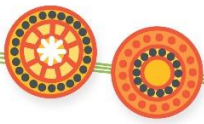
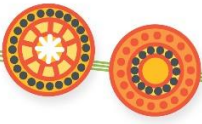


Department of Youth Justice

Interim Disability Service Plan 2023–2025



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A message from the Director-General

The Department of Youth Justice Disability Service Plan 2023–2025 sets out our commitment to ensuring inclusion for all people with disability.

The department has developed the plan recognising that people with disability have the same right to access service delivery, employment opportunities, and facilities as the broader community. The plan details the actions we will undertake and how they will be measured. The department will report annually on the actions detailed in the plan and contribute to the whole-of-government report. Our plan acknowledges and supports the right for people with disability to equally contribute to and participate in the workplace.

The plan contributes to and supports the [Australia's Disability Strategy 2021–2031](#) and the [Queensland's Disability Plan 2022–2027](#).

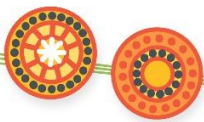
The Disability Service Plan contributes to meeting the Queensland government's obligations under the [United Nations Convention on the Rights of Persons with Disabilities](#), the [Disability Services Act 2006 \(Qld\)](#), and the [Human Rights Act \(2019\)](#).

I am committed to delivering our actions and leading the department to improve access, representation, participation, and inclusion for all people with disability.

The Department of Youth Justice Disability Service Plan 2023–2025 is our opportunity to contribute to meaningful change for people with disability across Queensland.

I would like to acknowledge and thank the many talented staff that helped to inform and prepare this plan.

Bob Gee
Director-General, Department of Youth Justice



About the department

The Department of Youth Justice's (DYJ) vision is for safe communities through young people having a positive future.

Our purpose is to keep the community safe by holding young offenders accountable and reducing the role and severity of offending.

DYJ provides early intervention, and statutory youth justice and detention services to ensure that young people are held accountable for their offending behaviour. We help support them to address the complex causes leading to their offending and to become responsible members of the community.

About the Disability Service Plan

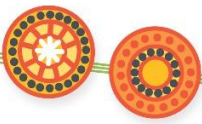
The DYJ Disability Service Plan 2023–2025 (DSP) identifies ways we can provide services and work with people with disability in alignment with [Australia's Disability Strategy 2021–2031](#) (ADS), which was launched on 3 December 2021. The ADS is committed to 'creating an inclusive community together'.

The ADS builds on the previous National Disability Strategy 2010–2020 and renews the joint commitment of all levels of government to improve the lives of Australians with disability and achieve an inclusive society that ensures people with disability can fulfil their potential.

The ADS includes seven outcome areas that collectively represent the areas people with disability have said are important to them and need to be improved to achieve an inclusive Australian society:

1. Employment and financial security.
2. Inclusive homes and communities.
3. Safety, rights, and justice.
4. Personal and community support.
5. Education and learning.
6. Health and wellbeing.
7. Community attitudes.

The ADS represents a unified approach by all governments in Australia to work together with business and the community towards the vision of an inclusive Australia. There are five three-year Targeted Action Plans (TAP) in place.



Queensland's Disability Plan 2022--2027

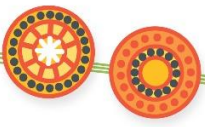
The [Queensland's Disability Plan 2022--2027](#) (QDP) is a five-year plan that focuses on inclusion and achieving the best outcomes to have a real impact on the lives of people with disability. The QDP aligns with the ADS. The DSP and QDP also contribute to meeting the Queensland government's obligations under the [United Nations Convention on the Rights of Persons with Disabilities](#).

The QDP guides the Queensland government's commitment to deliver real action in Queensland and informs the departmental DSP. The QDP describes three elements – building blocks, impact areas and the ADS outcome areas:

- **Four Building Blocks** which assist in identifying issues and should underpin all departmental disability service plans: co-design, human rights, measurement of outcomes and impacts, cultural and systems change.
- **Four Action Areas** which provide a structure for departmental DSP actions and ensure an impact is made throughout the entire organisation: our service users, our people, our places, and our communities.
- **ADS outcome areas** which all DSP actions must align with.

Purpose

[Disability Services Act 2006 \(Qld\)](#) (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing, and encouraging their participation in community life. This legislation requires all Queensland government agencies to develop and implement a DSP. The purpose of the DSP is to ensure the agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. The DSP aims to improve access to services across government for people with disability, including providing more coordinated responses.



