

# Disability Service Plan 2020–2023

All Abilities Queensland: opportunities for all



## About the plan

### ***All Abilities Queensland: opportunities for all***

The Queensland Government is building an inclusive Queensland where every person can thrive and reach their full potential as equals.

*All Abilities Queensland: opportunities for all* is the state disability plan for 2017–2020. It builds on the progress made and guides how Queenslanders can work with Commonwealth and local governments, the corporate sector, non-government and community organisations, communities and individuals, to provide opportunities for all.

*All Abilities Queensland* has been designed to complement the rollout of the National Disability Insurance Scheme (NDIS) over the next couple of years and aligns with the final years of the National Disability Strategy 2010–2020.

Due to delays associated with COVID-19 pandemic, a new National Disability Strategy (NDS) is due to be finalised for release in the second half of 2021.

Given the importance of the Queensland Disability Plan complementing the development of a new NDS, the new state plan will be developed following finalisation of the new NDS.

In the interim the *COVID-19 All Abilities Plan 2020-21* has been released.

### **Our Disability Service Plan**

Under the *Disability Services Act 2006* (Qld), each government department is required to develop a Disability Service Plan.

The Department of Children, Youth Justice and Multicultural Affairs' (DCYJMA) updated *Disability Service Plan 2020–2023* demonstrates how the department will work with our partners to build a fairer, more inclusive Queensland where people with disability, their families and carers are able to access the same opportunities, on the same basis as everyone else.

The plan takes into account appropriate actions to reflect the three priorities of the *COVID-19 All Abilities Plan 2020-21* which are:

1. High quality engagement and communication with people with disability
2. Maintaining service continuity and identify opportunities to reshape service arrangements and support people with disability and providers
3. Identify and action COVID-19 issues affecting people with disability.

It will be reported on annually and reviewed as required to ensure alignment with state and federal strategies.

### **Our department**

DCYJMA's vision is for Queenslanders to be safe and thriving in families and communities. We work to enable children, young people, and their families to be safe and to thrive in culture and communities, and to prevent and respond to crime, violence, abuse, and neglect.

DCYJMA's [Strategic Plan 2021-2025](#) provides strong vision and purpose, clear objectives and strategies, and demonstrates how we contribute to the [government's objectives for the community](#).

## Priorities for the *COVID-19 All Abilities Plan 2020-2021*

### High quality engagement and communication with people with disability

Action	Responsibility	Timeframe	Action Success Measure
Consultation and engagement processes are offered in a range of ways, including the use of technology to ensure that staff, clients and the people with disability that we work with receive information relating to COVID-19 in the most effective way.	Whole-of-Government DCYJMA	2020–2021	<ul style="list-style-type: none"> <li>DCYJMA COVID-19 plans and other COVID-19 messaging are provided in various formats.</li> <li>COVID-19 signage in DCYJMA premises can be understood by people with disability.</li> </ul>

### Maintain service continuity and identify opportunities to reshape service arrangements and support people with disability and providers

Action	Responsibility	Timeframe	Action Success Measure
Ensure that service delivery to vulnerable clients with disability is not impacted during the COVID-19 emergency and in the recovery phase.	Whole-of-Government DCYJMA	2020–2021	<ul style="list-style-type: none"> <li>DCYJMA’s Business Continuity Management processes, and in particular individual Business Continuity Plans ensure that service continuity can be maintained for people with disability within and external to DCYJMA.</li> </ul>

### Identify and action COVID-19 issues affecting people with disability

Action	Responsibility	Timeframe	Action Success Measure
Investigate and identify whether any systemic issues and modifiable risks related to COVID-19 are impacting on people with disability within and external to the department. Investigation methods must be reasonably varied to ensure that all people with disability are captured.	Whole-of-Government DCYJMA	2020–2021	<ul style="list-style-type: none"> <li>COVID-19 Communication Plans have been developed and implemented to ensure that engagement and communication methods for staff and clients with disability have successfully conveyed necessary information during the pandemic and the recovery period.</li> </ul>

## Communities for All

### Changing attitudes and breaking down barriers by raising awareness and capability

Action	Responsibility	Timeframe	Action Success Measure
Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department.	DCYJMA	2018–2023 (ongoing)	<ul style="list-style-type: none"> <li>Celebrations and awareness raising activities undertaken, funded, or sponsored by DCYJMA are accessible and inclusive for people with disability.</li> </ul>
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.	Whole-of-Government (DSDSATSIP lead)	2018–2021 (ongoing)	<ul style="list-style-type: none"> <li>Contribute to information pack provided to Ministers to support development of partnerships.</li> </ul>
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 (DSDSATSIP lead)	2018–2021 (ongoing)	<ul style="list-style-type: none"> <li>Disability awareness training program made available to staff.</li> <li>Disability awareness information provided in induction program.</li> </ul>

### Accessible places and spaces

Action	Responsibility	Timeframe	Action Success Measure
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.	Whole-of-Government (DSDSATSIP lead)	2018–2021 (ongoing)	<ul style="list-style-type: none"> <li>The needs of people with disability are considered when buildings and accommodation are constructed, refurbished or leases renewed.</li> <li>Guidance provided to staff about how to choose an accessible venue for an event or meeting.</li> </ul>
Ensure agreements between the department and funded organisations take into account accessibility and inclusiveness of people with disability.	DCYJMA	2018–2023 (ongoing)	<ul style="list-style-type: none"> <li>All funding and service agreements include accessibility and inclusiveness of people with disability where necessary.</li> </ul>

