



Disability Services Plan 2018-2020

2020-21 update

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Message from the Commissioner

I am pleased to endorse the 2020-21 update of the Queensland Corrective Services (QCS) *Disability Service Plan 2018-2020* (DSP 2018-2020). Our plan has been updated to consider key outcomes for people with a disability in the context of significant events, including most recently, the COVID-19 pandemic.

COVID-19

QCS' fundamental strategy is to keep COVID-19 out of our correctional centres, and keep all people in our system safe, well, and free from harm.

As Queensland progresses in its recovery from COVID-19, it is incredibly important for us to continue to monitor the situation and respond accordingly, so we can continue to keep all staff, prisoners and offenders safe, including those with disability.

QCS' recovery approach is flexible and responsive to community developments, local conditions, current knowledge and best practice approaches. Our recovery will progress in line with our departmental COVID-19 recovery plans, informed by health advice and guided by the Queensland Government's Roadmap to easing Queensland's restrictions.

All QCS facilities and workplaces have a COVID SAFE Plan to manage each stage of the return of services and functions, including the entry of external individuals or groups (including visitors) into the correctional environment, and the return of staff to the workplace.

OUR IMPORTANT ROLE IN COMMUNITY SAFETY AND SUPPORTING PRISONERS AND OFFENDERS WITH DISABILITY

QCS plays a key role in the public safety of Queenslanders. Every day, about 5,000 professional corrective services officers work to make Queensland a safer place through the humane containment, supervision and rehabilitation of approximately 9,000 prisoners and 20,000 offenders. This provides the Queensland Government with a great opportunity to promote employment and inclusion opportunities for people with disability in rural, regional and metropolitan areas across Queensland.

People with disability are overrepresented in the criminal justice system. QCS has a unique opportunity to make a difference to the lives of people with disability who find themselves in contact with the criminal justice system. Helping prisoners and offenders to access disability supports as part of broader rehabilitation strategies can help to reduce reoffending and support re-entry into the community. QCS is proud of the work we are doing, in collaboration with our government partners, to improve service delivery for people with disability.

Every day QCS works to support people with disability in its custody and care, including:

- Arranging provision of a range of mobility aids, including wheelchairs.
- Ensuring QCS infrastructure supports the needs of prisoners with disability, through the installation of access ramps in facilities and amendments to cells and units to include aids such as flashing lights and buzzing watches/alarm clocks for prisoners with hearing impairment.
- Sourcing specialised disability vehicles when transferring disabled and bariatric prisoners.
- Providing a Diversional Therapist for aged and disabled prisoners located at the Wolston Correctional Centre.
- Developing Functional Support Individual Management Plans to meet specific prisoner support needs.
- Engaging Assistants in Nursing as required, and prisoner carers as support workers where appropriate.
- Maintaining engagement with stakeholders to ensure the successful management of individuals with significant needs in the custodial environment.
- Supporting prisoners and offenders with disability to access the National Disability Insurance Scheme (NDIS).



This 2020-21 update of the QCS DSP 2018-2020 fulfils the Department's obligations under the *Disability Services Act 2006* to support the Government's objective to build an inclusive Queensland where every person can thrive and reach their full potential as equal citizens.

Peter Martin APM

Commissioner



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About Queensland Corrective Services

QCS is responsible for community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders. We deliver a safer community for over five million Queenslanders with 11 high security and six low security correctional centres, 13 work camps and 36 Community Corrections district offices across the State. Community safety is our top priority.

Our purpose is to provide safe, modern and responsive correctional services which rehabilitate prisoners and offenders and prevent crime, making Queensland safer. We do this through the provision of modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

About Disability Service Plans

1. PURPOSE OF DSPS

The Act provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. The Act requires all Queensland Government departments to develop and implement a DSP. The purpose of DSPs is to ensure each agency 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 disability, including more coordinated responses.

2. CONTEXT

All Abilities Queensland: opportunities for all (State Disability Plan 2017-2020) sets a vision of "Opportunities for all Queenslanders" and five priority areas to guide action by Queensland Government and encourage others to bring the plan to life:

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

DSPs and the State Disability Plan align with, and deliver on, Queensland's commitments under the *National Disability Strategy 2010-2020* (NDS) and its second implementation plan, *Driving Action 2015-2018*. The NDS 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. It 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.

Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being:

- NDIS transition to full scheme;
- improving employment outcomes for people with disability;
- improving outcomes for Aboriginal and Torres Strait Islander people with disability; and
- communication activities to promote the intent of the strategy throughout the community.

A new NDS is due to commence from 1 July 2021, however the second stage of consultations has been delayed due to the COVID-19 pandemic (for more information see: <https://www.dss.gov.au/disability-and-carers/a-new-national-disability-strategy>).



Given the importance of the State Disability Plan complementing the national process, Queensland's new state plan will be developed following finalisation of the new NDS. In the interim, the Queensland Government has developed a *COVID-19 All Abilities Plan 2020-21*, which focuses on three key priorities:

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

DSPs and the State Disability Plan also complement Queensland's transition to the National Disability Insurance Scheme (NDIS) with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs and the State Disability Plan contribute to meeting the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities* (the Convention). The Convention, ratified by Australia on 17 July 2008, obliges 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.

Further, DSPs and the State Disability Plan contribute to the Queensland Government's obligations under the Queensland *Human Rights Act 2019*, which commenced in its entirety on 1 January 2020. The Act protects and promotes a number of human rights, including for people with disability. It formalises QCS' key objective of humanely managing prisoners and offenders - an internationally recognised right that reflects the vulnerability of persons deprived of their liberty.

3. QCS' COMMITMENT

In the context of our role as a top-tier public safety organisation, QCS is committed to building an inclusive Queensland where every person can thrive and reach their full potential as equal citizens.

Monitoring and reporting

QCS will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the State Disability Plan.

Information from the annual progress reports on DSPs and the State Disability Plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to *the National Disability Strategy 2010-2020*.

Contact for more information

If you would like more information on the QCS DSP, or to provide feedback, please contact us at stakeholder.liaison@corrections.qld.gov.au or by phone on 13 74 68.



1. Communities for all

Objective: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability.

1.1. Changing attitudes and breaking down barriers by raising awareness and capability			
Year 1 2018-2019	Year 2 – 2019-2020; and 2020-21	Overall Measure	Responsible area
1.1.1. Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>			
<ul style="list-style-type: none"> Develop and implement a communications and engagement strategy to improve disability awareness among QCS staff. 	<ul style="list-style-type: none"> Review communications and engagement strategy, continue to implement communications and engagement activity in accordance with COVID safe practices. 	<ul style="list-style-type: none"> QCS contributes to Queensland's participation in national communication strategies and activities. 	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
1.1.2. Investigate and develop options to provide disability awareness training to QCS staff			
<ul style="list-style-type: none"> Explore options for including disability awareness training in entry-level training for all corrective services officers. 	<ul style="list-style-type: none"> Continue to deliver disability awareness training, including working with complex behaviours and priority groups, as part of entry-level training for all corrective services officers, in accordance with COVID safe practices. Implement revised mandatory refresher training for corrective services officers to include training that responds to the needs of prisoners with cognitive impairment or other forms of disability. (<i>Relates to Taskforce Flaxton recommendation 14</i>) 	<ul style="list-style-type: none"> Disability awareness training is incorporated into entry-level and refresher training for QCS staff. 	Deputy Commissioner, Organisational Capability (People Capability Command)