What is a disability (definition as per the Act)

(1) A **disability** is a person's condition that—

(a) is attributable to—

- (i) an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or
- (ii) a combination of impairments mentioned in subparagraph (i); and

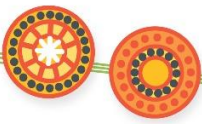
(b) results in—

- (i) a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self care or management; and
- (ii) the person needing support.

(2) For subsection (1), the impairment may result from an acquired brain injury.

(3) The disability must be permanent or likely to be permanent.

(4) The disability may be, but need not be, of a chronic episodic nature.



About our Interim Disability Service Plan

Our department's inclusion commitment

As an organisation, we value and promote the benefits of inclusion and diversity. We create a welcoming, safe and respectful environment for all. Our leadership ensures everyone can safely come to work and be treated fairly, feel valued, and be provided with equitable opportunities to contribute and succeed.

Development of this plan

The DYJ is a newly-formed department as of December 2023 after machinery-of-government changes were announced. Prior to becoming a stand-alone department, DYJ was previously represented in the Department of Children, Youth Justice and Multicultural Affairs published DSP. Extensive consultation and development of this DSP was underway prior to the December 2023 changes.

The Queenslanders with Disability Network (QDN) was engaged to review the previous plan and provide recommendations to improve participation of people with disability through co-design and people-centred focus of services, policies, programs, and projects.

The DSP incorporates:

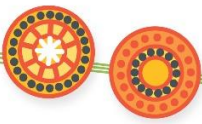
- current and planned policies, programs, and projects to improve services for people living with disability
- insights from staff living with disability who participated in a workshop to identify ways to improve the workplace environment
- a recruitment process review undertaken by Job Access
- alignment with the requirements of the QDP, ADS and Human Rights.

DYJ has been impacted by two machinery-of-government changes since the initial development of this DSP. As stated, DJY formed part of the Department of Children, Youth Justice and Multicultural Affairs prior to the machinery-of-government changes announced in May 2023. The department then formed the Department of Youth Justice, Employment, Small Business and Training. Subsequent to that, DYJ became a stand-alone department following machinery-of-government changes in December 2023.

Impact areas

Each business area has identified programs of work and performance measures to achieve our objectives across all four key impact areas:

- Our service users
- Our people
- Our places
- Our community.



Implementation

Implementation of the DSP will be in accordance with the Building Blocks prescribed in the QDP:

1. Co-design: We do things with people with disability, not to them or for them.

Activities undertaken to implement the DSP incorporate the perspectives of people with disability.

DYJ has developed this DSP through the voice of our employee networks and in consultation with other key employee stakeholders. We will work with our employees to ensure our approach to disability inclusion is one that is humanistic and transparent.

2. Measurement of outcomes and impact: We set clear targets and we measure our progress.

Each DSP action includes how we will measure and monitor outcomes.

This DSP is a living document, allowing for flexibility in the achievement of agreed actions. In addition to the measurements against the actions in this plan, DYJ will monitor our progress through data from our Working for Queensland (WfQ) results, and changes in our Minimum Obligatory Human Resource Information (MOHRI) data. We will also undertake further investigation through engagement with and participation in the equity and diversity data audit process as led by the Office of the Special Commissioner, Equity and Diversity.

3. Human rights: We will promote and protect the rights of people with disability in everything we do.

The [Queensland Human Rights Act 2019 \(Qld\)](#) is applied when making decisions and developing policies and procedures. The [ADS](#) has adopted the [United Nations Convention of the Rights of Persons with Disabilities](#) which provides a framework to promote and protect the human rights of people with disability.

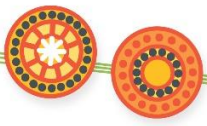
In 2023, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability identified important areas for improving our service system needs, both more broadly as well as within Youth Justice.

4. Cultural and systems change: We will grow inclusion from within organisations by removing barriers embedded in structures and systems.

We will improve inclusion by removing barriers within structures and systems and use a strengths-based approach to change attitudes and perceptions.

Progress reporting

- DYJ will report annually to the Public Sector Commission (PSC) on the implementation and progress of the DSP.



