples of this land, the First Australians, who give strength, inspiration and courage to current and future generations to create a better Queensland.

We recognise it is our collective efforts and responsibility as individuals, communities and governments to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

We are committed to working with, representing, advocating for and promoting the needs of Aboriginal and Torres Strait Islander Queenslanders with unwavering determination, passion and persistence.

As we reflect on the past and give hope for the future, we walk together on our shared journey of reconciliation where all Queenslanders are equal and the diversity of Aboriginal and Torres Strait Islander cultures and communities across Queensland are fully recognised, respected and valued by all Queenslanders.

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(Following the 2020 Queensland General Election a number of agencies were renamed as a result of Machinery of Government changes. This report uses the former agency names.)



Foreword from the Minister

I am pleased to present this report on the Queensland Government's implementation of the State disability plan *All Abilities Queensland: Opportunities for All (2017-20)*.

The report highlights the key outcomes achieved through *All Abilities Queensland* to 30 June 2020 in creating opportunities for Queenslanders living with disability, the opportunity to thrive.

I acknowledge the work of the former Minister, the Honourable Coralee O'Rourke MP, in developing and championing the plan.

I welcome the opportunity to build on outcomes to date in my role as Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships.

Due to impacts associated with COVID-19, on 4 December 2020, Disability Reform Ministers endorsed the Statement of Continued Commitment to the National Disability Strategy 2010-20 to allow the necessary time for consultation with stakeholders on the development of a new National Disability Strategy.

I issued a Statement of Ongoing Commitment to *All Abilities Queensland* on behalf of the Queensland Government in August 2021.

All Abilities Queensland's vision — Opportunities for All — reflects the inclusiveness and accessibility that was a common theme in the consultation with people with disability during the plan's development.


Delivery on this vision has been driven under five priorities:

- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

Implementation of *All Abilities Queensland* has been a coordinated effort across the Queensland Government, with departments working in partnership with the Commonwealth Government, local governments, businesses, non-government organisations and communities, to deliver 93 actions that will result in real outcomes for people with disability.

Implementation has also been undertaken during a significant period of change. As a key deliverable under *All Abilities Queensland*, the Queensland Government's traditional role in disability services has transformed as part of our successful transition to the National Disability Insurance Scheme (NDIS).

As at 30 June 2020, over 80,000 Queenslanders were already in or actively seeking access to the NDIS. This is a major achievement that is changing the lives of those individuals through funding disability supports based on individual needs and goals.



The NDIS design and the magnitude of our investment ranks it among the best disability service systems in the world. The committed supports under Queensland NDIS plans totalled \$8.5 billion as at 30 June 2020.

Through transition the disability sector has also grown to include over 5,000 registered NDIS providers, who attracted almost 28,000 new workers to NDIS roles across all regions of the State.

In addition to the NDIS investment, the Queensland Government still delivers disability services of significant scale, including:

- Accommodation Support and Respite Services that can support up to 900 clients
- Forensic Disability Services, based in a tailor-made secure therapeutic environment, for up to 10 clients, and
- Queensland Community Support Scheme, which provides low level in-home supports and community access for individuals who are not NDIS eligible.

Additionally, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (the Department) will continue to deliver specialist disability programs and safeguards to protect the rights and safety of people with disability and support their access to the NDIS.

The Department will also monitor the NDIS to ensure it delivers the outcomes expected for Queenslanders with disability and provide leadership in advancing the future State disability plan. Continuing to provide the opportunities for people with disability to thrive through supporting growth in their economic and social participation, will remain key. I am committed to the next State plan being led by people with disability.

Navigating the implementation phase of the next plan will also require the wisdom and guidance of Queenslanders with disability, their families and carers, and the stakeholders and sector that support them. It will also require the continued commitment of Queensland Government agencies to build service linkages with the NDIS and design and deliver mainstream services in an accessible and integrated way.

I would like to sincerely thank all individuals and organisations who have helped contribute to better outcomes for Queenslanders with disability during the implementation of the plan and look forward to creating more opportunities for Queenslanders of all abilities.

Craig Crawford MP

Minister for Seniors and Disability Services

Minister for Aboriginal and Torres Strait Islander Partnerships



Executive Summary



Executive Summary

At a Glance

This report describes how the implementation of actions under *All Abilities Queensland* (AAQ) has helped people with disability in Queensland to access services and opportunities under the five priority areas of:

- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

This report evidences a significant breadth of activity and endeavour by Queensland Government agencies and our non-government partners to deliver new and more accessible services, build an awareness of the strengths of people with disability and the sector that supports them, and the benefits of inclusive communities.

The initiatives that have been delivered in the three years of the plan have been many and varied, with some local and others statewide. Some examples that highlight the breadth of activity include:

Promoting the benefits of inclusion

- Launch of the *All Abilities Queensland* website, which was viewed over 53,000 times between 1 July 2017 and 30 June 2020.
- \$1 million funding per annum over 3 years from 2017-18 to seed fund community projects to co-develop, implement and promote innovative age-friendly initiatives. A total of nine grant projects funded between 2017 and 2020 benefitted older people with disability.
- Roll out of the former Department of Communities, Disability Services and Seniors' (DCDSS) disability awareness program, 'Inclusion is within everyone's ability', which is now available to all public sector employees.

Participation in community events

- Issue of 25,000 Companion Cards, which support people with disability who have a lifelong need for attendant care support to participate in community activities and events.
- Over \$15 million was made available in grants under the Department of Transport and Main Roads' Passenger Transport Accessible Infrastructure Program, for local governments to support the upgrade of close to 2,100 bus stops throughout the State.
- Partnerships between Arts Queensland, and arts and disability organisations to increase engagement, participation and access to the arts by people with disability, as audience members, participants and workers in the sector.



Economic wellbeing

- 2,370 people with disability were supported into jobs through the Back to Work Regional Employment Program. The Back to Work program supports businesses to employ Queenslanders who have experienced a period of unemployment.
- 830 new applications for support since July 2017 under Skills Disability Support, which is a free Queensland Government program that provides specialised services direct to pre-qualified training providers so people with disability can access support to participate in accredited training.
- Funding of \$6.5 million annually over five years from 2016-17 to deliver the Financial Resilience Program in 30 locations across Queensland.

The report contains numerous other highlights from across 2017-20, themed under the five priority action areas of the *All Abilities Queensland* plan. However, one planned activity that has dominated the disability landscape across this period, and the *All Abilities Queensland* implementation effort, is Queensland's transition to the NDIS. Another activity, this one unplanned, was the response to COVID-19, which has also had a major impact.

The implementation of the NDIS has fundamentally transformed how people with disability obtain the assistance they need. The *All Abilities Queensland* plan was designed to align with the timeframe for transition to the NDIS in Queensland and contained actions that encouraged a coordinated approach across the Queensland Government, with key investments made to support its delivery.

NDIS Transition as at 30 June 2020

The NDIS is now available to all eligible Queenslanders with disability, in all regions of the State. A high performing NDIS will be a key enabler for people with disability into the future. Getting NDIS supports to all eligible people has been a critical first step and learnings from the transition phase – that is, from the lived experiences of people with disability and their families, carers and advocates – must be used by the Commonwealth Government to continue to improve the scheme. It must also deliver the promised growth in markets and jobs.



At 30 June 2020,

over 80,000

Queenslanders were already in, or seeking access to, the NDIS, including children in the Early Childhood Early Intervention pathway.



Almost 74,000

active participants had a NDIS plan, with approximately **25,000 approved in 2019-20.**



Over 2,400 Queenslanders had met **access requirements** and were in planning or soon to commence planning.



96.3% of former Disability Services clients who actively sought access were **successful** and **a further 1%** were in, or commencing, the access process.



NDIS active participants in Queensland

Since 2016, the number of combined total State clients, new participants and Commonwealth clients has increased from **7,386 in 2016-17 to 73,726 in 2019-20**.

In 2019-20, **over 33,000** Queenslanders received funded disability supports for the first time.

NDIS committed supports in Queensland

Over the three-year AAQ plan, **\$8.3 billion** was committed in NDIS supports in Queensland.

In 2019-20, over **\$5 billion** was committed in NDIS supports in Queensland.

In 2019-20, the number of new participants overtook State clients for the first time, with **33,011 and 32,222** respectively.

NDIS providers in Queensland

Over the three-year AAQ plan period, there has been a growth of over **4,300** registered and active NDIS providers in Queensland.


As at 30 June 2020, there were **5,058** active registered NDIS providers in Queensland across a range of registration groups.

Monitoring participant outcomes, market sustainability and competition, and value for money for Queensland will require a high-quality Queensland-focused NDIS monitoring and outcomes framework to be implemented under the next state disability plan.

We have also learned that we must plan for the unexpected and be prepared to be agile.

Response to COVID-19 for people with disability

The response to COVID-19 for people with disability included the entire Queensland disability community coming together to understand the impact. The effort involved multiple Queensland Government and



non-government organisations working in concert, with a key focus on delivering essential information quickly, and listening to the experiences of people with disability, advocates and providers.

DCDSS acted quickly to establish a dedicated team to monitor and respond to the impacts of COVID-19 on both people with disability and the sector in Queensland.

Since 25 March 2020,
the team managed and
resolved a total of
252 COVID-19-
related issues.

During the phase of the pandemic when Queensland was subject to public health restrictions, the team led or participated in over 90 engagement activities with the sector, peak bodies, all levels of government and, most importantly, people with disability, to better understand the unique challenges being faced and the support required in response. The insights gained from these engagement activities were used to advance and advocate for the needs of people with disability in the formulation of public health directions and national discussions and negotiations.


All systemic and individual COVID-19 issues resulting from the engagement activities were also methodically captured and actioned, including by working closely with peak and representative bodies, other Queensland Government agencies, the National Disability Insurance Agency (NDIA), the NDIS Quality and Safeguards Commission and sector stakeholders.

