

# DJAG Disability Service Plan 2014–16

*Year one progress report*

*1 January 2014 – 30 September 2014*

# About Disability Service Plans

## 1. The purpose of Disability Service Plans

The *Disability Services Act 2006 (Qld)* 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, by improving access to services across government for people with a disability. The first DSPs were implemented in July 2007.

On 2 December 2013, the Queensland Government endorsed the *Queensland Disability Plan 2014–19: Enabling choices and opportunities (QDP)*. The QDP provides 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, commits 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 skills, 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.

### **3. Reporting and Monitoring**

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.

#### **Contact for more information**

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# DJAG Disability Service Plan: Year one progress

The DJAG disability Service Plan was endorsed in June 2014, committing the department to improve access to government services and provide appropriate services for people with disability and their families.

The plan contains action items under two of the Queensland Disability Service Plan's priorities for change. These are priority 6, *Enhance mainstream services and facilities to enable genuine choice and participation in all areas, including education, employment, health, justice services and housing*, and priority 7, *Promote genuine participation in the community*.

## Summary of activities

### 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***

The department has progressed work to make human resources-related information relevant and accessible for people with disability. Work is also being undertaken to improve disability awareness among staff, and build disability best practice into human resources policies and procedures. This strategy contributes to the National Disability Strategy's outcome area 1, *Inclusive and accessible communities*.

#### ***Strategy 6.5: Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders***

During 2014, DJAG has continued to improve the type and quality of support provided to victims of crime with disability. The department has provided an awareness seminar for the deaf and hearing impaired community, funding for legal assistance and victim support, and court support services. We also continue to engage with community organisations working with, or advocating for, vulnerable people or people with disability.

Work is also being done to make services for offenders more disability-friendly, with programs in place to better identify and assist offenders with cognitive or mental health impairments, to address the causes of offending behaviour and support them through the court process. Policies and procedures are also being reviewed to ensure they adequately meet the needs of offenders with disability.

These activities contribute to the National Disability Strategy's outcome area 2, *Rights protection, justice and legislation*.

Queensland Corrective Services is revising tools to assist in identifying types and levels of cognitive impairment among prisoners, and the ability for those with disability to comprehend program content. This will aid in identifying barriers to program participation. Some program content is also being revised to ensure suitability for prisoners with a cognitive impairment. This body of work contributes to the National Disability Strategy's outcome area 5, *Learning and Skills*.

## 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***

The department is improving the accessibility of information, by providing it in user-friendly formats and languages other than English where appropriate. Strategies to enhance inclusion of people with disability, including those from culturally diverse backgrounds, are being developed, and corporate events are becoming more disability-friendly. The department is also providing information and advice to not-for-profit community groups who provide support to people with disability, to assist them to apply for grant funding.

Work in this area also contributes to the National Disability Strategy's outcome area 1, *Inclusive and accessible communities*.