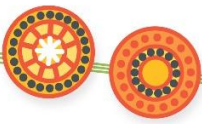
Contact details

If you would like to provide feedback on this plan, or contact us for further information about the plan, the department's contact details are:

Email: WorkforcePlanning-Analytics@youthjustice.qld.gov.au

Website: desbt.qld.gov.au/youth-justice

Telephone: 13 QGOV (13 74 68)



Our actions

Impact area 1 - Our Service Users – our services must be inclusive for all people

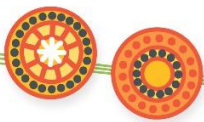
Youth Justice staff frequently work with people with disability across our services and considers the needs of children and young people with disability when planning engagement and consultation activities, including the consideration that children and young people in contact with child protection may not have a diagnosis, particularly in relation to Neurodevelopment disorders.

Disability awareness online training is included in the induction program for all department staff to increase effective communication, interaction, and support for people with disability. In addition, frontline staff have access to a range of training courses and advanced learning options to increase understanding of needs to enhance working with people with disability.

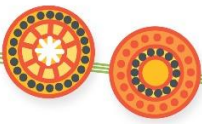
The activities in this plan are designed to elevate the DSP beyond awareness to taking an action-focused approach, and beyond consultation to co-design.

This impact area recognises that services must provide a person-centred user experience, inclusive of all people. This includes:

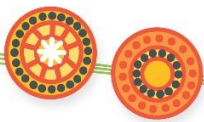
- understanding that people with disability have different levels of digital literacy, access to technology and connectivity
- understanding that many people's experiences as a person with disability are multi-layered and shaped by not only their disability, but by their age, sex, gender, gender identity, sexual orientation, intersex status, ethnic origin, or race.



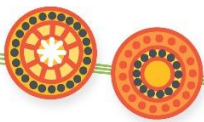
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
1.	Enable information to be captured on youth with a disability in the Youth Justice system and their families.	<p>Unify client management system is configured to record client disability and NDIS information.</p> <p>Information about disability and NDIS status can be accurately recorded in Unify.</p> <p>Staff are supported to record disability and NDIS status in the client management system throughout the implementation period.</p> <p>Enabling the department to address the intersectional needs of children and families with disability who are from Aboriginal and Torres Strait Islander and other cultural and linguistic backgrounds.</p>	<p>Transition to Unify is implemented.</p> <p>Annual reporting on the number of NDIS plans in place for young people.</p> <p>Better disability information sharing to improve disability outcomes.</p> <p>Improvement in case management outcomes.</p>	31 December 2025	Unify	Personal and community support
2.	Implement the Fourth Action Plan 2022–2023 to 2025–2026 of the Domestic and Family Violence	Supporting children and young people with disability who are in the youth justice system and who are persons using violence, victim-	Scoping of suitable screening process to be undertaken in order to identify suitable youth justice screening process.	July 2025	Youth Justice (Workforce and Practice lead with support from Youth Detention Operations and Reform (YDOR)	Personal and community support



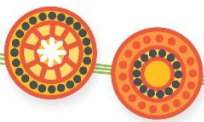
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
	<p>Prevention Strategy 2016–2026, as it relates to children and young people with a disability in the youth justice system.</p>	<p>survivor, or exposed to domestic and family violence, or at risk of any of the above, to access the services they need.</p> <p>In particular:</p> <p><u>Programs and services for young people who use violence</u></p> <ol style="list-style-type: none"> 1. Continue work to deliver domestic and family violence programs to young people who are using violence in the youth justice system, including through specialist counselling services and trial of the Kinship, Improving relationships, No violence and Developing skills (K.I.N.D.) program. <p><u>Cultural Actions</u></p> <ol style="list-style-type: none"> 2. Work with youth service providers to ensure young people who are not engaged in formal education have 			<p>Commissioning and Investment)</p>	



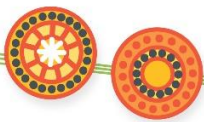
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		<p>access to respectful relationships-informed information.</p> <p>3. Continue to support Department of Education to implement respectful relationships education in Queensland youth detention centres.</p> <p>Prompt identification of children and young people with a disability in the youth justice system.</p> <p>The timely provision of appropriate support services specific to their needs and vulnerabilities.</p>				
3.	Develop and implement practice resources to build the disability knowledge base of staff to improve service delivery outcomes for young people with disabilities.	Young people are engaged in criminogenic service responses and statutory processes in a way that is responsive to their needs, including disability.	<p>Practices Resources developed and available to staff on the intranet.</p> <p>Youth Justice deliver programs and services to reduce reoffending that are responsive to</p>	<p>Phase 1 – December 2024</p> <p>Phase 2 – December 2025</p>	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice



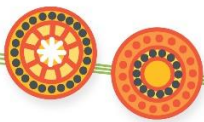
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		<p>Develop and implement (screening and assessment, case management, and program responsivity/reasonable adjustments) tools that improve service delivery outcomes for young people.</p> <p>Ensure that all practice resources and directions are developed in consultation with and endorsed by the cultural unit.</p>	neurodevelopmental diversity.			
4.	Support capacity building for the workforce to confidently identify disability and refer on.	Resource and support DYJ staff to have the knowledge base to identify suspected disability and ensure that young people are connected with specialist services to respond to disability support needs.	<p>Neurodevelopmental Framework provides clear guidance and will inform staff on this process.</p> <p>Providing opportunities for staff to link with additional information sessions with external agencies (including NDIS, ART etc) to build foundational relationships with service providers.</p>	<p>Phase 1 December 2024</p> <p>Phase 2 December 2025</p>	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice



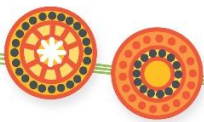
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
5.	Identify a suitable way to screen for disability in youth justice.	<p>As identified in the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, it is the role of Youth Justice to identify young people with disabilities and ensure that they have access to support services.</p> <p>There is currently no screener developed specific to the Youth Justice context. A screener will either need to be developed or adapted for Youth Justice.</p> <p>Ensure that screening tools are culturally sensitive.</p>	<p>A suitable screener is identified and piloted in Youth Justice.</p> <p>Young people are routinely screened as part of case management processes.</p>	<p>Screener identified in 2024.</p> <p>Screener piloted in 2025.</p>	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice
6.	Ensure DYJ programs can be delivered in a way that is responsive to disability.	Do a program review and identify any modifications needed so that programs can be responsive to the disability needs of young people.	All Youth Justice programs are reviewed considering disability.	July 2025	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice
7.	Easy English resources, so young people with language and	Easy English resources developed by speech pathologists are an important access and	Easy English tools are developed for all	July 2025	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice



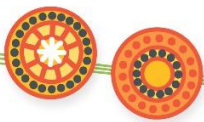
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
	communication difficulties can more easily understand, are developed for all Youth Justice programs.	equity tool for people with disabilities.	Youth Justice programs.			
8.	In partnership with Griffith University, develop the Youth Justice Neurodevelopmental Practice Framework and Practice Standards.	<p>A framework will support staff to understand the knowledge, skills, and principles required to work effectively with neurodiverse young people.</p> <p>The framework includes:</p> <ul style="list-style-type: none"> - evidence-based practice standards - learning and development standards - training. <p>This will inform changes to policies, procedures, and developing resources to ensure programs are responsive to young people with disabilities.</p>	<p>Framework is designed and developed including consultation with First Nations communities.</p> <p>Staff understand the knowledge, skills, and principles required to work effectively with neurodevelopmentally diverse young people.</p> <p>Staff understand what is required for effective daily practice when working with neurodiverse young people and their families.</p>	<p>Training rolled out between September 2024 and March 2025.</p> <p>100% off staff have access to the framework and training by July 2025.</p> <p>By July 2025, five Neurodevelopmental Framework, Standards and Skills training sessions are delivered to funded agencies.</p>	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice
9.	Implement Neurodevelopmental Framework and	Ensure that the framework knowledge, skills, and standards	Youth Justice policies and procedures are reviewed and	January 2025 to December 2025	Youth Justice (Workforce and Practice lead, YDOR support)	Safety, rights, and justice