Future *All Abilities Queensland* planning must acknowledge the impacts of COVID-19 and incorporate what we have learned in 2020 about the needs of people with disability and the sector that supports them. From a departmental perspective, we are well placed to convert our response to the pandemic into learnings for the future. The Disability Royal Commission has also examined the key issues with great effect.

Strategic areas for consideration in our future plan

While actions by all departments under *All Abilities Queensland* have helped to realise the vision of opportunities for all, areas remain in which future action and coordinated effort across government, the non-government sector and communities is ongoing and necessary. Strategic areas for action that have been identified in preparing this report and which will inform the development of the next State disability plan, include:

- Building awareness of the strengths and unique contribution people with disability make, and in doing so help to improve opportunities, dispel myths and misconceptions, and drive change.
- Ensuring the NDIS is accessible to all people with disability who may be eligible by providing evidence and data to the Commonwealth, including the NDIS access experiences of people with disability.
- Increasing workforce participation for people with disability across Queensland, including increasing the number of people with disability employed in the Queensland public sector to 8%.

- 
- Implementing disability advisory arrangements suited to the NDIS full scheme context that enable the voices of people with disability to be heard and used to inform system improvements, and the experiences of our NDIS providers to be captured and reported.
 - Implementing a Queensland-focused NDIS Assurance Framework to monitor participant outcomes, sector sustainability and value for money, including Commonwealth progress on market development and plan utilisation.
 - Helping Aboriginal and Torres Strait Islander organisations to deliver NDIS services in community, and in doing so build local economies and create jobs.
 - Promoting supply of person-centred housing solutions to support people with disability to access and sustain private accommodation that suits their individual needs.
 - Continuing to increase opportunities from early childhood, school, vocational and tertiary learning to ensure Queenslanders with disability have the same opportunities as everyone else and that learning across all stages of life occurs.
 - Working in collaboration with the Commonwealth Government to ensure Queensland receives full value and benefit from the Information, Linkages and Capacity (ILC) investment, including by monitoring the extent to which ILC grants build inclusive communities.
 - Considering the findings and recommendations of independent reviews and inquiries, including the Disability Royal Commission and the Queensland Productivity Commission Review of NDIS Markets.

These areas for action are, however, just a starting point. Any future planning about the needs of people with disability must be informed and driven by people disability.



Background

Background

***All Abilities Queensland* was drawn from a rights framework, but designed to deliver practical actions to help people with disability reach their full potential and thrive.**

All Abilities Queensland – Strategic Context

In 2008, Australia's ratification of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) drove a shift towards a human rights-based approach to policy and services for people with disability. By ratifying the UNCRPD, Australia joined other countries in a global effort to promote the equal and active participation of all people with disability. The National Disability Agreement, signed by Commonwealth, State and Territory governments in 2008, was an important first step towards a new, cooperative approach by Australian governments to supporting Australians with disability.

In 2011, the Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010–2020 (NDS), which has provided a national vision for an inclusive society and outlined a 10 year approach to driving improvements across mainstream and specialist systems through six outcome areas. *All Abilities Queensland* reflects Queensland's commitment to implement the NDS.



Legislative background

Disability Discrimination Act 1992

The *Disability Discrimination Act 1992*, is a piece of legislation enacted by the Commonwealth Government which attempts to eliminate, as far as possible, all forms of discrimination against people with disability.

Disability Services Act 2006

The *Disability Services Act 2006* is the primary legislation in Queensland to acknowledge the rights of people with disability, ensure the quality and safety of disability services, and safeguard the rights of adults with an intellectual or cognitive disability.

Human Rights Act 2019 (Qld)

The *Human Rights Act 2019 (Qld)* has the objectives of protecting and promoting human rights and building a culture in the Queensland public sector which respects human rights. The *Human Rights Act* states that all people possess both civil and political rights and economic, social and cultural rights.



Development of *All Abilities Queensland*

The development process involved extensive community consultation between August 2016 and April 2017, which was guided by the discussion paper: *Towards an All Abilities Queensland Consultation paper*.

Over 1,000 Queenslanders had their say in shaping the State disability plan. Through the consultation process a total of 543 submissions were received and face-to-face meetings were held with over 250 people from the Queensland and Regional Advisory Councils, Queenslanders with Disability Network Local Support Groups across Queensland and other key stakeholder organisations and groups.

The majority of submissions were made by people with disability or their family members and carers. Submissions were also received from: disability service providers and advocacy organisations; community and non-government organisations; local governments; peak bodies from the education, recreation and universal services sectors; professional groups; academics and universities; housing providers; religious institutions; unions; businesses; advisory bodies; and statutory authorities.

Further targeted consultation involved members of the Queensland and Regional Disability Advisory Councils and leaders of Queenslanders with Disability Network's Local Support Groups.

Consistent with feedback gathered from stakeholders during the consultation process, the vision of *All Abilities Queensland, opportunities for all* was developed. It recognised the rights of people with disability to participate in, and contribute to, the social and economic life of the community on an equal footing with other Queensland citizens. This also aligned with the vision of the NDS, 'an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens'.

All Abilities Queensland implementation and the five priority action areas


The *All Abilities Queensland* plan recognised that everyone has a role to play in making our communities more inclusive but has focused efforts on government and non-government organisations in making services and systems more accessible for people with disability.

To achieve this, the plan has driven action across five priorities: Communities for all; Lifelong learning; Employment; Everyday services; and Leadership and participation.

Broader implementation of the plan is supported by a dedicated website – [All Abilities Queensland - Everybody has a Role to Play](https://www.dsdsatsip.qld.gov.au/campaign/all-abilities-queensland) (<https://www.dsdsatsip.qld.gov.au/campaign/all-abilities-queensland>) – that brings the five priorities to life through stories, practical resources and information which everyday Queenslanders could draw on to be part of a movement to create opportunities for all Queenslanders.

All Abilities Queensland was accompanied by [Queensland Government commitments](https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/disability/state-plan/all-abilities-queensland-plan-government-actions.pdf) (the Action Plan) (<https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/disability/state-plan/all-abilities-queensland-plan-government-actions.pdf>) which contained 93 actions, comprising 17 whole-of-government initiatives and 76 department-specific initiatives, to achieve the plan's vision across the five priority areas.

Disability Service Plans (DSPs) have been developed by departments under section 221 of the *Disability Services Act 2006* (the Act). Each Queensland Government department developed new DSPs in 2017 and published them online. These plans became the primary mechanism for implementing *All Abilities Queensland*. Each department's DSP informed the Action Plan.



All Queensland Government departments have reported annually on the products and activities they have delivered under their DSPs. The information provided through these annual reports was used to develop annual whole-of-government progress reports for the first two years of AAQ implementation, and this final report. Progress reports for years one and two of All Abilities Queensland are available [online](https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/state-disability-plan-2017-2020/all-abilities-queensland-opportunities-all) (<https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/state-disability-plan-2017-2020/all-abilities-queensland-opportunities-all>).



Key Queensland
Government
Investment under
All Abilities Queensland

Key Queensland Government Investment under *All Abilities Queensland* from 2017-2020

The actions under *All Abilities Queensland* have involved significant investment as part of the commitment towards delivering on the vision of *Opportunities for All*

The funding commitment under the *Bilateral Agreement Between the Commonwealth and Queensland – Transition to a National Disability Insurance Scheme*, in combination with additional investment in NDIS transition support for people with disability and the disability sector, have been significant. This has been complemented by the ongoing delivery of disability services for people not eligible for the NDIS, through programs managed by DCDSS and other Queensland Government departments¹.

National Disability Insurance Scheme transition

The estimated and committed Queensland contribution for each financial year of the *Bilateral Agreement between the Commonwealth and Queensland – Transition to a National Disability Insurance Scheme* was:

2017-18	2018-19	2019-20
\$549 million	\$1,543 million	\$1,985 million

On 9 July 2019, Queensland and the Commonwealth Government signed a *Bilateral Agreement for Full Scheme NDIS in Queensland*, including a temporary continuation of transition arrangements to a date to be fixed in 2020-21.

Transition support funding for people with disability and the sector

NDIS readiness activities were provided for people with disability, their families and carers, existing and new service providers and for building Queensland's disability sector and workforce.

The Queensland Government invested \$25.58 million for NDIS readiness activities across five years from 2014–15 to 2018–19.

\$14.8 million was spent on participant readiness activities.

\$6.8 million was spent on provider readiness activities.

\$2 million was spent on workforce readiness activities.

A further \$1.56 million was invested in readiness activities specifically for Aboriginal peoples and Torres Strait Islander peoples. This included 224 information sessions across 66 communities and organisations to support participant readiness. Sector readiness activities included face-to-face meetings with 105 families; 124 presentations to local community leaders, Elders and service providers; stalls at 15 community events; participation in local media; and distribution of extensive promotional materials about the NDIS.

¹ Following the 2020 Queensland General Election, the former Department of Communities, Disability Services and Seniors was renamed the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. A number of other agencies were also renamed. This report uses the name that applied at the time the actions were taken.

Other Disability Support services and programs under AAQ

Disability Advocacy Services

The Queensland Government committed **\$9.5 million** over three years from 2018-19 for disability advocacy support services.

The Queensland Government committed \$9.5 million over three years from 2018-19 for disability advocacy support services. This included \$750,000 in 2018-19 for Queenslanders with Disability Network to provide peer-to-peer advocacy for people with disability to enter the NDIS. This also included increased funding of \$8.7 million over two years to 2020-21 to disability advocacy services who in turn provided approximately 20,000 hours of advocacy support annually.

Queensland Community Care Program

Under the Queensland Community Care (QCC) program, between 2017 and 2019, approximately 62,000 people under 65 years of age with disability or a condition that restricted their ability to carry out activities of daily living, were supported with low-intensity support services such as dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.

Total QCC funding between 2017 and 2019 was **\$196.3 million.**

From 1 July 2019 to 30 June 2020

8,541 people have received supports through QCSS.

Queensland Community Support Scheme

QCC ceased 30 June 2019 and was replaced with the Queensland Community Support Scheme (QCSS). From 1 July 2019 to 30 June 2020 under the QCSS, 225,917 hours of in-home supports and 109,539 hours of Community Connection Supports were provided. In 2019-20, the allocation for QCSS funded service delivery was \$37.5 million.