## DISABILITY SERVICE PLAN PROGRESS REPORT - 1 January 2014 to 30 September 2014

<b>Priority 6</b>		<b>Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing</b>		
<b>Strategy 6.3</b>		<b>Promote employment of people with disability in all industries and sectors</b>		
<b>NDS Outcome Area 1</b>		<b>Inclusive and accessible communities</b>		
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Progress/Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<p><b>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:</b></p> <ul style="list-style-type: none"> <li>– telecommuting, to minimise requirements for travel which may be difficult for some people with disability</li> <li>– part-time work to help those with limited capacity to work</li> <li>– flexible work hours to allow attendance at medical and therapy appointments and services if required.</li> </ul>	<p>Maintain information on the Private Sector Industrial Relations website and address issues where required.</p>	<p>Information on flexible working arrangements such as part-time work, job sharing or telecommuting for:</p> <ul style="list-style-type: none"> <li>• parents and carers balancing job demands with family responsibilities</li> <li>• mature-age workers approaching retirement</li> <li>• employees with study commitments</li> <li>• people returning to work after an illness or long absence</li> </ul> <p>can now be found in an easy-to-read format on the Queensland Government gateway website at:</p> <p><a href="http://www.qld.gov.au/jobs/balance/arrangements/">http://www.qld.gov.au/jobs/balance/arrangements/</a></p>	<p>The information and advice on flexible working arrangements has been developed through consultation with employers and workers in the Queensland's private and public sectors.</p>	<p>Private Sector Industrial Relations, Office of Fair and Safe Work Queensland</p>
<p><b>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.</b></p>	<p>Link disability best practice to HR policies, procedures and factsheets.</p>	<p>Review of HR Policies, procedures and factsheets scheduled for completion by second quarter 2015.</p>		<p>Human Resources Branch, Corporate Services</p>
<p><b>6.3.3 Promote external disability awareness training programs to all departmental staff.</b></p>	<p>Incorporate new information within the department's intranet renewal project.</p>	<p>Renewal of the HR Intranet planned for completion in the first quarter 2015</p>		<p>Human Resources Branch, Corporate Services</p>

Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 2	Rights protection, justice and legislation			
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
<b>Enable equal and effective access for victims</b>				
<b>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.</b>	Hold a Stay Safe seminar in Brisbane for the deaf community in the first half of 2014.	Stay Safe Seminar was held 28 May 2014, attended by approximately 30 members of the deaf and hard of hearing community. Multiple communication options were provided for attendees including AUSLAN interpreters and real time captioning to ensure an inclusive and accessible seminar.	VAQ worked closely with representatives from Deaf Services Queensland (DSQ) and the Cochlear Implant Club & Advisory Association (CICADA) to disseminate information and coordinate attendance.	Victim Assist Queensland, Justice Services
<b>6.5.3 Continue to provide specialist grant funding to government services to help victims of crime in Queensland.</b>	Continue to prioritise funding to services that offer specialist support to victims of crime including those with a disability.	<p><b>Funding 2014-15:</b> In 2014-15 Women Working alongside Women with Intellectual and Learning Disabilities (WWILD) is receiving \$250,100 to support people with intellectual disabilities who have been victims of crime through counselling, needs assessment, and case management of people in north Brisbane, Logan and Caboolture and through training, community education and support of front-line workers in legal systems, disability support, mental health and counselling services across the State.</p> <p><b>Funding 2012-2016:</b> Under the Victim Services Primary Program, WWILD is funded for \$167,100 per annum to deliver the Disability Training Program which supports victims of violent crime with an intellectual disability and their carers through the training, community education and support across the State of workers in legal systems, disability support, mental health and counselling services.</p> <p>Under the Victim Services Extended Program, WWILD is funded for \$295,100 over four years from 2012 to 2016 and in 2014-15 is receiving \$83,000 to provide counselling, needs assessment, and case management to people with intellectual disabilities who have been victims of crime in the north Brisbane, Logan and Caboolture areas. The service also provides training to front-line workers in those areas in the provision of support to people with intellectual disabilities.</p>	<p>WWILD are a not for profit organisation funded by VAQ who work with people with intellectual or learning disability who have been victims of sexual violence , other crime or exploitation.</p> <p>WWILD provide individual and group counselling, offer support information referral, community education and training.</p>	Victim Assist Queensland, Justice Services

Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 2	Rights protection, justice and legislation			
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
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.	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><b>Support:</b> VAQ continues to provide support to clients with high and complex needs through the criminal justice system, including clients with identified cognitive and physical impairments and disabilities. This includes co-case management responses with relevant disability and support agencies such as WWILD and the ODPP.</p> <p><b>Resources:</b> Victim Assist has reviewed its disability fact sheet and is re-launching it on International Day of People with Disability (3 December 2014)</p> <p><b>VCO Program:</b> The Victim Coordination Program operates in Ipswich, Townsville, Rockhampton and Cairns, with management and support from Brisbane. The VCO provided 196 counts of in-court support, 175 counts of Victim impact Statement support and 448 counts of court related information via phone, email and face to face, to high and complex needs clients, including a proportion (not able to quantify) of clients with identified disability.</p>	<p><b>Support</b> VAQ works with critical partners in courts and the ODPP and with exert stakeholders like WWILD.</p> <p><b>Resources</b> VAQ is co-hosting the re-launch of the Disability Fact Sheet with WWILD.</p> <p><b>VCO Program</b> Service delivery is monitored and reported on.</p>	Victim Assist Queensland, Justice Services
6.5.5 Consider allocating funding to community organisations that provide information and advice about legal rights and responsibilities to people with disability.	Make allocations to organisations and execute service delivery agreements for 2014-17.	<p>In 2014-17, the Queensland Government will invest in specialist legal assistance services for people with disability delivered by:</p> <ul style="list-style-type: none"> <li>• Carers Queensland Inc \$735,297</li> <li>• Queensland Advocacy Incorporated \$1,353,368</li> <li>• Queensland Aged and Disability Advocacy Inc \$381,750</li> <li>• The Advocacy and Support Centre Inc \$2,178,877</li> </ul>	The investment decisions were made based on an application process. Service delivery is monitored & reported on. These organisations participate in standing stakeholder forums (Regional Legal Assistance Forums) & are represented on the Queensland Legal Assistance Forum.	Legal Assistance Strategy and Funding, Justice Services



Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 2	Rights protection, justice and legislation			
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
<b>6.5.6 Continue to liaise with individuals and organisations that advocate individually or systemically for people with disability, particularly those with impaired capacity.</b>	Continue to liaise where required.	Relationships with advocacy agencies and the sector broadly are being strengthened. The Public Guardian was invited to present at the AGM of the <i>Combined Advocacy Groups Qld</i> in August 2014 to discuss advocacy and the NDIS, and protections for adults with impaired capacity.	Regular engagement with the <i>Combined Advocacy Groups Qld</i> .	Office of the Public Guardian, Justice Services
<b>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.</b>	Policy options and outcomes provided to the Attorney-General for approval.	Together with the Public Advocate, the Public Guardian submitted a report to the Attorney-General with proposals for implementation of the QLRC recommendations. This led to the drafting of legislation for a set of amendments to the guardianship legislation.	Engagement with the Public Advocate and the Public Trustee.	Office of the Public Guardian, Justice Services
<b>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.</b>	Continue to liaise with community organisations and government agencies.	The Public Guardian participates as a member of the Reference Group for the <i>Elder Abuse Prevention Unit</i> to provide advice and promote the protection of elders from all forms of abuse.		Office of the Public Guardian, Justice Services

<b>Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders</b>				
<b>NDS Outcome Area 2</b>	<b>Rights protection, justice and legislation</b>			
<b>Actions</b>	<b>Year 1 Products/activities</b>	<b>Progress/Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<b>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.</b>	Attend and participate in meetings and associated activities.	Ongoing – Business as usual	Ongoing – Business as usual	Office of the Public Advocate, Justice Services
<b>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.</b>	Attend and participate in meetings and associated activities.	Ongoing – Business as usual	Ongoing – Business as usual	Office of the Public Advocate, Justice Services
<b>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.</b>	Attend and participate in meetings and associated activities.	Ongoing – Business as usual	Ongoing – Business as usual	Office of the Public Advocate, Justice Services

<b>Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders</b>				
<b>NDS Outcome Area 2</b>	<b>Rights protection, justice and legislation</b>			
<b>Actions</b>	<b>Year 1 Products/activities</b>	<b>Progress/Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<b>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.</b>	Prioritise and respond to systemic issues.	Ongoing – Business as usual	Ongoing – Business as usual	Office of the Public Advocate, Justice Services
<b>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.</b>	Identify inquiries and table submissions where relevant.	Ongoing – Business as usual	Ongoing – Business as usual	Office of the Public Advocate, Justice Services