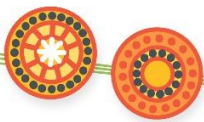
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
	Practice Standards across policies and procedures.	are embedded across policy and procedures.	amended where required to include consideration of disability.			
10.	Contribute to the DCSSDS-led development of a Queensland response to the recommendations of the Disability Royal Commission and the NDIS review as part of a disability reform program of work, as they relate to children and young people with a disability in the youth justice system.	<p>The Final Report (Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability) was released in September 2023.</p> <p>NDIS Review Report was released late 2023.</p> <p>The Queensland Government will provide a response in 2024.</p> <p>Rec 8.1 Youth justice agencies should provide people with disability with the disability supports they require to place them in the same position, so far as feasible, as other people in custody.</p> <p>The NDIS review states 'Foundational Supports should also be designed to meet the diverse needs of</p>	<p>Youth Justice to develop a plan for how to respond to relevant Recommendations including:</p> <p>Rec 8.1 Youth justice agencies should provide people with disability with the disability supports they require to place them in the same position, so far as feasible, as other people in custody.</p> <p>Rec 8.4 governments should ensure timely screening and expert assessment are available for individual children with cognitive disability involved in the criminal justice system... and that they receive appropriate responses, including</p>	Once the Queensland Government has endorsed the proposed response, we will work with relevant agencies and internal DYJ units to deliver recommendation outcomes.	Youth Justice (Policy and Strategy lead and Workforce and Practice and YDOR)	Safety, rights, and justice



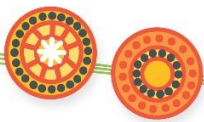
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		individuals and of particular community groups.' Given the high ratio of young people with disabilities in DYJ foundational supports may need to be weaved into DYJ services.	therapeutic and other interventions.			
11.	Coordinate and project manage inter-agency reform specifically in relation to matters that impact young people with disability or mental health needs in the youth justice system.	Specifically, fitness to plea processes and interface with Mental Health Court processes have been identified as requiring an interagency response to improve outcomes for young people who go through these processes. Risk Benefit analysis and scoping of system and legislative changes required.	Interagency working group established including representation from Queensland Health, Department of Justice and Attorney-General, Department of Child Safety, Seniors and Disability Services and Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts.	30 June 2025	Youth Justice (Workforce and Practice lead and YDOR support)	Safety, rights, and justice
12.	Implement disability relevant recommendations from the Women's Safety and Justice Taskforce report.	Recommendation 131 refers to improving the health, wellbeing, and disability support needs of girls in the youth detention system.	Commencement of new resources 2024/2025.	31 December 2025	Youth Justice (Strategy and Policy and YDOR)	Safety, rights, and justice



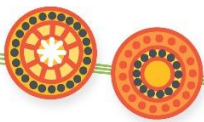
FRONTLINE STAFF CAPABILITY						
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
13.	Communities for all	<p>Continuously update disability awareness training options for frontline staff on a range of topics pertaining to disability and intersectionality.</p> <p>Some non-mandatory courses about disability are available to staff including funded services.</p>	<p>iLearn Disability Training completion rates improved by 10%.</p> <p>Develop and roll out youth justice specific disability training module to be accessed by all staff including detention.</p> <p>Report on the access granted to courses (per system functionality).</p>	<p>Increase of 10% by 30 June 2025;</p> <p>100% by 30 June 2026</p>	Youth Justice (Workforce and Practice – Learning and Development)	<p>Personal and community support</p> <p>Safety, rights, and justice</p> <p>Community attitudes</p>
14.	Develop and implement disability skills training, aligning to the Youth Justice Neurodevelopmental Framework practice standards	Deliver neurodiversity framework training to Youth Justice services.	<p>Develop and roll out an E-Learning Module outlining the principles, standards, and skills as identified in the practice framework. To be completed by all staff.</p> <p>Ensure First Nations ways of working are addressed within training.</p>	<p>Training developed by 31 December 2024</p> <p>All staff trained by 31 December 2025</p>	Workforce and Practice Regional Operations / Learning and Development	Safety, rights, and justice
15.	Policies and Procedures reviewed to consider needs of young	Once Neurodevelopmental Framework Practice Standards are endorsed, policies and	Policies and procedures are reviewed and aligned	December 2025	Youth Justice (Workforce and Practice and YDOR)	Safety, rights, and justice



FRONTLINE STAFF CAPABILITY						
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
	people with disabilities	procedures will need to be updated and aligned.	to the practice standards. Ensure cultural practice with a particular focus on First Nations ways of working are addressed within this.			
16.	Maintenance of Business Continuity	Business Continuity Management processes ensure that service continuity can be maintained for people with disability. Engagement and communication methods are provided in various formats for staff and clients with disability to convey necessary information.	Service delivery to clients with disability is not impacted during emergency events. Business Continuity Plan is reviewed annually.	Ongoing	Youth Justice (YDOR – for YDCs)	Safety, rights, and justice
		Multi-Agency Collaborative Panels (MACP) across regions work closely with Disability Assessment and Referral Team (ART) to support referrals and assessments for young people on the Serious Repeat Offender Index	Audit of current young people's disability support and assessment requirements presenting at MACP. Disability supports and assessments are considered for each new young person	By the end of 2024, consideration of disability supports and assessments will be standard practice for each new case presented at MACP panels.	Workforce and Practice	