Continuity of Support

Between December 2016 and June 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over was successfully transferred to the Commonwealth Continuity of Support Programme. The former DCSS retained responsibility for continuity of support for clients under 65 years of age who are not eligible for the NDIS. In 2019-20, a total of 44 individuals were supported through State Continuity of Support funding, with an allocation of \$1,583,914. This program is now managed by DSDSATSIP.

Companion Card scheme

The Companion Card scheme helps people with disability with the costs of getting out and about if they need the support of a companion. The card enables holders to receive a second 'companion' ticket at no charge at participating venues and on public transport.

As at 30 June 2020, there were **809 businesses** offering the Companion Card Scheme and **25,992 cardholders.**

Queensland Financial Inclusion Plan

The Queensland Financial Inclusion Plan sets out the Queensland Government's approach to assisting financially vulnerable Queenslanders so they are better prepared to respond to cost-of-living pressures and financially stressful life events. Funding of \$6.5 million annually has been allocated over five years from 2016-17 to deliver the Financial Resilience Program in 30 locations across Queensland.

Between 2017 and 2020
the Taxi Subsidy Scheme
provided over
5.5 million journeys and
over **\$42 million**
in subsidy payments.

Queensland Taxi Subsidy Scheme

The Queensland Taxi Subsidy Scheme (TSS) provides affordable travel for people with disability who have been assessed as unable to use other forms of subsidised public passenger transport².

Back to Work Regional Employment program

Back to Work has supported a total of 2,478 people with disability into jobs. These previously unemployed jobseekers were employed by 1,624, employers who received \$20.7 million in funding through the program³.

The Back to Work regional
employment program has
supported **2,478** people
with disability into jobs.

Community Legal Centres

Between 2017 and 2020, the Queensland Government allocated \$61.5 million (Queensland and Commonwealth funding) to 36 community organisations to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. It is estimated by Community Legal Centres Queensland, the peak association for Community Legal Centres, that over 20 per cent of all clients assisted between 2017 and 2019 have disability or mental illness.

Victim Services Funding Program

Under the Victim Services Funding Program, Victim Assist Queensland (VAQ) provides funding and training to Working Alongside People with Intellectual and Learning Difficulties (WWILD) to help victims with disability understand their rights, access financial assistance and connect with other services. Between 2017 and 2020, WWILD received funding totalling \$810,000 and this funding has been extended for a further year totalling \$1,080,000 over 4 years (2017-21).

² Collection of data has been impacted by COVID-19 for the Taxi Subsidy Scheme.

³ Figures current as at 2 October 2020.

Kindergarten Inclusion Support Scheme

Funding has been provided through the Kindergarten Inclusion Support Scheme (KISS) (previously known as the DISQK program), to support all children experiencing vulnerability and disadvantage to access and participate in kindergarten, with a focus on children with disability.

The table shows KISS/DISQK funding provided between 2017 and 2020.

2017-18	2018-19	2019-20
\$5,047,325	\$6,241,315	\$6,608,131

Other Queensland Government investment in services for people with disability

Accommodation Support and Respite Services

The former DCDSS provided Accommodation Support and Respite Services (AS&RS) to enable people with intellectual disability and high support needs to live as independently as possible. This program is now provided by DSDSATSIP. DCDSS's investment, across 214 Group Homes and 11 Respite Centres, was:

	2017-18	2018-19	2019-20
AS&RS Direct Service Delivery⁴	\$131,753,702	\$132,688,951	\$134,985,113

Forensic Disability Service

The Forensic Disability Service (FDS) provides care, support and protection for people with an intellectual and/or cognitive disability who are subject to involuntary detention under a Forensic Order (Disability). A forensic order (Disability) is made if: the person is of unsound mind or unfit for trial due to an intellectual disability, and the person needs care for the person's intellectual disability but does not need treatment and care for any mental illness.

	2017-18	2018-19	2019-20
FDS Direct Service Delivery⁵	\$6,724,818	\$7,649,683	\$7,507,583

Summary

The Queensland Government investment under *All Abilities Queensland* has been significant and has increased each year of the plan since 2017.

Under the NDIS full scheme arrangements⁶, Queensland has committed to an indexed annual investment in excess of \$2 billion, with total committed plan supports now exceeding \$8.5 billion since transition commenced.

⁴ Expense Actual with 2019-20 Forecast - represents direct service delivery spend.

⁵ Expense Actual with 2019-20 Forecast - represents direct service delivery spend.

⁶ Commencement - 1 October 2020.



Other existing disability supports worth hundreds of millions will continue into the next *All Abilities Queensland* plan.



AAQ Priority Areas and Actions



1 Communities for all

Communities for All

The Communities for All priority recognises that people with disability should have the same opportunities as everyone else to participate in and be part of the community and be valued and respected for their diversity.

What we said we would do

Through this action the Queensland Government has supported communities to be welcoming and inclusive and enable Queenslanders with disability to participate in the political, economic and social aspects of community life.

The Action Plan contained 33 actions under the Communities for All priority, comprised of 10 whole of government actions and 23 department-specific actions. Action success measures for each of the 33 actions have been delivered. This section highlights some of the key achievements under AAQ and examples of NDIS outcomes relevant to this priority.

We have taken action to recognise diversity, promote and uphold rights and invest in enabling arts, sport and recreation and tourism activities to be more accessible and inclusive.

We have worked to foster positive attitudes towards people with disability by developing and sharing resources to dispel myths and misconceptions, and drive change by supporting business and community groups to create more inclusive cultures.

We have promoted examples of inclusion and provided the platform for people with disability to share their personal experiences to help raise awareness and change community attitudes. We have also worked with partners to improve accessibility of places and spaces and ensure information is accessible and available in multiple formats and languages.


Key Achievements

Changing attitudes and breaking down barriers by raising awareness and capability

AAQ Action - 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 (led by DCDSS).

To support the implementation of *All Abilities Queensland* DCDSS launched a [website](https://www.dsdsatip.qld.gov.au/campaign/all-abilities-queensland) (https://www.dsdsatip.qld.gov.au/campaign/all-abilities-queensland) which showcases 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.

Between 1 July 2017 and 30 June 2020, the All Abilities Queensland website received **53,212 pageviews.**



AAQ Action - 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 (whole-of-government, led by DCDSS).

In 2019, DCDSS developed and published the disability awareness program, 'Inclusion is within everyone's ability'. The program was made available and promoted to DCDSS staff and linked to online induction training. The program was also uploaded to the whole-of-government website (ForGov), making it available to all public sector employees and was promoted to employees across all Queensland Government departments. Since its release, 1,032 Queensland Government staff have completed the training and in the coming years this will continue to be promoted across the Queensland Government⁷.

Accessible places and spaces

AAQ Action - Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: an age-friendly community grants program (led by DCDSS).

Over 3 years from 2017-18, \$1 million per annum has been available through open funding rounds to seed fund community projects involving partnerships between local government, community and other organisations to co-develop, implement and promote innovative age-friendly projects. A total of [nine grant projects](https://www.dsdsatip.qld.gov.au/our-work/seniors/queensland-age-friendly-community/advancing-queensland-age-friendly-community-grants-program) (<https://www.dsdsatip.qld.gov.au/our-work/seniors/queensland-age-friendly-community/advancing-queensland-age-friendly-community-grants-program>) funded between 2017 and 2020 benefitted older people with disability.

NDIS Outcome

78% of Queenslanders in the NDIS aged 0-14 years reported, during their second plan review, that the NDIS had improved their access or helped to access services, programs and activities in the community. This represents an increase of 5% from first plan reviews.

71% of Queenslanders in the NDIS aged 15 years and over reported that the NDIS had improved their access or helped to access services, programs and activities in the community. This represents an increase of 10% from first plan reviews⁸.

Accessible Information

AAQ Action - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (whole-of-government, led by DCDSS).

In response to the COVID-19 pandemic, DCDSS established a dedicated team to respond to and monitor COVID-19 issues impacting people with disability and the sector in Queensland. The team developed resources and communications materials for the disability sector, such as factsheets, to clarify how providers and workers can continue to support people with disability. Dedicated information for websites was developed to provide people with disability, service providers, support workers and families with up to date information. This included links to the latest updates, advice, facts and resources about COVID-19, including easy English versions.

⁷ Data at 27 May 2020.

⁸ Table H.29 Results for "Has the NDIS helped?" questions answered at first and second plan reviews - from NDIA Report to COAG DRC 30 June 2020, www.ndis.gov.au/media/2610/download, © National Disability Insurance Scheme Launch Transition Agency.

Welcoming and inclusive communities

AAQ Action - Promote uptake of the Companion Card scheme by businesses, including Queensland Government venues and events (led by DCDSS).

As at 30 June 2020, there were **809 businesses** offering the Companion Card Scheme and **25,992 cardholders**.

The Companion Card scheme supports people who have a disability and a lifelong need for attendant care support to participate in community activities and attend venues. Companion Card holders receive a second 'companion' ticket at no charge at participating venues and on public transport. Growth in uptake of the companion card across the AAQ reporting period is shown in the table below:

	2017-18	2018-19	2019-20
Companion Card holders (cumulative)	19,112	22,511	25,992

AAQ Action - Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations (led by Department of Environment and Science (DES)⁹. Arts Queensland has continued to support partnerships between arts and disability organisations to increase engagement, participation and access to the arts by people with disability, as audience members, participants and workers in the sector. The Wilbur the Optical Whale creative development case study on the following page demonstrates how this partnership approach has been supported.

AAQ Action - 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) (led by DES)¹⁰.

