



Disability Service Plan

2014–2016

Great state. Great opportunity.



Message from the Director-General



I am pleased to present the Department of Justice and Attorney-General's *Disability Service Plan 2014–16*.

The plan shows how we will deliver on the vision and goals of the whole-of-government *Queensland Disability Plan 2014-19: Enabling choices and opportunities*. The whole-of-government plan focuses on enabling those with disability to have choices and to share the opportunities that are available to all Queenslanders.

The department's plan includes 33 actions to support whole-of-government priorities. Some of these actions relate to justice issues in Queensland, including the over-representation in the criminal justice system of people with an intellectual or cognitive impairment, both as offenders and victims of crime. The plan also includes actions to protect the rights, interests and safety of people with a disability, and actions to help people find and use our services more easily.

The plan aligns with the Department of Justice and Attorney-General's *2014-18 Strategic Plan* vision for a fair, safe and just Queensland.

The department will continue to work with other Queensland government agencies to ensure these actions are delivered. I encourage all of you to read the plan and to consider how this department can continue to contribute towards enabling better choices and opportunities for people with a disability in Queensland.

John Sosso

Director-General
Department of Justice and Attorney-General

Our department's plan

DISABILITY SERVICE PLAN 2014-2016

Priority 6	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing			
Strategy 6.3	Promote employment of people with disability in all industries and sectors			
Actions	Timeline			Responsible area within the department
	Year 1 Products/activities	Year 2 Products/activities	Year 3 Products/activities	
6.3.1 Provide disability employment organisations with relevant information to support employers to establish work-life balance arrangements which may help men and women with disability to participate in the labour force. Examples of such arrangements and how they can help include: <ul style="list-style-type: none"> – telecommuting, to minimise requirements for travel which may be difficult for some people with disability – part-time work to help those with limited capacity to work – flexible work hours to allow attendance at medical and therapy appointments and services if required. 	Maintain information on the Private Sector Industrial Relations website and address issues where required.	Maintain information on the Private Sector Industrial Relations website and address issues where required.	Maintain information on the Private Sector Industrial Relations website and address issues where required.	Private Sector Industrial Relations, Office of Fair and Safe Work Queensland
6.3.2 Promote support materials for managers about disability and best practice ways to work with people with disability and recruit people with disability.	Link disability best practice to HR policies, procedures and factsheets.	Continue to review support materials and amend where required as issues arise.	Continue to review support materials and amend where required as issues arise.	Human Resources Branch, Corporate Services
6.3.3 Promote external disability awareness training programs to all departmental staff.	Incorporate new information within the department's intranet renewal project.	Review and monitor accuracy of information on the department's intranet.	Review and monitor accuracy of information on the department's intranet.	Human Resources Branch, Corporate Services

Strategy 6.5	Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders			
Actions	Timeline			Responsible area within the department
	Year 1 Products/activities	Year 2 Products/activities	Year 3 Products/activities	
Enable equal and effective access for victims				
<p>6.5.2 Facilitate Stay Safe seminars for the deaf and hard of hearing community to bring awareness of personal safety, staying safe when buying goods and services and the help available to victims of crime.</p>	<p>Hold a Stay Safe seminar in Brisbane for the deaf community in the first half of 2014.</p>	<p>Hold Stay Safe seminars when requested.</p>	<p>Hold Stay Safe seminars when requested.</p>	<p>Victim Assist Queensland, Justice Services</p>
<p>6.5.3 Continue to provide specialist grant funding to government services to help victims of crime in Queensland.</p>	<p>Continue to prioritise funding to services that offer specialist support to victims of crime including those with a disability.</p>	<p>Complete performance reviews of services delivering specialist support to make sure services are appropriate, equitable and filling a gap.</p>	<p>Complete performance reviews of services delivering specialist support to make sure services are appropriate, equitable and filling a service gap.</p>	<p>Victim Assist Queensland, Justice Services</p>
<p>6.5.4 Continue to support victims of crime with high and complex needs, including victims with disability, by providing intensive court support, helping victims to complete Victim Impact Statements and offering referrals to specialist organisations where possible.</p>	<p>Provide face to face and telephone support to clients and stakeholders upon referral and help upskill and mentor stakeholders working with victims of crime.</p>	<p>Provide face to face and telephone support to clients and stakeholders upon referral and help upskill and mentor stakeholders working with victims of crime.</p>	<p>Provide face to face and telephone support to clients and stakeholders upon referral and help upskill and mentor stakeholders working with victims of crime.</p>	<p>Victim Assist Queensland, Justice Services</p>
<p>6.5.5 Consider allocating funding to community organisations that provide information and advice about legal rights and responsibilities to people with disability.</p>	<p>Make allocations to organisations and execute service delivery agreements for 2014-17.</p>	<p>Monitor and report on services delivered under the service delivery agreements.</p>	<p>Monitor and report on services delivered under the service delivery agreements.</p>	<p>Legal Assistance Strategy and Funding, Justice Services</p>