<b>Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders</b>				
<b>NDS Outcome Area 2</b>	<b>Rights protection, justice and legislation</b>			
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Progress/Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<b>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.</b>	Help Community Justice Groups to develop initiatives.	Ongoing support is provided to Community Justice Groups in their development of such initiatives through regular contact and meetings with CIP's Indigenous Justice Officers and management.	Regular contact through stakeholder meetings and engagements with local service providers and support agencies. Community Justice Group co-ordinators, members and boards by CIP management staff and Indigenous Justice Officers, both formally and informally.	Courts Innovation Program, Queensland Courts Service, Justice Services
<b>6.5.15 Promote the Queensland Carers Charter to manage and raise awareness of carers' legislation.</b>	Link charter to HR policies, procedures and fact sheets.	Improved links to the charter and HR Policies, procedures and factsheets to be incorporated into the broader review of HR policies, procedures and factsheets scheduled for completion by second quarter 2015.		Human Resources Branch, Corporate Services
<b>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.</b>	Include stakeholders in the QCAT community engagement plan.	Active engagement has been pursued and established in the Child Protection and Guardianship lists (particularly the Child Protection list).	Regular meetings with key stakeholders in the Child Protection and Guardianship lists both on a formal basis (committees etc) and informally.	Queensland Civil and Administrative Tribunal, Justice Services

<b>Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders</b>				
<b>NDS Outcome Area 2</b>		<b>Rights protection, justice and legislation</b>		
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Progress/Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<b>Enable equal and effective access for offenders</b>				
<b>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.</b>	Review the ISL to make sure appropriate support services are available.	ISLs operate under a continuous improvement model. These improvements include identifying and engaging with appropriate support services for the referral of ATSI people with intellectual, cognitive or mental health impairments. Preliminary investigation into Foetal Alcohol Syndrome Disorder (FASD) support services indicates that there is only one clinical diagnostic facility in Queensland. Services to diagnose, treat and manage FASD are in their infancy in Queensland, and this situation is being monitored by CIP.	CIP have been in discussions with Synapse, the key body for FASD research in Queensland, and QAHC.	Courts Innovation Program, Queensland Courts Service, Justice Services
<b>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.</b>	Review and improve the effectiveness to identify Aboriginal and Torres Strait Islander people who come in contact with the criminal justice system.	Throughout 2014 a number of CJGs including Brisbane, Caboolture, Cherbourg, Cunnamulla and St George have participated in Aboriginal and Torres Strait Islander (ATSI) mental health first aid training, specifically focused on improving CJGs abilities to identify and manage intellectual, cognitive and mental health impairments in ATSI individuals. The delivery of this training to CJGs is a continual process, and will occur when available in northern and remote locations.	Indigenous Justice Officers and CJG coordinators and members engaged with specialist ATSI trainers from Mental Health First Aid Australia. CJGs regularly engage with ATSI health service providers including Townsville Aboriginal and Islander Health Services (TAIHS), Queensland Health's Alcohol, Tobacco and Other Drug service (ATODS) and other alcohol and drug diversion service providers.	Courts Innovation Program, Queensland Courts Service, Justice Services

Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 2	Rights protection, justice and legislation			
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
<p><b>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.</b></p>	<p>Implement QCR to an additional three Magistrates Courts.</p>	<p>Across 2014 QCR has expanded across 7 new sites in Beenleigh, Cairns, Holland Park, Ipswich, Mt Isa, Pine Rivers and Southport.</p> <p>The expansion of QCR sites will continue throughout 2015.</p>	<p>QCR have engaged with court operations staff across these locations, including the Richmond Fellowship, OZ Care, Headspace and Queensland Health. QCR have also engaged with relevant service providers in these areas.</p>	<p>Courts Innovation Program, Queensland Courts Service, Justice Services</p>

**Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders**

NDS Outcome Area 2		Rights protection, justice and legislation		
Actions	Year 1 Products/activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
<b>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.</b>	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>The current Youth Detention policies and the Operational Practice Manual generally reflect the need to identify specific vulnerabilities of young people detained in their custody, including disability. For example, risk assessment processes stipulate the need to identify whether a young person's behaviour could be related to their disability and for this to be a key consideration when responding to an incident. Where applicable, current youth detention policies also refer to the need to link with the Department of Communities, Child Safety and Disability Services. This includes, for example, policies involving sharing of health information.</p> <p>YDO are also currently exploring ways to further enhance existing behaviour support practices and policies in responding to young people with a disability in detention, in particular, examining trauma informed care approaches. This has included our attendance at the Positive Practices Symposium <i>Challenging the emerging paradigm: Complex support – development solutions for quality support</i> in June which was focused on responding to individuals with disability.</p> <p>YDO hosted a Youth Justice Innovation Lab in November 2014 centred around 'Trauma-informed care practices'. A speaker addressed this behaviour support approach from the disability perspective from the Centre for Excellence for Clinical Innovation and Behaviour Support. This will help to inform further policy and procedure development.</p>	<p>Engaged with: Department of Communities, Child Safety and Disability Services</p> <p>Centre of Excellence for Clinical Innovation and Behaviour Support.</p>	Youth Detention Operations, Youth Justice Services
<b>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.</b>	Identify challenges and gaps in services provided.	Use of remote conferences for remote areas and dedicated circuit in regional Queensland.	Ongoing engagement with court network for venues in regional areas. Use of QHealth facilities as an alternative venue, particularly in remote areas.	Queensland Civil and Administrative Tribunal, Justice Services

**Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders**

NDS Outcome Area 2		Rights protection, justice and legislation		
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
<b>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.</b>	Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.	<p>The Public Guardian made extensive contributions to the redrafting of the <i>Mental Health Act 2000</i> in relation to the rights of people with intellectual disability or personality disorder who come into contact with the criminal justice or forensic mental health systems.</p> <p>The Office of the Public Advocate contributed to pre-consultation drafting process.</p>	Significant contribution from the Office of the Public Advocate who organised a public lecture on human rights and mental health law; facilitated a round-table discussion with stakeholders who practice in/operationalise mental health law; and engaged with review team via discussions, meetings, correspondence and formal submissions to promote the inclusion of relevant human rights issues in drafting of Mental Health Bill.	Office of the Public Guardian, Justice Services
<b>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.</b>	Contribute to the restructure of the Mental Health Act being undertaken by the Department of Health.	<p>As part of the review of the <i>Mental Health Act 2000</i> the Public Guardian made extensive representations to Government in relation to protecting the rights of people with impaired capacity who are charged with non-indictable (simple) offences.</p> <p>The Office of the Public Advocate contributed to pre-consultation drafting process.</p>	Significant contribution from the Office of the Public Advocate who organised a public lecture on human rights and mental health law; facilitated a round-table discussion with stakeholders who practice in/operationalise mental health law; and engaged with review team via discussions, meetings, correspondence and formal submissions to promote the inclusion of relevant human rights issues in drafting of Mental Health Bill.	Office of the Public Guardian, Justice Services



Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 2		Rights protection, justice and legislation		
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
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.	Finalise comparison of two possible tools (HASI and ICIS), select and procure preferred tool.	The Hayes Ability Screening Index (HASI) was selected as the preferred tool to identify prisoners who may have a cognitive impairment. This screening tool was developed in Australia for use in the criminal justice system. Background questions from the HASI were incorporated into existing systems and assessment documents. The HASI accurately identifies prisoners who may be vulnerable in a criminal justice setting, and who would require further assessment to confirm the presence of cognitive impairment. The HASI was rolled out statewide on 3 August 2014.	Nil external to Queensland Corrective Services	Queensland Corrective Services