- Queensland Museum turned the sound down and made accommodations to support visitors who need a quieter, sensory friendly experience. This included turning off exhibits or displays with bright or flashing lights, turning down the sound on noisy exhibits, limiting visitor numbers to paid exhibitions and providing a quiet, chill out zone as a respite space.
- Sensory Kits are now available to borrow at all Queensland Museum Network campuses to assist those with different sensory engagement needs.
- Low sensory exhibition viewings are provided at Queensland Art Gallery/Gallery of Modern Art for people with Autism, sensory sensitivity or disability.
- Bespoke guided tours are provided for people with disability, including hearing loss, vision loss, cognitive impairment and members of the deaf community via Auslan interpretation.
- Additional programming for visitors with disability in September supports Disability Action Week and Dementia Action Week.
- Auslan interpretation for selected onsite public programs is also provided.

⁹ Arts Queensland within the Department of Environment and Science.

¹⁰ Arts Queensland within the Department of Environment and Science.

CASE STUDY



Wilbur the Optical Whale creative development

Wilbur the Optical Whale is an immersive, interactive and accessible performance for children, which celebrates differences and explores the themes of bullying and acceptance, supported by Arts Queensland. Based on the book of the same name by Karen Lee Roberts, indelabilityarts collaborated with key creatives including Flipside Circus creatives and performers (physical story telling), Clint Bolster (clown, mask and slapstick skills) and Elise Greig (story telling development) to bring the story to life through a creative development process. Indelabilityarts premiered the show at the 2020 Adelaide Fringe Festival. Wilbur the Optical Whale was awarded both the Adelaide Fringe 2020 Access Award and the John Chataway Innovation Award (Week 3).

The full case study can be found at <https://www.arts.qld.gov.au/case-studies/wilbur-the-optical-whale-creative-development>

AAQ Action - Continue to promote and improve access to Queensland’s national parks, particularly at popular sites where we are replacing or providing new facilities (led by DES).

Examples of projects completed between 2017 and 2020 that have incorporated universal design to improve access to Queensland’s national parks include:

- Daisy Hill Conservation Park:
 - Constructed accessible Day Use Area (DUA) facilities.
 - DUA upgrades to Australian Standard 1,428 (including paths, parking, barbeques, tables, toilets and koala centre access).
 - Paperbark Trail: assisted access boardwalk complementing the existing accessible infrastructure at the DUA.
- Walkabout Creek Gateway Visitor Centre: lower carpark, events lawn and activity trail.
- Jimna State Forest – Peach Trees Camping Area: tent site, table, tap, fire ring and toilets.
- Glasshouse Mountains National Park – Tibrogargun Day Use Area Redevelopment: improved access and mobility within the park, including a parking bay, wheelchair accessible picnic tables and wheelchair accessible paths.
- D’Aguilar National Park – Mailala Day Use Area upgrade: incorporated wheelchair accessible pathways, picnic shelters and bbq facilities.
- Springbrook National Park – Goomoolahra Day Use Area: accessible walking track from carpark to Goomoolahra Falls lookout.
- Noosa: Constructed disability parking and access to Laguna lookout.

AAQ Action - Implement the Queensland Financial Inclusion Plan to improve financial security and resilience for Queenslanders including people with disability (led by DCDSS).

Funding of \$6.5 million annually has been allocated over five years from 2016-17 to deliver the [Financial Resilience Program](https://www.chde.qld.gov.au/about/initiatives/financial-literacy-and-resilience) (https://www.chde.qld.gov.au/about/initiatives/financial-literacy-and-resilience) in 30 locations across Queensland. The number of people that have received assistance through Better Budgeting Services each year between 2017 and 2020, is shown in the table below.

2017-18	2018-19	2019-20	Total
13,032	15,027	13,847	41,906

NDIS Outcome

42% of Queenslanders in the NDIS said they were involved in community or social activities at their second plan review¹¹.

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

AAQ Action - 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 (led by DCDSS).

The AAQ and the supporting Disability Service Plans 2017-2020 contributed to meeting Queensland's obligations under the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and promoting respect for their inherent dignity.

The Queensland Disability Advisory Council and the Queensland Carers Advisory Council, representing people with disability, families and carers, provided DCDSS and government with independent advice on a range of matters relating to disability and carers. This included ensuring the rights and interests of people with disability were actively considered regarding the proposal to ban single-use plastic products.

AAQ Action - Continue to fund community legal centres (CLCs) to provide advice and support to vulnerable Queenslanders, including people with disability (led by Department of Justice and Attorney-General (DJAG)). Between 2017 and 2020, the Queensland Government allocated \$61 million of Queensland and Commonwealth funding to 36 community organisations to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. Community Legal Centres Queensland (CLCQ), the peak association for CLCs, estimates that over 20% of all clients assisted over 2017-18 and 2018-19 had disability or mental illness.

AAQ Action - Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS (led by DCDSS).


In 2018-19, the Queensland Government committed \$8.7 million to fund 14 disability advocacy services from 2019 to 2021. This included \$613,000 during 2019-20 to extend disability advocacy in rural and remote areas. During 2019-20, these services provided over 20,000 hours of disability advocacy support to approximately 2,000 individuals.

Safe, healthy and respectful relationships

AAQ Action - Promote the Respectful Relationships Education Program in Queensland schools (led by Department of Education (DoE)).

The Respectful Relationships Education Program (RREP) is a Prep to Year 12 primary prevention program focused on influencing behaviour change to prevent undesirable social consequences such as domestic and

¹¹ Taken from table H.36 'Progress against the NDIA's corporate plan metrics for 'participants in work', 'participants in community and social activities' and 'participants who choose who supports them' - from NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency



family violence. In 2019-20, the Prep to Year 12 curriculum, assessment and reporting framework was updated to require Queensland State schools to provide respectful relationships education as part of health and wellbeing education, either through the Prep to Year 10 Australian Curriculum or as part of each school's pastoral care program.

NDIS Outcome

68% of Queensland school children in the NDIS aged up to 14 years said they have a genuine say in decisions about them¹².

¹² Table H.18 - Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland - From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download> © National Disability Insurance Scheme Launch Transition Agency.



2 Lifelong Learning

Lifelong Learning

The Lifelong Learning priority aims to increase opportunities for learning from early childhood, school and vocational, tertiary and informal learning, to ensure Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life.

The Action Plan contained 13 department specific actions under the Lifelong Learning priority. Action success measures for each of the 13 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

What we said we would do

Through this action the Queensland Government recognised that inclusive learning opportunities are fundamental to improved opportunities for social and economic participation. The Queensland Government has taken action to support students, educators, parents and carers to enable lifelong, inclusive learning opportunities for Queenslanders with disability.

Key Achievements

Early Childhood

AAQ Action - Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) (replaced by KISS) program for sessional kindergartens (led by DoE).

The Kindergarten Inclusion Support Scheme (KISS) supports kindergarten services to provide inclusive programs for

children with disability. Funding is provided to kindergarten services via their nominated central governing bodies that administer the funding on behalf of their member services.

	2017	2018	2019
Children with a disability enrolled in a kindergarten program ¹³	2,892	3,273	3,775

AAQ Action - Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindergarten services (led by DoE).

Through the Specialised Equipment and Resources for Kindergartens (SERK) program, kindergarten services can access specialised equipment and resources to assist a child with disability to participate in their program. The number of sessional kindergartens accessing support between 2017 and 2020 (equipment loans and specialised inclusion support services) is shown in the table below.

2017-18	2018-19	2019-20
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¹³ 2020 enrolment figures not available at 30 June 2020.

331	136	173 ¹⁴
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AAQ Action - Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the *Early Childhood Education and Care Workforce Action Plan 2016– 2019* (led by Department of Employment, Small Business and Training (DESBT)).

The Higher Level Skills program provides a government subsidy to support eligible individuals to access training in selected Certificate IV or above qualifications, and priority skill sets. Between 2017 and 2020, a total of 6,017 participants were supported across the identified skill sets, as shown in the following table.

Skill Set	2017-18	2018-19	2019-20
Building Inclusive Practices in Early Childhood Education and Care Skill Set	36	100	493
Supporting Children and Families with Complex Needs	7	2,147	1,455
Team Leader	50	517	1,222

NDIS Outcome

- 15,553 Queensland children with disability have entered the NDIS Early Childhood Early Intervention (ECEI) gateway.
- 11,869 have NDIS plans of funded supports.
- 846 more have met NDIS eligibility and are awaiting a plan, and another 2,199 are receiving initial supports through the ECEI gateway^{15 16}.
- Families and carers of Queensland children in the NDIS, up to school age, said the NDIS has:
 - improved their child's development (90%)
 - improved their child's access to specialist services (91%)
 - helped increase their child's ability to communicate what they want (82%)
 - improved how their child fits into family life (77%)
 - improved how their child fits into community life (62%)¹⁷.

¹⁴ 1 July 2019 to 31 Dec 2019 period data.

¹⁵ Initial supports include any early childhood therapy supports and/or mainstream referrals.

¹⁶ Table C.2 From NDIA Report to COAG DRC 30 June 2020 - <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

¹⁷ Table H.22 - Results for "Has the NDIS helped?" questions answered at first plan review, for SFOF version 'Participant 0 to school' - participants who entered from 1 July 2018 to 30 June 2019 – Queensland, from NDIA Report to COAG DRC 31 March 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

Primary, special and secondary schools

AAQ Action - Implement 17 recommendations of the independent review of education for students with disability in Queensland State schools (led by DoE).

As at 31 March 2020, 10 recommendations are completed and embedded into everyday practice. A further six recommendations have progressed significantly, and one recommendation is in the planning phase.

NDIS Outcome

There are 17,987 children in the NDIS in Queensland aged 7 – 14 years with average budgets of \$25,000 in current plans¹⁸.

66% of Queensland school children in the NDIS up to the age of 14 years, attend school in a mainstream class¹⁹.

Since being reintroduced in 2015, Skilling Queenslanders for Work has **assisted 6,251** people with disability by **providing supported training**.

Tertiary and vocational education

AAQ Action - Continue to support the delivery of lifelong learning options in rural areas, including through the use of online options and technology (led by DESBT).

Skilling Queenslanders for Work provides training to people who are under-utilised or under-employed through targeted programs delivered by community organisations with not-for-profit objectives, in partnership with training providers²⁰.

