



# *Department of Justice and Attorney-General*

# **Disability Service Plan 2022-25**

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## **A message from the Director-General**

*I am pleased to release the Department of Justice and Attorney-General's Disability Services Plan 2022-25. We are an agency committed to providing inclusive and accessible services to Queenslanders and upholding the human rights of people with disability.*

The Department of Justice and Attorney-General (DJAG) is committed to the Queensland Government's vision to "build an inclusive Queensland and make sure that everyone has what they need to fulfil their potential as equal members of our community. More than 900,000 Queenslanders live with disability, and we are committed to making sure each and every one has what they need to live their best lives as equal citizens".

The DJAG Disability Service Plan 2022-25 (DSP) is our commitment to developing a deeper understanding of the issues faced by people living with disability in accessing our services and places, and describes the extensive work being undertaken to increase inclusiveness and respond accordingly.

It is essential that justice system responses are disability aware, accessible and inclusive, and throughout my department, we carefully consider not only our clients' needs in the services we provide, but also how our clients may interact with services across government.

Looking ahead, DJAG will continue to work with disability network representatives, carers and other disability support providers to raise awareness, build sector capacity and capability, implement practical response, and use evidence-based research to maintain and implement service improvements to meet the needs of all Queenslanders.

A handwritten signature in black ink, appearing to read "Nicola Doumany", written over a horizontal line.

**Nicola Doumany**  
**Acting Director-General**

## About our Disability Service Plan

### **Purpose**

The purpose of the DJAG DSP is to ensure DJAG has regard to the human rights and service delivery principles of the [Disability Services Act \(Qld\) 2006](#), and the government's policies for people living with disability.

### **Context**

The Commonwealth Department of Social Services' policy framework, [Australia's Disability Strategy 2021-2031](#), reflects the workings undertaken during and post the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability* by striving to elevate the levels of respect, inclusivity and equality of people with disability.

The [Queensland's Disability Plan 2022-27](#) (QDP) emulates the Commonwealth's commitment to inclusivity and providing access to government services and employment opportunities to Queenslanders with disability.

The DJAG DSP defines our commitment to these strategies in providing people with disability safety from violence, protect their rights, and enable equitable treatment in the justice system.

### **Our agency's inclusion commitment**

DJAG is committed to contributing to an inclusive society which ensures people with disability can fulfil their potential, as equal members of the community.

Within DJAG, we are guided by the [Queensland public sector Inclusion and diversity strategy 2021-25](#) in considering and promoting the needs of staff with disability.

### **Progress reporting**

Published annual progress reports will provide a summary of achievements against the actions in the *DJAG DSP*.

## Identifying and addressing issues

To help people with disability feel safe from violence, abuse, neglect and exploitation, and ensure people with disability have equal access to justice, the Queensland criminal justice system needs to respond effectively to the complex needs and vulnerabilities of people with disability.

The [Women's Safety and Justice Taskforce](#) handed down two 'Hear her voice' reports providing recommendations that DJAG is implementing through policy and process development, and program delivery, to promote gender equality and prevent violence against groups at heightened risk, such as people with disability.

The Office of Fair Trading continues to work with providers of National Disability Insurance Scheme services to educate clients on Australian Consumer Law, while the Office of Liquor and Gaming Regulation continues to engage liquor licensees in their service obligations for people with disability.

Internally, DJAG continues to operate the Just Ability Working Group with members who align themselves with, or advocate on behalf of, those who live with disability, to share experiences and information, and to foster inclusive and supportive workplaces.

## Building Blocks statement

DJAG uses the four building blocks of the QDP to guide our approach in delivering the actions of the DJAG DSP:

- **Co-design** – *We do things with people with disability, not to them or for them.*
- **Human rights** – *We will promote and protect the rights of people with disability in everything we do.*
- **Measurement of outcomes and impact** – *We set clear targets and we measure our progress.*
- **Cultural and systems change** – *We will grow inclusion from within organisations by removing barriers embedded in structures and systems.*

## Our actions

### Our Service Users

*Our services are inclusive of all service users, are safe, accessible and uphold the human rights of people with disability*