6.5.6 Continue to liaise with individuals and organisations that advocate individually or systemically for people with disability, particularly those with impaired capacity.	Continue to liaise where required.	Continue to liaise where required.	Continue to liaise where required.	Office of the Adult Guardian, Justice Services
6.5.7 Continue to help implement the recommendations of the 2010 Queensland Law Reform Commission Report on the Review of Guardianship Law in Queensland to help improve the lives of vulnerable adults with impaired decision-making capacities and to safeguard their rights.	Policy options and outcomes provided to the Attorney-General for approval.	Dependent on decisions made by the Attorney-General.	Dependent on decisions made by the Attorney-General.	Office of the Adult Guardian, Justice Services
6.5.8 Work with community organisations and government agencies to develop more effective legislative initiatives to address issues of abuse of elders with disability in Queensland.	Continue to liaise with community organisations and government agencies.	Continue to liaise with community organisations and government agencies.	Continue to liaise with community organisations and government agencies.	Office of the Adult Guardian, Justice Services
6.5.9 Continue to participate as a member of the Elder Abuse Prevention Unit Reference Group to promote the right for older people to live free from abuse, ensuring appropriate consideration for older people with disability.	Attend and participate in meetings and associated activities.	Attend and participate in meetings and associated activities.	Attend and participate in meetings and associated activities.	Office of the Public Advocate, Justice Services
6.5.10 Continue to contribute to the annual Elder Abuse Prevention Campaign to help prevent abuse of older people, ensuring appropriate consideration for older people with disability.	Attend and participate in meetings and associated activities.	Attend and participate in meetings and associated activities.	Attend and participate in meetings and associated activities.	Office of the Public Advocate, Justice Services
6.5.11 Continue to participate as a member of the National Disability Service Project Reference Group for preventing and responding to abuse of people with disability.	Attend and participate in meetings and associated activities.	The National Disability Service Project Reference group will only meet until June 2014. This action will not be reported on after this time.	The National Disability Service Project Reference group will only meet until June 2014. This action will not be reported on after this time.	Office of the Public Advocate, Justice Services
6.5.12 Identify and respond to systemic issues impacting Queenslanders with impaired decision-making capacity by undertaking research and advocacy projects that include recommendations for change where appropriate.	Prioritise and respond to systemic issues.	Prioritise and respond to systemic issues.	Prioritise and respond to systemic issues.	Office of the Public Advocate, Justice Services

