DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

DEPARTMENT SPECIFIC ACTIONS

De	partmental Actions	Products/Activities	Progress/Achievements	Responsible
(As	s identified in your department disability service plan)	(for 1 July 2017 to 30 June 2018 (Year 1))	(Where applicable, include details on progress, achievements and stakeholder engagement activities) Ensure success measures are addressed.	Area (Team within your department)
		COMMUNITIES FOR ALL		
•	Consider appropriate governance and advisory arrangements to support the DJAG Disability Services Plan.	 The Corporate Governance Unit (CGU) provides advice as required, about the Disability Service Plan. CGU coordinates the yearly report on progress against DJAG actions. The Human Resources Branch has developed the DJAG Inclusion and Diversity Strategy. 	 DJAG Inclusion and Diversity Champion nominated DJAG Inclusion and Diversity Strategy developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG Inclusion and Diversity Strategy 2018-22 approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda across/in DJAG. 	Corporate Governance Unit Human Resources Branch
•	Work towards ensuring all DJAG information is accessible and provided in multiple formats.	 Converting paper based printable content into universal and widely accessible web-based content, including videos and infographics. Staying up-to-date with all major web accessibility guidelines and ensuring all of our internal and external websites adhere to the requirements. Facilitating writing for web training sessions to educate users within DJAG on writing for web best practices. Evaluation of all DJAG website templates and implementing a new universal and accessible responsive template. 	 Provided images hosted online with alt tags and video content alongside printed media for internal and external audiences with closed captioned and transcripts provided for accessibility where applicable. Dedicated time to research and execute WCAG best practices on DJAG sites. Conducted 3 Writing for web courses this year Project is underway to implement the Bootstrap framework across all of our websites. 	Communication Services Branch
		As old OLGR forms are updated to newer templates and formats we are incorporating the Adobe "Read Out Loud" function to increase accessibility.	OFT continues to ensure information is accessible via multiple formats and via multiple channels. In 2017-18, these included: by phone through the Qld Government Call Centre; by website through the Qld Government website www.qld.gov.au ; through OFT's social media accounts; and through films, brochures, factsheets, forms, etc. downloadable from the website, available by mail, and available in hard copy at OFT counters and events.	Media and Strategic Communication, OLGR Communication Unit, OFT Community and Stakeholder Education and Engagement Team, OFT

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	 Content on the Queensland Courts website has been made more accessible to people with low literacy and mild visual impairments through the availability of Browse Aloud technology on the site. 		Court Services Queensland
Continue to increase accessibility of DJAG forms on Queensland Government websites.	 Converting paper based forms into universal and widely accessible web based forms. Supporting and providing a platform for Digital transformation to plan, test and create responsive online forms. 	Provided a platform for all DJAG web forms to be hosted and adhering to the web accessibility guidelines as well as continuing to convert paper based forms to online format to provide accessibility for all. This includes keeping up-to-date with the Web Content Accessibility Guidelines and ensuring online forms are updated accordingly.	Communication Services Branch
		OFT continues to ensure accessibility of forms. Forms are available in hardcopy; in downloadable electronic copy from the Qld Government Publication Portal; and in prefilled online forms through OFT's Online Portal. Forms can be lodged in person at OFT and Qld Government counters, through the mail, by email and through OFTs Online Portal.	Communication Unit, OFT Community and Stakeholder Education and Engagement Team, OFT
Continue to consider accessibility options and provide accessibility advice for DJAG events.	Accessibility options for DJAG events is a standard consideration when organising events.		Communication Services Branch
Consider the needs of Queenslanders with a disability in building upgrades and new construction.	The design phase of all building upgrades and new construction considers the needs of people with disability (PWD) and are accommodated where required. PWD compliant access points and facilities are a priority for all DJAG projects. DJAG ensures compliance with all statutory and legislative requirements including Australian Standard AS1428 – Design for access and mobility.	During the 2017-18 financial year, projects were completed at Brisbane Magistrates, Kingaroy, Redcliffe, Southport, Townsville, and Mareeba Courthouses with the following inclusions: PWD amenities Registry counter positions with public PWD access PWD compliant entry and exit points, and General consideration of facility access for PWD.	Facilities Services Branch
	In the 2018-19 financial year, the Gambling Community Benefit Fund will celebrate 25 years and to commemorate this milestone, an additional funding round open for 11 organisations to share in \$1.25M for applications that have a significant, long lasting community impact. Not-for-profit organisations can apply for building upgrades or new construction to assist Queenslander's with a disability.		Community Benefit Funds Unit, OLGR