Actions	Measurements	Timing
<b>Ensure all DJAG services are supported through access to appropriate and tailored communication technology solutions to increase participation and inclusion.</b>	Identification of contemporary options for conducting hearings that address the needs of people with disability.	Ongoing
	Interpreter service remains current for people with disability.	Ongoing
	Final evaluation of the Queensland Intermediary Scheme pilot assisting vulnerable witnesses.	2023-24
<b>Maintain a strong voice for the rights of Queenslanders with impaired decision-making ability.</b>	Continue advocacy activities to uphold and promote the rights and interests of Queenslanders with impaired decision-making ability.	Ongoing
<b>Provide advice on Australian Consumer Law to providers of National Disability Insurance Scheme services.</b>	Continue to provide brochures, guides, and factsheets on consumer law for organisations delivering National Disability Insurance Scheme information sessions.	Ongoing
<b>Engage liquor licensees in understanding their service obligations for people with disability.</b>	Continue to raise disability awareness amongst our liquor licensee stakeholder groups through our communications channels.	Ongoing

### Our People

*We promote inclusive recruitment pathways, and ensure our workforce capability is supported through tailored training and awareness activities*

Actions	Measurements	Timing
<b>Delivery of actions in DJAG's Inclusion, Diversity and Equity (IDE) Strategy 2023-27.</b>	Release of DJAG's IDE Strategy 2023-27.	2022-23
	Diversity targets for people with disability.	Ongoing
	Working for Queensland inclusion index.	Ongoing
<b>Continuation of the DJAG Just Ability Working Group to consider and promote the needs of staff with disability.</b>	The Just Ability Working Group maintains current membership level, meeting cadence, and contributes to DJAG policies, procedures, events and communications.	Ongoing

### Our Places

*Our places of service are safe, accessible, and inclusive for people with disability by ensuring the accessibility needs and welfare of all*

Actions	Measurements	Timing
<b>Work with the Department of Energy and Public Works to consider the needs of Queenslanders with disability during building works activities.</b>	New buildings, facilities and upgrades meet required disability standards.	Ongoing
<b>Ensure all digital services and content are accessible and inclusive of all users regardless of their ability and environment.</b>	New website content is accessible and complies with Queensland Government guidelines.	Ongoing

## Our Community

*We collaborate, build partnerships, and break down barriers for people with disability to provide safety from violence, protect rights, and enable equitable treatment in the justice system*

Actions	Measurements	Timing
<p><b>To educate the community on Office of the Public Guardian services and how they can help Queenslanders with impaired decision-making ability.</b></p>	<p>Develop a stakeholder plan identifying key external stakeholders and messages to promote greater understanding of Office of the Public Guardian functions.</p>	<p>2022-23</p>
	<p>Regular meetings with critical stakeholders and participation in key working groups.</p>	<p>Ongoing</p>
<p><b>Implement initiatives helping people with disability from the government response to the Women’s Safety and Justice Taskforce Reports 1 ‘Hear her voice’ &amp; Report 2 ‘Women and girls’ experiences across the criminal justice system’.</b></p>	<p>Development and implementation of a state-wide court domestic, family and sexual violence safety plan to enhance the safety of victims attending court, including for people with disability (Rec 49 R1 and Rec 52 R2).</p>	<p>2024-25</p>
	<p>Development and implementation of a domestic and family violence and coercive control engagement and communication strategy, incorporating tailored approaches for people with disability, particularly women and girls (Rec 5 R1).</p>	<p>2024-25</p>
	<p>Development of accessible resources regarding domestic and family violence and coercive control and related legislative changes, ensuring tailored information for people with disability (Rec 8 R1).</p>	<p>2024-25</p>
	<p>Review of the Domestic and Family Violence Media Guide to ensure it includes content specific to the nature and impacts of coercive control as a form of domestic and family violence and includes guidance about reporting on the vulnerability and impacts for particular groups including people with disability (Rec 6 R1).</p>	<p>2024-25</p>
<p></p>	<p>Development of a guide for the media to support responsible reporting of sexual violence that includes content about the nature and impact of sexual violence; includes content to counter common misconceptions about sexual violence; refers to changes in law; and includes guidance about reporting on the vulnerability and impacts for particular groups including people with disability (Rec 84 R2).</p>	<p>2024-25</p>