AAQ Action - Promote Skills Disability Support as a participation strategy for learners with disability (led by DESBT).

Skills Disability Support (SDS) is a free Queensland Government program that provides specialised services direct to pre-approved training providers so people with disability can access support to participate in accredited training. Demand for Skills Disability Support has been maintained, with over 830 new applications for support having been received since July 2017 alongside ongoing support for continuing students.

More than **830 new applications** for the **Skills Disability Support program** have been received since July 2017.

¹⁸ NDIS Participant Data at 29 September 2020, <https://data.ndis.gov.au/>

¹⁹ Table H.20 - Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland From NDIA Report to COAG DRC 30 June 2020, http://www.ndis.gov.au/media/2610/download_, © National Disability Insurance Scheme Launch Transition Agency.

²⁰ Skilling Queenslanders for Work data was current at 30 June 2020.



NDIS Outcome

9% of Queenslanders in the NDIS aged over 25 years participate in education, training or skill development.

61% of those who participate do so in a mainstream setting²¹.

²¹ From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.



3 Employment

Employment

The Employment priority aims to increase job opportunities for people with disability in the public and private sectors.

The Action Plan contained 3 actions under the Employment priority, comprised of two whole-of-government actions and one department-specific action. Action success measures for each of the 3 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

What we said we would do

Through this priority the Queensland Government has recognised work is an important contributor to economic security and wellbeing, and a way of building social networks. We have taken action and worked with partners to increase participation in the workforce for people with disability across our State, including increasing the number of people with disability employed in the Queensland public sector.

DCDSS's Disability Connect Queensland division had specific responsibility for ensuring people with disability have opportunities for economic participation in their communities and set a target of 20% of its workforce being people with disability.

Key Achievements

Leading the way – increasing opportunities in the Queensland public sector

AAQ Action - Implement strategies to reach the Queensland Government target that, by 2022, 8% of the Queensland public sector workforce will be people with disability (whole-of-government, led by Public Service Commission).

The Working for Queensland survey, an annual survey which measures Queensland public sector employee perceptions of their work, manager, team, and organisation, shows encouraging progress in the respondents who identify as having disability. Between 2017 and 2020, the Public Service Commission delivered the following actions to increase the proportion of Queensland public sector employees with disability:

- Published *Empowered and Confident: Disabling the Barriers Implementation Plan 2018–2022* and commenced delivery of the associated actions.
- Supported the Different Faces of Disability communications campaign to raise greater awareness of people with disability.
- Developed an online knowledge centre to provide resources and tools to help foster more inclusive workplaces for people with disability.
- Provided training and development programs to support inclusive workplace practices.
- received monthly reporting on candidate diversity for vacancies advertised on the Smart Jobs and Careers website.
- Helped highlight the strengths of people with disability applying for the Policy Futures Graduate program – out of the 35 successful candidates of the 2020 cohort, three identified as having disability.
- Shared and promoted stories that raise awareness broadly of diversity and inclusion.

- Partnered with Queensland Shared Services, with the assistance of the Department of Premier and Cabinet, to explore inclusive enhancement options specific to the Smart Jobs and Careers website and the Springboard recruitment platform.

Increasing employment opportunities for Queenslanders with disability

AAQ Action - Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy (led by DESBT).

The Back to Work regional employment program has supported **2,478** people with disability into jobs.

Back to Work has supported a total of 2,478 people with disability into jobs. These previously unemployed jobseekers were employed by 1,624, employers who received \$20.7 million in funding through the program²².

NDIS Outcome

For NDIS participants in Queensland who had their first plan approved between 1 July 2017 and 30 June 2018, and have had a second plan review to date, 18% indicated they were involved in work²³.

Employment remains a critical issue for people with disability. People aged between 15 and 64 years with disability have lower labour force participation and higher unemployment rates than people without disability.

The NDIA's participant Employment Strategy 2019-2022 outlines how the NDIA will take action to make sure more NDIS participants achieve meaningful participation in the economy.

²² Figures current as at 2 October 2020.

²³ NDIS Participant Outcomes and Satisfaction - Outcomes measures as at 30 June 2020 - % of NDIS participants in Qld involved in work (second review vs baseline) - Queensland Quarterly Performance Dashboard - 31 March 2020, <http://www.ndis.gov.au/media/2586/download>, © National Disability Insurance Scheme Launch Transition Agency.



4 Everyday Services

Everyday Services

The Everyday Services priority aims to improve disability awareness and knowledge within mainstream services and build organisational cultures that support continuous improvement and learning.

What we said we would do

The Queensland Government recognises the importance of ensuring the services we deliver are accessible and responsive to the needs of all Queenslanders, including Queenslanders with disability. We have worked across Queensland Government service agencies to improve accessibility for people with disability to ensure universal services complement the supports eligible people will access through the NDIS. In implementing the actions, we have worked to improve the experience of Aboriginal peoples and Torres Strait Islander peoples with disability, and people with disability from culturally and linguistically diverse backgrounds to access culturally capable supports.

The Action Plan contained 36 actions under the Everyday Services priority, comprised of one whole-of-government action and 35 department-specific actions. Action success measures for each of the 36 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

Key Achievements

Housing

AAQ Action - Ensure all new social and government employee housing projects are built in consideration of Livable Housing Design Guidelines (led by Department of Housing and Public Works (DHPW)).

Over 65% of newly constructed social housing dwellings have been designed to either the Gold or Platinum level of the *Livable Housing Design Guidelines*²⁴.

AAQ Action - Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy (led by DHPW).

- 3,924 RentConnect Advisory Services were provided to people with disability between 1 July 2017 and 30 June 2020.
- As part of the Queensland Government's COVID-19 knock and drop, grocery deliveries and welfare checks have been proactively provided by Home Assist Secure (HAS) services to eligible HAS clients. Additionally, as part of the Queensland Government's stimulus package, the Seniors and Accessibility Assistance (SAA) package of \$10 million commenced implementation to provide funding of up to \$5,000 to eligible HAS clients for larger works that will provide safety, security and accessibility outcomes.
- The Queensland Statewide Tenant Advice and Referral Service (QSTARS) worked with DHPW to improve tenant information so that it is more accessible to people with disability.

²⁴ Figures at 30 June 2020.

Health

Increase staff awareness of services that are available for people with disability e.g. electronic interpreting services for people who are deaf or hard of hearing (led by Queensland Health (QH)).

All Queensland Health Hospital and Health Services (HHS), and the Department of Health (DoH), have access to interpreting services including for people who are deaf or hard of hearing. Each HHS provides training to staff when they commence to inform them of the need to provide interpreters for people who are deaf or hearing impaired.

NDIS Outcome

67% of Queenslanders in the NDIS aged **15 – 24 years** said their health was good, very good or excellent, and 68% said they did not have any difficulties in accessing health services.

48% in this age group said that their involvement with the NDIS had improved their health and wellbeing (this increased a further 2% at the third plan review).

44% of Queenslanders in the NDIS aged **25 years and over** said their health was good, very good or excellent, and 63% said they did not have any difficulties in accessing health services.

62% of those with a third plan review indicated their involvement with the NDIS had improved their health and wellbeing (an increase of 11% from first plan review)²⁵.

Transport

AAQ Action - Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years (led by Department of Transport and Main Roads (DTMR)).

Upgrades or accessibility improvements have been made, or are in progress, at the following train stations: Strathpine, Boondall, Morayfield, Auchenflower, Southbank, Albion, Cannon Hill, Loganlea, Dakabin, Buranda and East Ipswich. A further six stations – Fairfield, Yeronga, Yeerongpilly, Moorooka, Rocklea and Salisbury – are to be upgraded to coincide with the opening of the Cross River Rail.

AAQ Action - Continue to manage the Disability Parking Permits, including improvements to services (led by DTMR).

The Disability Parking Permit online service now allows eligible individuals and organisations to apply, reapply for or replace a disability parking permit. Approximately 50% of all applications received by DTMR are now via the online service.

²⁵ From NDIA Report to COAG DRC 31 March 2020, <http://www.ndis.gov.au/media/2610/download>. © National Disability Insurance Scheme Launch Transition.

AAQ Action - 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 (led by DTMR).

The Queensland Taxi Subsidy Scheme (TSS) provides affordable travel for people with significant disability who have been medically assessed as unable to use other forms of subsidised public passenger transport. Under the TSS, the Government pays half of a member's taxi fare up to a limit of \$25 per journey.

The Passenger Transport Accessible Infrastructure Program (PTAIP), managed by DTMR, provides funding grants to local governments to assist in upgrading their bus stops to comply with the *Disability Discrimination Act 1992*. Since 2017, PTAIP has provided over \$15 million in funding grants to local governments to support the upgrade of close to 2,100 bus stops throughout the State.

TSS - Eligible journeys and subsidy payments between 2017 and 2020

Year	Journeys	Subsidy Payment (ex GST)
2017-18	1,844,552	\$14,200,580
2018-19	1,959,423	\$15,171,525
2019-20	1,704,760	\$13,500,000

The Queensland Government also provides a \$20 Lift Payment for taxi operators for each Wheelchair Accessible Taxi trip involving transport of a TSS member who is required to travel in a wheelchair.

Lift Payment – Eligible journeys and incentive payments between 2017 and 2020

Year	Journeys	Incentive payments (ex GST)
2017-18	312,214	\$5,725,539
2018-19	320,019	\$5,818,527
2019-20	347,365	\$6,340,000

Specialist disability services and community supports

AAQ Action - Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (whole-of-government, led by DCDSS).

At 30 June 2020:

- over 80,000 Queenslanders were already in, or seeking access to, the NDIS, including children in the Early Childhood Early Intervention pathway
- almost 74,000 active participants had a NDIS plan, with approximately 20,000 approved in 2019-20 (the bi-lateral estimate of 91,217 is expected to be reached early 2021)
- over 2,400 Queenslanders had met access requirements and were in planning or soon to commence planning
- 96.3% of former clients supported under the *Disability Services Act 2006*, who actively sought access, were successful and a further 1% were in, or commencing, the access process
- approximately 30,000 Queenslanders were receiving funded disability supports for the first time
- over \$8.5 billion in committed supports in Queensland since NDIS transition commenced
- 5,058 registered NDIS providers in Queensland across a range of registration groups.