6.5.13 Identify inquiries instigated by others that are relevant to people with impaired decision-making capacity and table submissions that highlight the key issues as they relate to Queensland and any relevant considerations for reform.	Identify inquiries and table submissions where relevant.	Identify inquiries and table submissions where relevant.	Identify inquiries and table submissions where relevant.	Office of the Public Advocate, Justice Services
6.5.14 Help Community Justice Groups to develop local initiatives with community agencies that effectively respond to violence and neglect in relation to people with disability.	Help Community Justice Groups to develop initiatives.	Help Community Justice Groups to develop initiatives.	Help Community Justice Groups to develop initiatives.	Courts Innovation Program, Queensland Courts Service, Justice Services
6.5.15 Promote the Queensland Carers Charter to manage and raise awareness of carers' legislation.	Link charter to HR policies, procedures and fact sheets.	Review leave and flexible work policies to ensure they reflect the goals of the charter.	Review leave and flexible work policies where applicable.	Human Resources Branch, Corporate Services
6.5.16 Continue to develop strategic relationships with private and public stakeholders to protect the rights of vulnerable citizens, particularly those in regional and remote areas.	Include stakeholders in the QCAT community engagement plan.	Continue engagement with stakeholders.	Continue engagement with stakeholders.	Queensland Civil and Administrative Tribunal, Justice Services
Enable equal and effective access for offenders				
6.5.17 Review the Indigenous Sentencing List (ISL) to identify if there are appropriate support services for Aboriginal and Torres Strait Islander people with intellectual, cognitive or mental health impairments—including Foetal Alcohol Syndrome Disorder—who come into contact with the criminal justice system.	Review the ISL to make sure appropriate support services are available.	Review the ISL to make sure appropriate support services are available.	Review the ISL to make sure appropriate support services are available.	Courts Innovation Program, Queensland Courts Service, Justice Services
6.5.18 Review and improve the effectiveness of Community Justice Groups in identifying Aboriginal and Torres Strait Islander people who come into contact with the criminal justice system with intellectual, cognitive or mental health impairments—including Foetal Alcohol Syndrome Disorder—and link these people with appropriate support services to address the causes of offending behaviour.	Review and improve the effectiveness to identify Aboriginal and Torres Strait Islander people who come in contact with the criminal justice system.	Review and improve the effectiveness to identify Aboriginal and Torres Strait Islander people who come in contact with the criminal justice system.	Review and improve the effectiveness to identify Aboriginal and Torres Strait Islander people who come in contact with the criminal justice system.	Courts Innovation Program, Queensland Courts Service, Justice Services

<p>6.5.19 Expand the Queensland Courts Referral (QCR) process to additional Magistrates Courts throughout Queensland to identify people who come into contact with the criminal justice system with intellectual, cognitive or mental health impairments—including Foetal Alcohol Syndrome Disorder—and link these people with appropriate support services to address the causes of offending behaviour.</p>	<p>Implement QCR to an additional three Magistrates Courts.</p>	<p>Implement QCR to an additional four Magistrates Courts.</p>	<p>Implement QCR to an additional four Magistrates Courts.</p>	<p>Courts Innovation Program, Queensland Courts Service, Justice Services</p>
<p>6.5.20 Consider the multiple disadvantages experienced by young people with disability when developing and completing reviews of youth detention services, policies, procedures and published and online material.</p>	<p>Review youth detention policies and the Operational Practice Manual to ensure they reflect the additional supports and considerations required by young offenders with disability.</p>	<p>Ensure that any updated policies and procedures acknowledge and provide strategies to address the complexities of managing young offenders with disability.</p>	<p>Dependent on outcome of the youth justice review.</p>	<p>Youth Detention Operations, Youth Justice Services</p>
<p>6.5.21 Explore opportunities for providing alternatives to how hearings are conducted or how people with disability can be supported in regional and remote areas.</p>	<p>Identify challenges and gaps in services provided.</p>	<p>Conduct analysis of options for conducting hearings.</p>	<p>Implement viable options where service gaps are identified.</p>	<p>Queensland Civil and Administrative Tribunal, Justice Services</p>
<p>6.5.22 Advance arguments to Government to extend the current Mental Health Court system to persons who, while not mentally ill, suffer from an intellectual disability or personality disorder that impacts their capacity to commit criminal offences.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Office of the Adult Guardian, Justice Services</p>
<p>6.5.23 Advance arguments to Government to extend the proposed enhanced Mental Health Court system to persons charged with the commission of non-indictable (simple) offences.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.</p>	<p>Office of the Adult Guardian, Justice Services</p>
<p>6.5.24 Continue to implement a cognitive impairment screening tool in Queensland correctional centres state-wide, to better identify prisoners with a cognitive impairment.</p>	<p>Finalise comparison of two possible tools (HASI and ICIS), select and procure preferred tool.</p>	<p>Expand implementation of selected screening tool state-wide, including development of resources to support appropriate</p>	<p>Ongoing use of tool in all correctional centres to screen new receptions.</p>	<p>Queensland Corrective Services</p>

		management of prisoners identified by the tool.		
6.5.25 Explore options to reasonably adjust programs and services delivered in Queensland correctional centres to support the participation of prisoners with disability.	Undertake preliminary review of programs to identify barriers to participation.	Develop guidelines and resources for staff that assist in reasonable adjustment of programs.	Continuous improvement of programs.	Queensland Corrective Services