Strategy 6.5 Strengthen safeguards and enable equal and effective access to the justice system as victims or offenders				
NDS Outcome Area 5		Learning and skills		
Actions	Year 1 Products/ activities	Progress/Achievements	Stakeholder Engagement	Responsible area within DJAG
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.	While cognitive impairment is not always seen as a precluding factor for program participation, responsiveness tools have been adjusted to better identify the type and level of cognitive impairment as well as the ability to comprehend program content. These are in draft. Behavioural based interventions for sexual offending (Inclusion Program) has undergone content review as to its suitability for prisoners with a cognitive impairment. Consent forms are being drafted to enable better 'informed consent' for program participation. The current suite of programs can all be adjusted in delivery and utilisation of the 'buddy' system to support offenders with borderline intelligence or other cognitive deficits. Future service delivery will consider gaps identified for this cohort.	Nil external to Queensland Corrective Services	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		
NDS Outcome Area 1		Inclusive and accessible communities		
Actions	Year 1 Products/ activities	Progress/ Achievements	Stakeholder Engagement	Responsible area within DJAG
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.	QCAT has participated in the language services policy managed by DATSIMA as a whole of government approach.	Ongoing	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.	Ongoing	Ongoing	Queensland Civil and Administrative Tribunal, Justice 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.	<b>Office of Fair Trading:</b> Closed captions available for Office of Fair Trading YouTube videos produced in June and August 2014 (Carry with care and Booking a holiday).	<b>Office of Fair Trading:</b> By including closed captions on videos it allows people with a hearing disability to access education and awareness videos produced by the Office of Fair Trading.	Communication Services Branch, Corporate Services

<b>Priority 7 Promote genuine participation in the community</b>				
<b>Strategy 7.3</b>	<b>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</b>			
<b>NDS Outcome Area 1</b>	<b>Inclusive and accessible communities</b>			
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Progress/ Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible area within DJAG</b>
<b>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.</b>	Planning of stage 1 of conversion plan.	All online forms published to <i>Your rights, crime and the law</i> franchise are available in HTML format.	Stakeholders are made aware of accessibility requirements for the publishing of forms to <i>Your rights, crime and the law</i> franchise during face-to-face meetings; web writing; matrix and publication portal training. Information is also available in SSQ's Service Integration Manual available on Govdex.	All business areas; Communication Services Branch, Corporate Services to have oversight
<b>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.</b>	Provide information and advice to help applicants address eligibility requirements in funding applications.	The Office of Liquor and Gaming Regulation has provided a number of information sessions at venues around the State outlining how community groups can apply for funding. In addition, information has been made available on its website and ongoing telephone support and assistance is provided to organisations to help applicants meet eligibility requirements. In the period 1 January 2014 to 30 September 2014, 449 applications were received from 218 organisations that declared their objective as 'supporting people with a disability'.	Community based information sessions.	Office of Liquor and Gaming Regulation, Office of Liquor, Gaming and Fair Trading

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<p><b>7.3.6 Incorporate disability information and advice into corporate events where possible.</b></p> <p><b>* 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.</b></p>	<p>Steps for the inclusion and participation of people with a disability will be considered during planning of all DJAG events.</p>	<p><b>Office of Fair Trading:</b> Disability access has been included when planning venues and accommodation for information <b>sessions</b> in relation to Government initiatives delivered by the Office of Fair Trading.</p> <p><b>Youth Justice Services:</b> Youth Detention Operations hosted a Youth Justice Innovation Lab in November 2014 centred around ‘Trauma-informed care practices’. A speaker addressed this behaviour support approach from the disability perspective from the Centre for Excellence for Clinical Innovation and Behaviour Support. This will help to inform further policy and procedure development.</p> <p><b>Communication Services Branch:</b> Law Week open day relocated to more accessible location of Queen Street Mall. Ekka remains a ground floor, accessible display.</p>	<p><b>Office of Fair Trading:</b> Improved and renewed access has enabled stakeholders with a disability to attend information sessions held by Office of Fair Trading in relation to various consumer law education awareness sessions and Government initiatives delivered by the Office of Fair Trading.</p> <p><b>Youth Justice Services:</b> Centre for Excellence for Clinical Innovation and Behaviour Support.</p>	<p>All business areas</p>