Disability Connect and Outreach Program

Commonwealth funding of \$20 million has been negotiated by the Queensland Government to support the delivery of the NDIS in Queensland by increasing participant numbers. DCDSS, through the Disability Connect and Outreach Program (DCOP), established statewide Assessment and Referral Teams (ART) comprised of case managers and clinicians who provide intensive support through the entire NDIS access process, including assessments of functional capacity where required.

DCOP Case Study - Robyn moves back home

Robyn is 54 with a permanent physical impairment as a result of a spinal cord injury which was causing her to spend most days in bed. Robyn lived with her husband who was unable to continue to provide the level of care that she needed, which meant Robyn had to temporarily move into her daughter's home where she could access more care while the family worked out what they could do.

Robyn's ART Case Manager helped provide more information to support her application to the NDIS by preparing a document for her GP to sign which outlined the permanence and impact of Robyn's disability on the family and the need for additional support.

The ART Case Manager also helped Robyn's husband prepare a Carer Impact Statement, providing further evidence of the difficult situation the family was in. With this additional information, Robyn and her family were advised that she had met access requirements to receive NDIS supports.

Since launching in February 2020, ART has received over 1,000 referrals for support. 64% of people who received access met decisions with support from ART were previously on a negative pathway. This shows that there are still people who may be eligible for the NDIS who are yet to apply or who have been unsuccessful in their applications and may benefit from ART's intensive case management approach²⁶.

AAQ Action - Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme (led by DCDSS).

Total QCC funding between
2017 and 2019 was
\$196.3 million.

From 1 July 2019 to 30 June 2020
8,541 people
have received supports
through QCSS.

Under Queensland Community Care (QCC), between 2017 and 2019, approximately 62,000 people under 65 years of age with disability or a condition that restricted their ability to carry out activities of daily living, were supported with low-intensity support services such as dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.

QCC ceased on 30 June 2019 and was replaced with the Queensland Community Support Scheme (QCSS). From 1 July 2019 to 30 June 2020 under the QCSS, 225,917 hours of in-home supports and 109,539 hours of community connection supports were provided. In 2019-20, the allocation for QCSS funded service delivery was \$37.5 million.


AAQ Action - 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 (led by DCDSS). Between December 2016 and June 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over was successfully transferred to the Commonwealth Continuity of Support Programme. DCDSS retained responsibility for continuity of support for clients under 65 years of age who are ineligible for the NDIS. In 2019-20, a total of 44 individuals were supported through State Continuity of Support funding, with an allocation of \$1,583,914.

Building Cultural Capability

Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal peoples and Torres Strait Islander peoples 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 peoples and Torres Strait Islander peoples (led by the former Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)).

DATSIP's regional staff supported the implementation of *All Abilities Queensland* through the development of strong links with industry to improve employment outcomes for Aboriginal peoples and Torres Strait Islander peoples with disability. Throughout 2019-20, DATSIP's Cairns and Hinterland regional staff worked closely with local businesses to broker employment opportunities for Aboriginal and Torres Strait Islander job seekers. One example included providing support to a job seeker who was searching for an entry level opportunity while undertaking study for a Certificate III in Individual Support. DATSIP staff created an industry link with the Independent Living Support Association (ILSA), which led to the creation of the employment opportunity, and to the delivery of culturally capable services as a result of aligning the candidate's work activities to that of Aboriginal and Torres Strait Islander clients with disability.

²⁶ Data at 30 June 2020.



AAQ Action - Build the capability of communities and the disability service sector to deliver support to Aboriginal peoples and Torres Strait Islander peoples with disability and support the readiness of Aboriginal peoples and Torres Strait Islander peoples to transition to the NDIS (led by DCDSS).

The Queensland Government invested \$1.56 million in readiness activities specifically for Aboriginal peoples and Torres Strait Islander peoples. This included 224 information sessions across 66 communities and organisations to support participant readiness. Sector readiness activities included face-to-face meetings with 105 families; 124 presentations to local community leaders, Elders, service providers; stalls at 15 community events; participation in 11 media interviews; and distribution of over 1,000 promotional materials about NDIS.

A further \$1.5 million was budgeted by DCDSS (now DSDSATSIP) in 2021 to support Aboriginal and Torres Strait Islander organisations to take up the opportunity to deliver high quality NDIS services within their local communities.

At 30 June 2020, 8.8 per cent or 6,514 of the Queensland participants with a plan of funded supports were Aboriginal peoples and Torres Strait Islander peoples. Nationally this proportion was 6.3 per cent. This is consistent with 2016 Census outcomes which indicated that, although 4 per cent of Queenslanders are Aboriginal and Torres Strait Islander, Aboriginal peoples and Torres Strait Islander peoples were up to two times more likely to have disability.

The NDIA reported that 26 per cent of Aboriginal and Torres Strait Islander participants in Australia reside in Queensland; this is slightly less than the national proportion of all Aboriginal peoples and Torres Strait Islander peoples in Australia who reside in Queensland, at 28.7 per cent. While the readiness activities undertaken by the Queensland Government provided a great start, there is still work to do to support people who are harder to reach, live in remote areas or who live in discrete Aboriginal and Torres Strait Islander communities, into the Scheme.

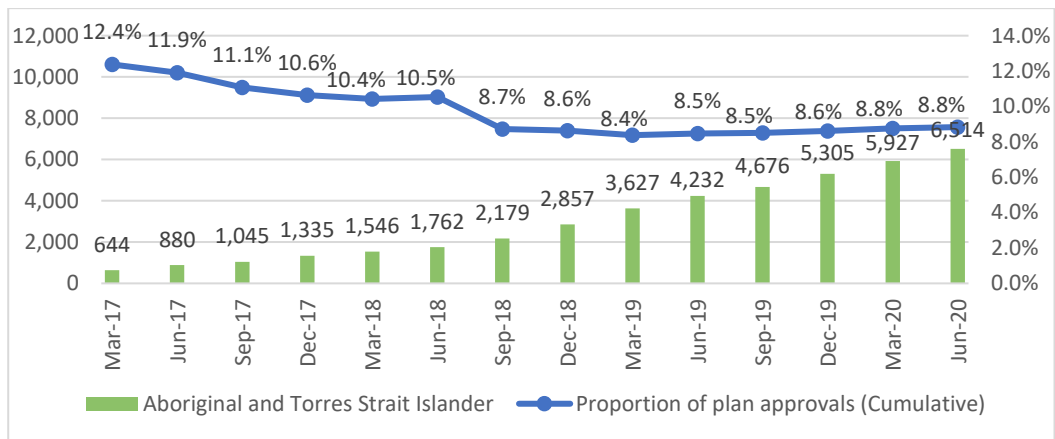
NDIS Outcome

8.8% of Queensland NDIS participants are Aboriginal peoples and Torres Strait Islander peoples²⁷ compared to 6.3% nationally.

²⁷ Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– Queensland, from NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

The NDIS implementation followed a phased approach, commencing in regional North and Central Queensland centres. The transition began in the major population areas of South East Queensland in July 2018. The number and proportion of Aboriginal and Torres Strait Islander participants²⁸ entering the NDIS from Queensland reflects that phased geographic approach and this is represented in the table below.

The former DCDSS' Assessment and Referral Team (ART) delivered intensive case management to support access for hard to reach clients, including a focus on Aboriginal peoples and Torres Strait Islander peoples. DSDSATSIP continues to deliver ART services in 2020-2022. As at 30 June 2020, over 12% of referrals to ART were for Aboriginal peoples and Torres Strait Islander peoples.



AAQ Action - 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 (led by DCDSS).

Funding was committed by the Queensland Government to projects to provide targeted support for Queenslanders with disability from culturally and linguistically diverse (CALD) backgrounds²⁹ to access the NDIS.

NDIS Outcome

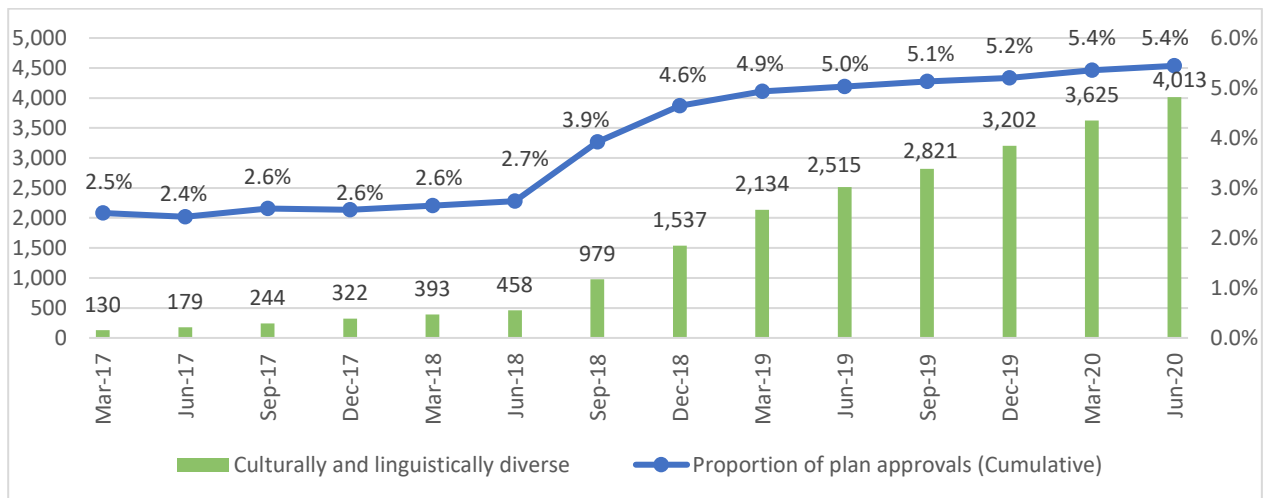
5.4% of Queensland NDIS participants are from culturally and linguistically diverse backgrounds³⁰.