Priority 7	Promote genuine participation in the community				
Strategy 7.3	Provide government and public information in diverse languages and accessible formats, including formats that best meet the needs of Aboriginal and Torres Strait Islander people				
		Timeline			
	Actions	Year 1 Products/activities	Year 2 Products/activities	Year 3 Products/activities	Responsible area within the department
	7.3.1 Identify availability of existing resources and target development to meet gaps in areas of greatest need.	Identify existing QCAT resources available in languages other than English and develop resources where appropriate, including information on accessing the national relay service and translation services.	Investigate the benefits of publishing in other languages or providing links to translation services.	Publish documents in appropriate languages and/or provide advice about where parties can obtain appropriate assistance.	Queensland Civil and Administrative Tribunal, Justice Services
	7.3.2 Ensure that QCAT services are culturally appropriate, accessible, comply with legislative requirements and are consistent with the Government's commitment of developing the QCAT Indigenous Strategy.	Form a committee to develop the QCAT Indigenous Strategy.	Release and implement the strategy.	Review the implementation phase to make sure aims are	Queensland Civil and Administrative Tribunal, Justice

			achieved.	Services
7.3.3 Incorporate closed caption titles and transcripts on all appropriate digital media on departmental social media.	Incorporate closed captions on all appropriate digital media as required.	Incorporate closed captions on all appropriate digital media as required.	Incorporate closed captions on all appropriate digital media as required.	Communication Services Branch, Corporate Services
7.3.4 Increase accessibility to DJAG forms on the <i>Your rights, crime and the law</i> franchise site through the conversion of pdf documents to html online forms.	Planning of stage 1 of conversion plan.	Complete stage 1 of conversion plan (update of all Tier 2 services).	Continuous improvement of all forms and interactive documents.	All business areas; Communication Services Branch, Corporate Services to have oversight
7.3.5 Continue to encourage not-for-profit community groups, including community groups that help and support Queenslanders living with disability, to submit applications for grant funding through the community benefit funds scheme.	Provide information and advice to help applicants address eligibility requirements in funding applications.	Provide information and advice to help applicants address eligibility requirements in funding applications.	Provide information and advice to help applicants address eligibility requirements in funding applications.	Office of Liquor and Gaming Regulation, Office of Liquor, Gaming and Fair Trading
7.3.6 Incorporate disability information and advice into corporate events where possible. * Examples of events include, but are not limited to, Law Week, the RNA show and Safe Work Week, as well as regular information sessions and forums coordinated by departmental divisions.	Steps for the inclusion and participation of people with a disability will be considered during planning of all DJAG events.	Steps for the inclusion and participation of people with a disability will be considered during planning of all DJAG events.	Steps for the inclusion and participation of people with a disability will be considered during planning of all DJAG events.	All business areas

About the department

The Department of Justice and Attorney-General (DJAG) is the government agency responsible for delivering a range of justice services across Queensland.