FRONTLINE STAFF CAPABILITY						
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		(SROI) list suspected of having a disability.	presented at MACP panels with active referrals made to ART where appropriate.			
		<p>Taskforce Guardian work closely with Disability Assessment and Referral Team (ART) to support assessments and referrals for young people with neurodiversity in the Youth Justice System.</p> <p>Taskforce Guardian works closely with service centres to support NDIS applications for young people on the SROI list suspected of having a disability.</p>	<p>Increased number of ART referrals.</p> <p>Taskforce Guardian use responsivity to ensure that disability is considered within case work.</p>	<p>An increase of ART referrals by December 2024.</p> <p>Where appropriate, targeted deployments supporting case workers in the regions will support ART referrals as a priority.</p>	Workforce and Practice	
		Transition to Success (Vocational education program) includes supporting young people with disabilities to get into vocational education and employment placements.	Specific responsivity ensures disability is considered and supports adapted within programs.	July 2025	Transition to Success	

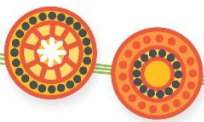


Impact area 2 - Our People – we recognise that our workplace and workforce are inclusive, we play a role in building the workforce participation of people with disability.

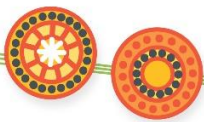
DYJ is committed to inclusion and diversity, including an employment target for people living with disability of 12% by 2026. Measuring the success of our initiatives relies on both supporting more inclusive work practices, as well as ensuring staff are comfortable identifying as living with disability in our employee census data. Staff with disability have access to supports such as flexible work arrangements and workplace adjustments. This plan is aimed to build maturity of inclusion by ensuring staff are informed about support options, and also educate leaders about the needs for supports or adjustments in the way work is performed and other ways to attract and retain staff who live with disability.

This impact area recognises the importance and value of inclusive workplaces and workforces which are integral to building the workforce participation and financial security for people living with disability.

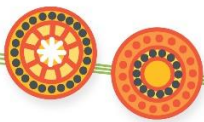
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
17.	Staff capability	The Disability Awareness course is a mandatory part of induction for all staff.	Training completion rate increase to 90% for new staff.	Ongoing	Corporate Services - People and Culture	Personal and community support Safety, rights, and justice Community attitudes
18.	Disability awareness training to be provided in corporate induction.	Consideration of SBS Inclusion Program training package for all staff as either mandatory or highly recommended. Mandatory Training.	Increase completion rate to 80%	Ongoing	Workforce and Practice - Learning and Development Corporate Services - People and Culture	Community attitudes
19.	Staff Capability	DYJ neurodisability training developed and rolled out (e-module).	Develop neurodisability e-module and guided learning worksheets. Make available to all staff.	Development completed by 31 December 2025. 10% by 30 June 2025.	Workforce and Practice and Learning and Development	Personal and community support Safety, rights, and justice Community attitudes



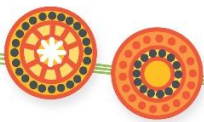
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
			Ensure cultural practice with a particular focus on First Nations ways of working.	100% by 30 June 2026.		
20.	Staff capability	<p>Staff and leaders are supported to develop capability to create inclusive workplaces and adopt inclusive ways of working.</p> <p>Staff are supported to develop capability by undertaking training courses available in iLearn:</p> <ul style="list-style-type: none"> - Recognising, reframing, and responding to YP with neurodisability. - Working with Intellectual Disability. - Identify communication difficulties and strategies: A refresher. - How disabilities can affect communication in young people. - Supporting young people with legal 	An increased number of staff accessing training options.	20% by December 2025.	<p>Workforce and Practice - Learning and Development</p> <p>Corporate Services - People and Culture</p>	Community attitudes