²⁸ Participants of the NDIS who have identified as Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander during the access and/or planning process.

²⁹ Participants of the NDIS who were either not born in Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, and/or where the primary language spoken at home is not English.

The number and proportion of culturally and linguistically diverse participants has increased significantly during the phased implementation of the NDIS in South East Queensland³¹. This is illustrated in the table below.

The DSDSATSIP, formerly DCDSS, Assessment and Referral Team (ART), also delivered intensive case management to support access for hard to reach clients, including people from culturally and linguistically diverse backgrounds.



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

AAQ Action - 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 (led by Department of Child Safety Youth and Women (DCSYW)).

Intensive Family Support (IFS) services are designed to meet the multiple and complex needs of families at risk of re-entry into the statutory child protection system. Funding allocated to IFS between 2018 and 2020 is shown in the table below:

	2017-18	2018-19	2019-20
Funding allocated to IFS	\$49.7 million	\$51.5 million	\$55.8 million

AAQ Action - Link vulnerable young people with wraparound supports through case management in the Youth Support program (led by DCSYW).

In 2019-20, 3,911 young people received case management from youth support services.

²⁹ Number and proportion of culturally and linguistically diverse participants over time (cumulatively) – Queensland, From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency



Justice and Community Safety

AAQ Action - 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 (led by DJAG). Under the Victim Services Funding Program 2017-2020, Victim Assist Queensland (VAQ) provided funding and training to Working Alongside People with Intellectual and Learning Difficulties (WWILD) to help victims with disability understand their rights, access financial assistance and connect with services. Between 2017 and 2020 WWILD received funding totalling \$810,000. This funding has been extended for a further year totalling \$1,080,000 over 4 years (2017-21).

AAQ Action - Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable (led by DCDSS).

In 2019, DCDSS funded the development of the [Disability Inclusive Disaster Risk Reduction \(DIDRR\) Framework and Toolkit](https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/) (<https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/>). The DIDRR development was led by a collaborative of the Centre for Disability Research and Policy (University of Sydney), Queenslanders with Disability Network, and the Community Services Industry Alliance. The Queensland DIDRR Framework and Toolkit provides a roadmap for people with disability, community and disability support services, and local disaster management to work together to co-design and implement DIDRR innovations and evaluate their impact on decreasing risk and increasing the resilience of people with disability to disaster. The project was informed by inclusive stakeholder sessions held in Townsville, Rockhampton, Brisbane and Ipswich in 2019, with community members from the disability, community, health, emergency management and government sectors. The quality and success of the work was subsequently recognised through the International Champion of Change Awards, which noted "The success of this project was centred on direct inclusion of people with disabilities and their support networks".



5 Leadership and Participation

Leadership and Participation

The Leadership and Participation priority aims to ensure Queenslanders with disability have the same opportunities as everyone else to participate in Queensland's society and democracy, influence decisions that affect them and take up key roles in public and private organisations.

The Action Plan contained 8 actions under the Leadership and Participation priority, comprised of four whole-of-government actions and four department-specific actions. Action success measures for each of the 8 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

What we said we would do

The Queensland Government is committed to ensuring that Queensland does not miss out on the wealth of experience, knowledge and innovative ideas that people with disability can contribute across the broad range of leadership and civic participation opportunities. We have worked to improve consultation and engagement with people with disability and their families and carers in developing Queensland policy and programs. We have also worked to promote diversity in leadership and develop and support current and future leaders.

Key Achievements


Inclusion in consultation, civic participation and decision making, and supporting leadership development

AAQ Action – support the Queensland Disability Advisory

Council (QDAC) and 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 (led by DCDSS).

During 2017–18, QDAC met four times for a total of eight days and each of the seven regional councils met four times for a total of 28 days. In 2018-19, QDAC met four times for a total of eight days and each of the seven regional councils met four times for a total of 24.5 days.

On 28 October 2019, one Queensland disability advisory body with strong regional representation was established. The new model replaced the former regional network of disability councils which ceased following the transition of Queensland Government clients to the NDIS. During 2019-20, QDAC met five times, including three remote meetings, to provide critical insights about the experiences of people with disability and action required to address issues arising from the COVID-19 pandemic. QDAC contributed valuable practical ideas and solutions by ensuring the needs and views of people with disability were considered in the design and implementation of government actions. This advice included ensuring inclusion and accessibility formed part of key decisions. For example, QDAC considered and advised on ways to mitigate the impact of the ban on supply of single use plastics on people with disability.



AAQ Action - 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 (led by the Electoral Commission Queensland (ECQ)).

In the 2017 State General Election, and in local government by-elections in 2018, the ECQ delivered a number of services to facilitate greater access to voting for Queenslanders with disabilities, including a trial of drive-thru voting at two locations in the State election.

The ECQ also delivered the 2020 local government elections amid the COVID-19 pandemic while still ensuring people with disability could vote in a polling booth or early voting centre through the use of the following strategies:

- The accessibility rating of each venue was advertised on the ECQ website and polling staff were trained to assist voters cast a ballot upon request.
- Telephone voting was provided.
- Postal voting was available and easily accessible through applying either on the ECQ website or calling the ECQ call centre.
- Those who are Deaf could contact the ECQ election call centre and access the National Relay Service.

AAQ Action - Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (whole-of-government, led by DCDSS).

The 'Everybody has a Role to Play' website promotes the Queensland Government Register of Nominees to Government Bodies to all Queenslanders in an accessible and inclusive format. DCDSS has also promoted the opportunities for leadership on boards, steering committees and advisory bodies through established disability networks and forums.

Appendix 1

All Abilities Queensland: Opportunities for all – Agency Responsible for Action and Status

COMMUNITIES FOR ALL

Changing attitudes and breaking down barriers by raising awareness and capability

Agency ³²	Timeframe	Action	Action success measure	Status
Department of Communities, Disability Services and Seniors (DCDSS)	2017–2020	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.	<ul style="list-style-type: none"> • New dedicated website launched • Tools, resources and showcase examples progressively published 	Completed
Whole-of-government (WoG) (led by DCDSS)	2017–2020	Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	<ul style="list-style-type: none"> • Queensland participates and contributes to national communication strategies and activities 	Completed
WoG (led by DCDSS)	2017–2020	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.	<ul style="list-style-type: none"> • Information pack provided to Ministers to support development of partnerships 	Completed

³² Following the 2020 Queensland General Election a number of agencies were renamed as a result of Machinery of Government changes. This appendix uses the former agency names.

Agency ³²	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	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.	<ul style="list-style-type: none"> • Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs • Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs 	Completed
WoG (led by DCDSS)	2017–2020	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.	<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 	Completed

Accessible places and spaces

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	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.	<ul style="list-style-type: none"> • Guidance provided to staff about how to choose an accessible venue for an event or meeting 	Completed
DCDSS	2017–2019	Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: an age-friendly community grants program.	<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 	Completed
DHPW	2017-2018	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.	<ul style="list-style-type: none"> • Responses to QBP proposals considered and QBP Consultation Paper published 	Completed
DCDSS	2017–2020	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.	<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 	Completed

Accessible information

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated	Completed
WoG (DHPW support)	2017–2020	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).	All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines	Completed
DHPW	2017–2018	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.	Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability	Completed
DoH	2017–2020	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.	Increased staff awareness of services available for people who are deaf or hearing impaired, in the delivery of public health services	Completed

Welcoming and inclusive communities

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2020	Implement the Queensland Financial Inclusion Plan to improve financial security and resilience for Queenslanders including people with disability.	Number of people receiving assistance through Better Budgeting Services	Completed
WoG (led by DCDSS)	2017–2020	Promote uptake of the Companion Card scheme by businesses, including Queensland Government venues and events.	Number of businesses, offering the Companion Card scheme	Completed
DES	2017–2020	Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations.	Reported initiatives/case studies	Completed
DES	2017–2020	Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre, Queensland Museum and Queensland Art Gallery and Gallery of Modern Art .	Reported access initiatives	Completed
DES	2017–2020	Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts.	Reported initiatives/case studies	Completed
DES	2017–2020 (ongoing)	Continue to promote and improve access to Queensland’s national parks particularly at popular sites where we are replacing or providing new facilities.	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	Completed
DES	2017–2018	Provide a range of adaptive technology devices to enable people with disability to use the State Library of Queensland collections and resources onsite.	Devices available for visitors with disability to access collections and resources	Completed
DHPW	2017–	Build on the 2018 Commonwealth Games to	Communication with relevant organisations,	Completed

Agency	Timeframe	Action	Action success measure	Status
	2018	promote involvement of people with disability in sport.	development and distribution of relevant materials	
DHPW	2017–2020	Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations.	Communication with relevant organisations, development and distribution of relevant materials	Completed
DHPW and Department of State Development, Tourism and Innovation (DSDTI)	2017-2020	Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland.	Funding of innovative research, development or commercialisation projects which directly assist the disability services sector	Completed
DSDTI	2017-2020	Promote the Inclusive Tourism Guide – Inclusive Tourism: Making your business more accessibility and inclusive.	The guide is widely distributed through and used in industry networks	Completed

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

Agency	Timeframe	Action	Action success measure	Status
Department of Justice and Attorney-General (DJAG)	2017-2020	Maintain a strong voice for the rights of Queenslanders with impaired capacity.	Services provided to protect the rights and interests of vulnerable adults and children	Completed
DJAG	2017–2020 (ongoing)	Continue to fund community legal centres to provide advice and support to vulnerable Queenslanders, including people with disability.	Community legal centres funded to support vulnerable Queenslanders	Completed
DCDSS	2017–2019	Review Queensland’s legislation to ensure readiness for full implementation of the National Disability Insurance Scheme.	Review completed	Completed
WoG (led by DCDSS)	2017–2020	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.	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Completed
DCDSS	2017–2019	Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS.	Advocacy services are available to people with disability as they transition to the NDIS	Completed