DJAG delivers the following range of services:

Our Services	Role
Criminal and Civil Justice	Criminal and Civil Justice contributes to a safer, fairer and more just Queensland through courts, tribunals, coronial and prosecution services. This service area also provides state-wide Justice of the Peace services and civil and criminal mediation services. It contributes to improved service delivery by providing community access to fair, timely and affordable justice services.
Fair and Safe Work	Fair and Safe Work contributes to a safer Queensland by providing workplace health and safety services, advice and standards to keep Queenslanders safe at work and by developing standards and strategies for electrical safety and improved electrical safety performance. This service area also provides workers' compensation policy advice and industrial relations framework support for the Queensland private sector to help make Queensland a fairer and more just place to work.
Legal	Legal provides independent legal services for public sector agencies and the State. It also develops and coordinates proposals for justice-related legislation and provides advice on law reform and justice policy. This service area contributes to a fair, safe and just Queensland.
Human Rights Protection	This area contributes to a fairer, safer and just Queensland by supporting victims of crime and protecting the rights and interests of vulnerable adults and children. Guardianship and victim of crime services uphold the rights of vulnerable Queenslanders and ensure they are treated fairly and justly. Births, deaths and marriages registration services protect access to individual legal and social rights through validated identity documents.
Liquor, Gaming and Fair Trading	Liquor, Gaming and Fair Trading provides regulatory and consumer protection services across the liquor, gaming, and general services sectors to contribute to a fair and safe Queensland. It encourages marketplace and industry integrity, fosters business and consumer confidence and implements initiatives that minimise the risk of harm from liquor and gambling.
Youth Justice	Youth Justice helps to make Queensland fair, safe and just by providing early intervention, statutory youth justice and detention services to hold young people accountable for their actions, encourage their reintegration into the community and promote community safety.
Custodial	This service area contributes to a safe and just Queensland by managing Government and privately-operated custodial facilities and supporting the rehabilitation of offenders within and outside its facilities. It assists crime prevention through the humane containment, supervision and rehabilitation of offenders in correctional centres.
Probation and Parole	Probation and Parole contributes to a safer Queensland by providing supervision and rehabilitation of offenders in the community, to reduce the likelihood of re-offence. It also helps Queensland remain fair and just by targeting resource allocation depending on the offender's assessed level of risk.

DJAG services cater for a wide range of client groups, including people with a disability, and recognise that physical, social and organisational barriers can prevent inclusion in the justice system. The purpose of this plan is to make the justice system more accessible and responsive to the needs of people with a disability. The plan acknowledges that people with disability are more vulnerable to victimisation and abuse in the community, and that inability to access equal justice further complicates existing disadvantages they may experience.

This plan works towards removing barriers for people with disability and makes sure they have the same opportunity as other individuals to participate in the services delivered by the Department of Justice and Attorney-General.

Monitoring and reporting

DJAG will publish 2014 and 2015 progress updates on the Justice website. In 2016 the department will contribute to a whole-of-government progress report prepared by the Department of Communities, Child Safety and Disability Services.

Information from whole-of-government reports on the Queensland Disability Plan will be shared with the other Australian state and territory governments as part of reporting on Queensland's commitments in the National Disability Strategy 2010-20.

Contact for more information

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About Disability Service Plans

1. The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with a disability, including more coordinated responses. DSPs were first implemented across government from July 2007.

On 2 December 2013, the Queensland Government endorsed the *Queensland Disability Plan 2014-19: Enabling choices and opportunities* (QDP). The QDP will provide the focus for Queensland Government Disability Service Plans until 2019. It has two key aims:

1. preparing Queensland for the National Disability Insurance Scheme, which will commence from 2016
2. supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

The Department of Justice and Attorney-General DSP outlines the actions that we will take to support the delivery of the QDP.

2. Policy Context

The Queensland Disability Plan aligns with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020. It will also contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The United Nations Convention on the Rights of Persons with Disabilities (the Convention), ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

The National Disability Strategy 2010-2020, endorsed by the Council of Australian Governments in 2011, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. The National Disability

Strategy outlines six priority areas for action: inclusive and accessible communities, rights protection, justice and legislation, economic security, personal and community support, learning and skill, and health and wellbeing.

In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the National Disability Insurance Scheme in Queensland from 1 July 2016, with full implementation in 2019. When the National Disability Insurance Scheme is fully underway an estimated 97,000 Queenslanders will receive the disability supports they need to participate in the community and pursue their life goals.

The department will continue to work with Queensland government agencies to ensure the actions are delivered, meet the needs of our clients with disability, and work towards the priorities, strategies and actions in the Queensland Disability Plan.