1.2. Accessible places and spaces			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
1.2.1. Improve the accessibility of QCS infrastructure			
<ul style="list-style-type: none"> Identify barriers to accessibility in existing QCS infrastructure. 	<ul style="list-style-type: none"> Ensure barriers to accessibility across QCS infrastructure are removed when buildings are refurbished or leases renewed, consistent with operational requirements. 	<ul style="list-style-type: none"> The accessibility of QCS infrastructure is progressively improved. 	Deputy Commissioner, Organisational Capability (Infrastructure, Technology and Asset Services Command)
<ul style="list-style-type: none"> Develop guidance for staff about how to choose an accessible venue for an event or meeting. 	<ul style="list-style-type: none"> Distribute guidance to staff about how to plan inclusive events, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> QCS staff feel confident in choosing accessible and safe approaches for events. 	Deputy Commissioner, Organisational Capability, (People Capability Command)
1.3. Accessible information			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
1.3.1. Ensure QCS information and materials are accessible			
<ul style="list-style-type: none"> Continue to provide language, translation and communications support services to prisoners and offenders. Commence review of all key QCS information and materials and identify opportunities to improve accessibility. 	<ul style="list-style-type: none"> Continue to progressively improve the accessibility of key QCS information and materials as they are reviewed or updated, consistent with Australian Web Content Accessibility Guidelines. Continue to provide language, translation and communication support to prisoners and offenders. 	<ul style="list-style-type: none"> Language, translating and communication services are available for Queenslanders with disability when accessing QCS provided and funded services. All new key QCS information/materials, including on the QCS internet website and intranet are provided in accessible formats. 	Deputy Commissioner, Custodial Operations (Statewide Operations) Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)

	<ul style="list-style-type: none"> Continue to provide prisoners and offenders with information about COVID-19 in easy-read and other accessible formats such as posters, factsheets, information sheets, videos and podcasts about keeping safe from COVID-19 and QCS' response. 	<ul style="list-style-type: none"> Existing content progressively reviewed and updated. All new key website content is accessible and complies with guidelines. 	Deputy Commissioner, Organisational Capability (Ministerial Communications and Executive Services Command)
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1.4. Welcoming and inclusive communities

Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
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1.4.1. Conduct research on the prevalence of disability in the Queensland prison population

<ul style="list-style-type: none"> Design and manage research projects on the prevalence of disability in the prison population. 	<ul style="list-style-type: none"> Monitor completion of research projects and consider the outcomes in future policy and practice development. 	<ul style="list-style-type: none"> Research which provides an evidence base for future policy and practice development for people with disability. 	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
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1.5. Respecting and promoting the rights of people with disability and recognising diversity

Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
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1.5.1. QCS promotes the rights of people with disability and recognizes diversity across the organisation

<ul style="list-style-type: none"> Consider options for celebrating International Day for People with Disability (IDPWD). 	<ul style="list-style-type: none"> Host events for IDPWD to raise awareness amongst QCS staff and promote the rights of people with disability, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> New QCS policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation. 	Deputy Commissioner, Organisational Capability (People Capability Command)
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<ul style="list-style-type: none"> Consider options for including consideration of people with disability and carers in relevant policies and programs as Business As Usual (BAU). 	<ul style="list-style-type: none"> Include consideration of people with disability and carers in the development and implementation of relevant QCS policies and programs. 		Deputy Commissioner, Organisational Capability
<ul style="list-style-type: none"> Consider options for the establishment of a Disability Employee Network (DEN) to support QCS staff with disability. 	<ul style="list-style-type: none"> Consult staff with disability on the implementation of the Disability Services Plan, in accordance with COVID safe practices. 		Deputy Commissioner, Organisational Capability (People Capability Command)

1.6. Safe, healthy and respectful relationships			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
1.6.1. Promoting an inclusive and diverse organisational culture			
<ul style="list-style-type: none"> Consider options for the development of workplace bullying training to promote a safe and respectful work environment for all QCS staff, including people with disability. 	<ul style="list-style-type: none"> Develop and implement workplace bullying training, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> QCS staff with disability feel respected and safe. 	Deputy Commissioner, Organisational Capability (People Capability Command)

2. Lifelong Learning

2.1. Tertiary and Vocational Education			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
2.1.1. QCS supports prisoners with disability to access education and training			
<ul style="list-style-type: none"> Identify people with disability entering the corrective services system to better target appropriate supports, including education and training programs. 	<ul style="list-style-type: none"> Liase with Local Area Coordinators to support people with disability in the community achieve their education goals, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> People with disability are supported to access tertiary and vocational education both in custody and in the community. 	<p>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p> <p>Deputy Commissioner, Custodial Operations</p>