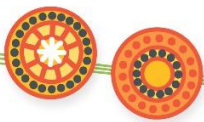
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		<p>language and court processes.</p> <p>- How mental health disorders can affect communication in young people.</p>				
21.	Implement an inclusive workforce planning process.	<p>People living with disability are involved in identification and implementation of the workforce strategies to aid employment and retention of people with disability to support the agency target of employing 12% of employees with disability.</p>	<p>Strategies are identified and designed in partnership with staff living with disability.</p>	30 June 2026	<p>Corporate Services - People and Culture</p> <p>Workforce and Practice</p>	<p>Employment and financial security</p>
22.	Visibility of inclusion and belonging.	<p>Promote visibility of staff living with disability and promote the Disability Services Plan.</p>	<p>The DSP is promoted across all department communication channels.</p> <p>The Equity and Diversity Network is formed, supported, and championed.</p>	30 June 2025	Corporate Services	Community attitudes
23.	Current project	<p>Undertake a training needs analysis for Youth Detention Centres</p>	<p>Report completion in 2023 for departmental consideration.</p>	<p>In progress</p> <p>30 June 2026</p>	Workforce and Practice - Learning and Development	Personal and community support



	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		(Include disability, but not exclusive).	Recommendations Implemented.			
24.	Promote inclusion benefits of flexible work arrangements and reasonable adjustments.	<p>Engaging employees with disability to ensure they are heard and that they can participate fully in work life.</p> <p>Showcase flexible work options and the purpose and benefits of reasonable adjustments.</p> <p>Consider adopting a reasonable adjustment policy and related tools and promotion across the employee lifecycle.</p>	<p>Membership of people with disability on the Equity and Diversity Network.</p> <p>Improved Working for Queensland results.</p> <p>Recommendation to the Director-General</p>	<p>30 June 2024</p> <p>31 December 2024</p> <p>30 June 2025</p>	People and Culture – Corporate Services	<p>Employment and financial security</p> <p>Community attitudes inclusive homes and communities</p> <p>Health and wellbeing</p>
25.	Ensure a human-centred approach to recruitment policy and practice	<p>Ensure recruitment processes are accessible to people with disability.</p> <p>Provide advice and support to hiring managers and selection panels with information that covers each phase of the recruitment process</p>	<p>Review recruitment policy and processes and upload targeted resources.</p> <p>Questions in pulse survey created for new staff to capture reasonable adjustment data.</p>	30 June 2025	People and Culture – Corporate Services	<p>Employment and financial security</p> <p>Community attitudes</p> <p>Health and wellbeing</p>



	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
		<p>from an inclusion perspective. Adjustments are implemented as far as reasonably practicable prior to commencement of employment to allow for seamless transition to the workplace.</p>				
26.	Develop mental health awareness	<p>Provide knowledge and understanding around mental health, including early awareness strategies. Encourage a workplace culture without stigma associated with mental health issues that allows employees to feel safe in identifying with disability.</p>	<p>Education campaign for early detection of mental health issues and stress in the workplace.</p> <p>Mental health training sessions are promoted.</p>	30 June 2025	People and Culture – Corporate Services	<p>Health and wellbeing</p> <p>community attitudes</p>

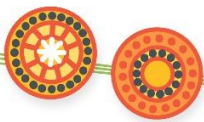


Impact area 3 - Our Places – we recognise the need for our places and services to be accessible for people with disability.

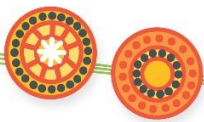
Accessibility is assessed as part of due diligence for new leases. Major fit outs, refurbishments and major upgrades are cognisant of accessibility and need to comply with Building Act disability requirements and the National Construction Code.

This impact area recognises that our physical and digital places must be accessible for all people.

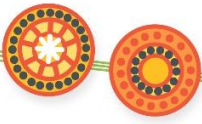
PHYSICAL PLACES						
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
27.	Buildings and venues – accessibility is considered in all property and facilities leased by or used by the department.	<p>Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the department are refurbished or leases entered into and renewed.</p> <p>Access and specifications for people with disability meet construction codes and requirements for new building projects, including the construction of youth detention centres.</p>	<p>Ensure new office or Service Centre fit outs or new detention centers incorporate accessibility best practice by complying with the following:</p> <ul style="list-style-type: none"> - AS1428.2 which is the Australian Standard that provides enhanced and additional requirements for the design of buildings and facilities to ensure access for people with disabilities. <p>Provides enhanced requirements for accessibility, allowing authorities and other users to</p>	<p>31 December 2025</p> <p>30 June 2027</p>	<p>Corporate Services - Property Services</p> <p>Youth Detention Centre Infrastructure Projects</p>	<p>Inclusive home and communities</p>