Department of Local Government, Racing and Multicultural Affairs (DLGRMA)	2017-2020	Establish a panel of training providers to better support the cultural capability of organisations, to contribute towards the Multicultural Action Plan 2016–17 to 2018–19 focus on building culturally capable services and programs, including disability services.	Establishment of a panel of cultural capability training providers	Completed
WoG (DLGRMA lead)	2017-2020	Government services and funded non-government services provide access to language, translating and communication services.	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	Completed

Safe, healthy and respectful relationships

Agency	Timeframe	Action	Action success measure	Status
Department of Child Safety, Youth and Women (DCSYW)	2017–2020 (ongoing)	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.	Commence delivery of a number of initiatives to improve access	Completed
Department of Education (DoE)	2017-2020 (ongoing)	Promote the Respectful Relationships Education Program in Queensland schools.	Publication of Program and communication to stakeholders	Completed

LIFELONG LEARNING

Early childhood

Agency	Timeframe	Action	Action success measure	Status
DoE	2017–2020 (ongoing)	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.	The provision of quality professional learning resources for ECEC educators	Completed
DoE	2017–2020 (ongoing)	Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) program for sessional kindergartens.	Increased enrolments of children with disability and greater number of kindergartens accessing the program	Completed
DoE	2017–2020 (ongoing)	Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindergarten services.	Increased number of sessional kindergartens accessing support to assist children with disability	Completed
Department of Employment, Small Business and Training (DESBT)	2016–2019	Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the Early Childhood Education and Care Workforce Action Plan 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	Completed

Primary, special and secondary schools

Agency	Timeframe	Action	Action success measure	Status
DoE	2017–2020	Implement 17 recommendations of the independent review of education for students with disability in Queensland State schools.	Implementation of the recommendations	Completed
DoE	2017–2018	Ensure the department’s parent engagement strategy is inclusive of parents of students with disability.	Publication of strategy	Completed
DoE	2017–2020	Develop a statewide 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.	Information on implementation included in the department’s Disability Service Plan 2017-2020	Completed
DoE	2017–2020 (ongoing)	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.	Annual evaluation	Completed

Tertiary and vocational education

Agency	Timeframe	Action	Action success measure	Status
DESBT	2017–2019 2017–2020 (ongoing)	Continue to support the delivery of lifelong learning options in rural areas including through the use of online options and technology.	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	Completed
DESBT	2017–2020 (ongoing)	Promote Skills Disability Support as a participation strategy for learners with disability.	Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training	Completed
DESBT	2018–2020	Provide guidance to all registered training organisations via the resource ‘Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners.	Resource is reviewed, promoted and made publicly available	Completed
DESBT	2017–2020	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).	People with disability continue to remain a priority target group within programs offered through the Annual VET Investment Plan	Completed
DESBT	2017–2020 (ongoing)	Support pre-Qualified Suppliers to provide inclusive learning environments through the ‘Inclusive Learning: A Way Forward’ framework.	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	Completed

EMPLOYMENT

Leading the way – increasing opportunities in the Queensland public sector

Agency	Timeframe	Action	Action success measure	Status
WoG - Public Service Commission (PSC) lead	2017–2020 (ongoing)	Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland public sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.	The proportion of people with disability employed in the Queensland public sector workforce increases towards eight per cent by 2022	Completed

Increasing employment opportunities for Queenslanders with disability

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCSS)	2017–2020	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.	Information, resources and good practice case studies uploaded to the dedicated website	Completed
DESBT	2017–2018	Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy.	Number of job seekers with disability who received support through the Back to Work regional employment program	Completed

EVERYDAY SERVICES

Housing

Agency	Timeframe	Action	Action success measure	Status
DHPW	2017–2018	Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy.	A housing strategy and QBP Consultation Paper published	Completed
DHPW	2017–2020	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.	Housing Strategy is published Housing Strategy Action Plan supports person-centred approaches to housing assistance 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	Completed
DHPW	2017–2020	Ensure all new social and government employee housing projects are built in consideration of Livable Housing Design Guidelines.	50 per cent of new social housing built in consideration of liveable housing guidelines All new government employee housing built in consideration of liveable housing guidelines	Completed
DHPW	2017–2018 (HAS and QSTARS) 2017–2020 (RentConnect)	Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy.	Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) Continuation of RentConnect program	Completed
DHPW	2017–2020	Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability.	Best practice housing solutions and case study examples published Guidelines for housing providers developed	Completed
DHPW	2017–2020	Develop policy positions on housing access, quality and safeguards and new supply that improve housing choice for people with disability and influence national implementation	Meetings of the Reform Leaders' Group Subcommittee on Housing held Recommendations provided to the NDIS Reform Leader's Group on improving housing choice for	Completed

Agency	Timeframe	Action	Action success measure	Status
		and guide State roll-out of the National Disability Insurance Scheme.	people with disability including quality and safeguards Inter-agency Action Plan developed 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)	
DSDTI	2018–2019	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.	Guideline published	Completed

Health

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

Transport

Agency	Timeframe	Action	Action success measure	Status
Department of Transport and Main Roads (DTMR)	2017–2020 (ongoing)	Participate in 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).	Active participation on national committees such as National Accessible Transport Taskforce 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	Completed
DTMR	2017–2020 (ongoing)	Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years.	Accessibility upgrades to 14 high-priority stations in South East Queensland completed	Completed
DTMR	2017–2018	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.	Delivery of Games passenger transport in accordance with operations plans which acknowledge accessibility requirements	Completed
DTMR	2017–2020 (ongoing)	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 DTMR'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 DTMR's commitment to making the passenger transport network more accessible for people with disability and those with limited mobility. 	Completion of actions contained within DTMR's Disability Action Plan – Improving Access to 2017 Final review report completed for DTMR's Disability Action Plan – Improving Access to 2017 Disability action plan for the period 2018 to 2022 developed in consultation with key stakeholders	Completed
DTMR	2017–2020	Continue to manage the Disability Parking Permits	Ongoing scheme administration	

Agency	Timeframe	Action	Action success measure	Status
	(ongoing)	including improvements to services.	Implementation of a new online application lodgement service for Disability Parking Permits customers	Completed
DTMR	2017–2020 (ongoing)	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.	Accessibility Reference Group (ARG) meetings held on a quarterly basis with meaningful agendas that include consultation opportunities for DTMR projects	Completed
DTMR	2017–2018	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.	Evaluation and monitoring 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	Completed

Disability and community supports

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2020 (ongoing)	Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme.	Community care services continue to be provided to eligible persons aged under 65 who are not eligible to participate in the NDIS	Completed
DCDSS	2017–2020 (ongoing)	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 NDIS.	Continuity of support process in place and accessed by eligible people with disability	Completed
DCDSS	2017–2019	Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework (HSQF) and contributing to implementing the NDIS National Quality and Safeguarding Framework.	Queensland quality framework is in place until completion of NDIS transition	Completed
WoG (led by DCDSS)	2017–2019	Work with the National Disability Insurance Agency to provide a smooth transition to the NDIS.	All existing eligible clients transition and access services through the NDIS by 30 June 2019	Completed

Building cultural capability

Agency	Timeframe	Action	Action success measure	Status
DATSIP	2017–2020 (ongoing)	Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal peoples and Torres Strait Islander peoples 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 peoples and Torres Strait Islander peoples.	Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services	Completed
DATSIP	2017–2020 (ongoing)	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 peoples and Torres Strait peoples with disability.	Case examples highlight support provided to disability service providers to recruit and retain Aboriginal and Torres Strait Islander staff	Completed
DCDSS	2017–2018	Build the capability of communities and the disability service sector to deliver support to Aboriginal peoples and Torres Strait Islander peoples with disability and support the readiness of Aboriginal peoples and Torres Strait Islander peoples to transition to the NDIS.	Participant readiness activities are accessible to Aboriginal peoples and Torres Strait peoples with disability Supports and services to Aboriginal peoples and Torres Strait Islander people with disability are maintained and improved during NDIS transition	Completed
DCDSS	2017–2018	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.	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	Completed

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

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

Justice and community safety

Agency	Timeframe	Action	Action success measure	Status
DJAG	2017–2020 (ongoing)	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.	Services provided to support victims of crime	Completed
DCSYW	2017–2020 (ongoing)	Lead implementation of the <i>Queensland Violence against Women Prevention Plan 2016–22</i> , which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need.	All actions in Queensland Violence Against Women Prevention Plan commenced	Completed
DCDSS	2017–2020	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.	Funds provided	Completed

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2019	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.	Review of the Forensic Disability Act 2011 completed	Completed
DCDSS	2017–2019	Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.	Framework published online Consultation about implementation conducted with stakeholders	Completed
Queensland Corrective Services (QCS)	2017–2020 (ongoing)	Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment.	Report on any approved options to increase prisoner access to rehabilitation and re-entry programs	Completed

LEADERSHIP AND PARTICIPATION

Inclusion in consultation, civic participation and decision making and supporting leadership development

Agency	Timeframe	Action	Action success measure	Status
Electoral Commission of Queensland (ECQ)	2017–2020 (ongoing)	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.	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	Completed
DCSYW	2017–2020 (ongoing)	Implement the Queensland Youth Strategy: 'Building young Queenslanders for a global future' to improve opportunities and address challenges that young people face, including young people with disability and young carers.	Publication of an annual youth statement showcasing successes and reporting and implementation of actions	Completed
DCDSS	2017–2020	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.	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	Completed
DCDSS	2017–	Continue to convene the Queensland Carers	Three meetings held per year	Completed

Agency	Timeframe	Action	Action success measure	Status
	2020 (ongoing)	Advisory Council which provides advice to the Minister for Disability Services and Seniors on carer-related issues.		
WoG (led by DCDSS)	2017–2020	Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster ‘change from within’.	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	Completed
WoG (led by DCDSS)	2017–2020	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.	Increased participation of people with disability in consultation Options for engagement promoted	Completed
WoG (led by DCDSS)	2017–2020	Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	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	Completed
WoG (led by DCDSS)	2017–2020	Existing leadership programs are accessible and inclusive of Queenslanders with disability.	Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community	Completed