## Accessible information

Action	Responsibility	Timeframe	Action Success Measure
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).	DCYJMA	2018–2023 (ongoing)	<ul style="list-style-type: none"> <li>Develop and distribute a staff communique to increase awareness of services available for people with disability.</li> </ul>

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

Action	Responsibility	Timeframe	Action Success Measure
Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability.	Whole-of-Government (DSDSATSIP lead)	2018–2021 (ongoing)	<ul style="list-style-type: none"> <li>New legislation, policies and programs developed by DCYJMA demonstrate it has considered the needs of people with disability.</li> </ul>
Annual review of the department's complaints management policy and procedure to ensure that it is inclusive and protects the rights of people with disability.	DCYJMA	2018–2023 (ongoing)	<ul style="list-style-type: none"> <li>Complaints management policy and procedure are inclusive and protect the rights of people with disability.</li> </ul>
Publish a list of training providers to better support the cultural capability of organisations to contribute towards the focus on building culturally capable services and programs, including disability services, in future Multicultural Action Plans.	DCYJMA	2017-2020 (ongoing)	<ul style="list-style-type: none"> <li>List of cultural capability training providers is published and can be accessed by government agencies and government funded service providers</li> <li>The Queensland Multicultural Action Plan 2019-20 to 2021-22 has a continued focus on improving cultural capability across the whole-of-government.</li> </ul>

## Lifelong Learning

### Tertiary and vocational education

Action	Responsibility	Timeframe	Action Success Measure
Ensure client training programs provided or funded by the department consider the requirements of staff with disability.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA's client training programs incorporate the requirements of staff with disability.</li> </ul>
Ensure internal training programs provided by the department consider the requirements of staff with disability.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA's internal training programs incorporate the requirements of staff with disability.</li> </ul>

## Employment

### Leading the way – increasing opportunities in the Queensland public sector

Action	Responsibility	Timeframe	Action Success Measure
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.	Whole-of-Government (PSC lead)	2018-2022	<ul style="list-style-type: none"> <li>Diversity strategies are included in DCYJMA's Strategic Workforce Plan to contribute to the proportion of people with disability employed in the Queensland Public Sector workforce increase towards eight per cent by 2022.</li> </ul>
Annually review the department's attraction and retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA's attraction, retention, recruitment, and selection policies ensure equal opportunity for people with disability.</li> </ul>
Develop and implement employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure department staff with disability receive appropriate support.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA's employee support strategies are inclusive of people with disability.</li> </ul>



## Everyday Services

### Disability and community supports

Action	Responsibility	Timeframe	Action Success Measure
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (NDIS).	Whole-of-Government (DSDSATSIP lead)	2018-2021 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA participates in mechanisms developed by the Department of Communities, Disability Services and Seniors (DSDSATSIP) to support the department's eligible clients and staff to transition and access services through the NDIS.</li> </ul>

### Building cultural capability

Action	Responsibility	Timeframe	Action Success Measure
Improve department and funded service providers cultural capability to support Aboriginal people and Torres Strait Islander people with disability.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>Case studies to highlight improvements to cultural capability to support Aboriginal people and Torres Strait Islander people with disability.</li> </ul>

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

Action	Responsibility	Timeframe	Action Success Measure
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.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met.</li> </ul>
Link vulnerable young people with wraparound supports through case management in the Youth Support program.	DCYJMA	2018-2023 (ongoing)	<ul style="list-style-type: none"> <li>Number of young people receiving case management through the Youth Support program.</li> </ul>

## Leadership and Participation

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

Action	Responsibility	Timeframe	Action Success Measure
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.	Whole-of-Government (DSDSATSIP lead)	2018-2021 (ongoing)	<ul style="list-style-type: none"> <li>Options for engagement by people with disability and their families and carers are promoted, including the use of technology.</li> </ul>
Queensland Government agencies consult with people with disability when either developing a <i>Disability Service Plan</i> or implementing <i>Disability Service Plan</i> actions.	Whole-of-Government (DSDSATSIP lead)	2018-2021 (ongoing)	<ul style="list-style-type: none"> <li>People with disability are consulted during the implementation of DCYJMA's Disability Service Plan actions.</li> </ul>
Existing leadership programs are accessible and inclusive of Queenslanders with disability.	Whole-of-Government (DSDSATSIP lead)	2018-2021 (ongoing)	<ul style="list-style-type: none"> <li>DCYJMA existing leadership programs are inclusive of, and accessible to people with disability.</li> </ul>
Promote inclusion of people with disability on State Government boards, steering committees, and advisory bodies to foster 'change from within'.	Whole-of-Government (DSDSATSIP lead)	2018-2021 (ongoing)	<ul style="list-style-type: none"> <li>Opportunities for people with disability to participate on boards and steering committees are promoted and examples of successes are highlighted, to foster 'change from within'.</li> </ul>



## Contact for more information

### For further information or to provide feedback

Telephone: 13 QGOV (13 74 68)\*

Email: [workforceplanning@cyjma.qld.gov.au](mailto:workforceplanning@cyjma.qld.gov.au)

Website: [www.cyjma.qld.gov.au](http://www.cyjma.qld.gov.au)

### Hearing impaired assistance

Please contact us through the National Relay Service:

- TTY users, phone 133 677 (no additional call charges apply).
- Speak-and-listen (speech-to-speech relay) users, phone 1300 555 727.
- Internet relay users connect to the National Relay Service.
- Video relay users choose the available video relay contact on Skype and ask for 13 QGOV (13 74 68).
- SMS relay users, phone 0423 677 767 and ask for 13 QGOV (13 74 68).

### Interpreter assistance

Contact the National Translator and Interpreter Service on 131 450.