3. Employment

3.1. Leading the way – increasing opportunities in the Queensland public sector			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
3.1.1. QCS becomes an employer of choice for people with disability			
<ul style="list-style-type: none"> Investigate opportunities to include people with disability in QCS corporate branding, communications and training material. Investigate opportunities for people with disability working at QCS to anonymously identify themselves to promote improved 	<ul style="list-style-type: none"> People with disability see themselves reflected in QCS corporate branding, communications and training material. Collect information on QCS employees with disability to inform 	<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022. 	<p>Deputy Commissioner, Organisational Capability (Ministerial Communications and Executive Services Command)</p> <p>Deputy Commissioner, Organisational Capability</p>

understanding of the number of QCS employees with disability.	the development of human resources policy and practice.		(People Capability Command)
<ul style="list-style-type: none"> Research best-practice strategies for improving the attraction, recruitment, retention and career progression and development of people with disability. Develop a plan for the progressive implementation of these strategies. 	<ul style="list-style-type: none"> Implement attraction, recruitment, retention and career progression strategies. 		

3.2. Increasing employment opportunities for Queenslanders with disability			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
3.2.1. QCS provides increased re-entry support for prisoners with disability to promote employment opportunities			
<ul style="list-style-type: none"> Support people with disability to access employment opportunities in the community upon release from prison. 	<ul style="list-style-type: none"> Continue to support people with disability in prison and the community to access employment opportunities through re-entry support and linkages with disability employment service providers, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> Queenslanders with disability have increased access to employment opportunities. 	Deputy Commissioner, Community Corrections and Specialist Operations Deputy Commissioner, Custodial Operations
<ul style="list-style-type: none"> Identify information and resources that could help offenders with disability find work. 	<ul style="list-style-type: none"> Distribute information to offenders with disability on supported employment in their local community. 		

4. Everyday Services

4.1. Justice and Community Safety			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
4.1.1. Improve service delivery for people with disability and mental illness			
<ul style="list-style-type: none"> Implement Service Delivery Reform (SDR) project to improve services for people with disability and mental illness. Establish SDR Steering Committee to oversee project implementation. Explore appropriate screening tools to promote the identification of people with intellectual disability when they enter prison. Consult on the nomination of QCS DSP champions across all business units. 	<ul style="list-style-type: none"> Continue to support prisoners and offenders with disability to access the National Disability Insurance Scheme (NDIS), in accordance with COVID safe practices. Review the Prisoner Support Carer Program to ensure prisoners with disability are receiving adequate care. 	<ul style="list-style-type: none"> People with disability in contact with the corrective services system have increased opportunities to access support through the NDIS or other community-based supports, including rehabilitation, education, training and employment. 	<p>Deputy Commissioner, Organisational Capability (Strategic Futures Command)</p> <p>Deputy Commissioner, Community Corrections and Specialist Operations (Specialist Operations)</p> <p>Deputy Commissioner, Custodial Operations</p>

5. Leadership and participation

5.1. Inclusion in consultation, civic participation and decision making and supporting leadership development			
Year 1 2018-2019 - Activities/success measure	Year 2 – 2019-2020; and 2020-21 Activities/success measure	Overall Measure	Responsible area
5.1.1. Improve service delivery for people with disability and mental illness			
<ul style="list-style-type: none"> Consult key stakeholders during the development of the QCS DSP. 	<ul style="list-style-type: none"> Consult people with disability in the implementation of the QCS DSP, in accordance with COVID safe practices. 	<ul style="list-style-type: none"> People with disability are consulted during the development and implementation of the QCS DSP. 	Deputy Commissioner, Organisational Capability (Strategic Futures Command)
<ul style="list-style-type: none"> Review QCS leadership programs to identify barriers to accessibility for people with disability. 	<ul style="list-style-type: none"> Update leadership programs to address barriers to accessibility for people with disability. 	<ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community. 	Deputy Commissioner, Organisational Capability (People Capability Command)
<ul style="list-style-type: none"> Identify opportunities to include people with disability on QCS boards, steering committees and advisory bodies to foster 'change from within'. 	<ul style="list-style-type: none"> Monitor the number of people with disability on QCS boards, steering committees and advisory bodies as part of the implementation of the QCS DSP. 	<ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to people with disability. 	Deputy Commissioner, Organisational Capability (People Capability Command)