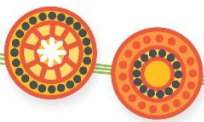
			<p>go beyond the minimum requirements specified in Part 1.</p> <ul style="list-style-type: none"> - <i>Disability Discrimination Act 1992.</i> - The Disability (Access to Premises – Buildings) Standards 2010 (DAPS). <p>Compliance with the National Construction Code of Australia – Building Code of Australia (NCC/BCA). (NCC includes hearing augmentation requirements).</p>			
		Accessibility features are clear and recognisable, and hallways are kept free from clutter for ease of access and mobility.	Incorporate into health and safety policy.	Ongoing	Youth Justice	Inclusive home and communities
		Options to improve workplace environments are investigated.		31 December 2025	Youth Justice	Inclusive home and communities



		Guidance provided to staff about how to choose an accessible venue and hold an inclusive event or meeting.	The needs of people with disability are considered when choosing venues for events and meetings – develop factsheet with guiding principles.	30 June 2025	Youth Justice Corporate Services - People and Culture	Personal and community support
		Ensure agreements between the department and funded organisations consider accessibility and inclusivity of people with disability.	Youth Justice funded services must have inclusion and diversity policy that is reviewed regularly. Confirmation that services have a diversity and inclusion policy will be reviewed through the annual quality assessment process which is being developed.	31 December 2025	Youth Justice (Commissioning and Investment)	Personal and community support
DIGITAL PLACES						
	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
28.	Access to information	Ensure information and communication platforms are accessible to people with disability. Ensure future website and intranet content including published documents are accessible for people with disability.	Accessible publishing guidelines are in place. Compliance with WCAG 2.1 Level AA.	31 December 2025	Corporate Services	Personal and community support Safety, rights, and justice



		<p>Commitment to the Digital Services Accessibility Plan.</p>	<p>Meet goals and actions outlined in the Digital Services Accessibility Plan:</p> <ol style="list-style-type: none">1. Website has been audited against accessibility standards, benchmarked, and roadmap for remediation established.2. Content is checked for accessibility.			
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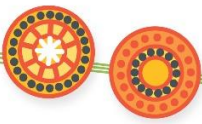


Impact area 4 - Our Community – we recognise that our actions and activities should be inclusive of the whole community, and the requirements of those in all regions

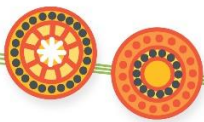
In addition to directly working with clients, the department engages a range of service providers to deliver support to clients that meets their needs. Where applicable, this includes engaging services that support people living with disability.

This impact area recognises that the actions and activities of government and community-based organisations to deliver local initiatives should be inclusive of the whole community, and the requirements of those in all regions.

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
29.	Service agreements	Ensure services are accessible to a diverse client group, including Aboriginal and Torres Strait Islander peoples and those living with a disability, and make referrals to specialist services where appropriate.	Youth Justice funded services must have an inclusion and diversity policy that is reviewed regularly. Confirmation that services have a diversity and inclusion policy will be reviewed through the annual quality assessment process which is being developed.	31 December 2025	Youth Justice (Commissioning and Investment)	Personal and community support Health and wellbeing
30.	Pilot the Neuro-ability support services for young people (in Cairns and Townsville)	Supporting young people with suspected or diagnosed neurodiverse disability and their families to navigate the health system.	Establish a benchmark during the procurement process for the number of distinct young people who will be supported in the Neuro-ability support services.	30 June 2027	Youth Justice (Commissioning and Investment)	Personal and community support Health and wellbeing
31.	Promote our commitment to our diverse workforce.	Utilise communication channels to highlight our diverse workforce	Communications and photo opportunities.	30 June 2025	People and Culture – Corporate Services	Employment and financial security



		to people with disabilities and the work of our employees with disability.	Increase in applications from people who live with disability.	Annual reporting		
32.	Promote and participate in Disability Action Week and other celebratory days focused on disability.	Promote and create opportunities for employees to participate in celebratory activities.	Number of employees participating in celebratory activities.	30 June 2025 Reporting after each event.	All business areas (HR and Diversity and Inclusion Network lead)	Community attitudes



Other formats:

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