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	ied in your department disability service plan)	(for 1 July 2017 to 30 June 2018 (Year 1))	(Where applicable, include details on progress, achievements and	Area
			stakeholder engagement activities)	(Team within your
			Ensure success measures are addressed.	department)
	tinue to provide language, translating		The OFT continues to provide translated guides,	Communication
	communication services to DJAG		publications and access to translation services for clients	Unit, OFT
clien	nts.		that require non-English information and assistance.	
			OFT carries out education and engagement with non-	Community and
			English speaking consumer groups, including providing	Stakeholder Education and
			instruction on how to access these resources.	
				Engagement Team, OFT
		Translating services, including deaf translation services are		Court Services
		available to Queensland Courts clients.		Queensland
		Content on the Queensland Courts website has been made more		Queensianu
		accessible to people with English as a second language through		
		the availability of Browse Aloud technology on the site.		
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		EDUCATION		
• Expl	lore options to better support people	The Office of the Public Guardian (OPG) implemented a policy:		Office of the
with	disability who are experiencing	Obligations to recognise and respond to a client experiencing		Public Guardian
dom	nestic and family violence.	domestic and family violence to better support clients with a		
		disability who are experiencing domestic and family violence.		
	tinue to develop strategic relationships	The OPG client-facing website redesign project engaged with		Office of the
	private and public stakeholders to	government, non-government organisations and client groups to		Public Guardian
	ect the rights of vulnerable citizens,	ensure a user friendly and accessible platform		
-	icularly those in regional and remote	Regional OPG staff engage at regular meetings with government		
area	S.	and non-government disability organisations, and seek to establish		
		meaningful relationships targeted to protect the rights of vulnerable		
		Queenslanders		0.00
	tinue to focus on issues regarding elder	The Public Advocate made a submission to the Senate Standing		Office of the
	se across all cultures and communities	Committee on Health, Aged Care and Sport for the <i>Inquiry into the</i>		Public Advocate
inclu	uding law reform.	quality of care in residential aged care facilities in Australia. The		
		submission advocated for the regulation of restrictive practices		
		(RPs) in residential aged care. In the absence of regulation, the		
		use of RPs in aged care settings is potentially a criminal offence		
		and a form of institutional elder abuse. The Public Advocate		
		appeared as a witness at the Brisbane inquiry hearing, which		
		attracted local media attention.		
		The Public Advocate has met with community stakeholders to		
		discuss issues associated with the use of RPs in residential aged		
		care.		

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	 The Public Advocate issued a press release on World Elder Abuse Awareness Day 2018 calling for the Commonwealth Government to regulate the use of RPs in residential aged care. Discussions with representatives of the Commonwealth Attorney-General's office about the National Plan for elder abuse. Contribute to initiatives under the Federal Government's National Plan for elder abuse via the Australian Guardianship and Administration Council and the Department of Communities, Disabilities and Seniors. Pursued certain ALRC recommendations at the national 'Elder Abuse: Community Led Strategies for Change' workshop. Provided input into the report on 'Addressing the Abuse of Older People in Australia: A Community Response'. As an outcome of Recommendation 12 of the Financial Protections for Seniors Inquiry 2015, the OPG has established a reference group with other agencies and non-government organisations to raise awareness about the importance of future planning, including the effective use of enduring powers of attorney that minimise the risk of elder abuse. The OPG has trialled awareness and education sessions with Indigenous service providers and communities in Mt Isa, Logan and Cherbourg. The agency is contributing to DJAG's revision of enduring documents including interactive web-based processes The Public Guardian may investigate current decision making arrangements for adults with impaired capacity aged 18 years and over to determine whether lawful, appropriate and adequate to 		Office of the Public Guardian
Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime living with a disability with effective referrals to relevant	prevent neglect, abuse or exploitation. Continued promotion of the Charter of Victims' Rights.	Victim Assist Queensland promoted the Charter of Victims' Rights at more than 200 community events, stakeholder meetings and community events in 2017-18. On-going (business as usual).	Victim Assist Queensland
agencies.	A joint project was undertaken with Queensland Police Service (QPS) to improve referrals to victims of crime.	A change in the QPS referrals system, in response to the Charter of Victims' rights, now means that more victims receive information about, and referral to, Victim Assist Queensland.	

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	 Funding of, and ongoing engagement with, WWILD to support people with intellectual or learning disabilities who have experienced sexual abuse, or have been victims of crime. 	On-going (business as usual).	
	 A new, simplified communication product, suitable for people with intellectual or learning disabilities, is in development. 	Draft design completed.	
	 Supporting 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. 	On-going (business as usual).	
 Maintain a strong voice for the rights of Queenslanders with impaired capacity. 	Actively advocate for the rights and interests of Queenslanders with impaired capacity through all systemic advocacy activities in accordance with the functions of the Public Advocate.		Office of the Public Advocate
	 The OPG has advocated for the protection of the rights and interests of persons with disabilities in submissions to review process during 2017-18, for example: submission to the Australian Human Rights Commission on the Optional Protocol to the Convention Against Torture Consultation Paper (July 2017) submission to the Senate Community Affairs References Committee inquiry into the effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised (August 2017) submission to the Joint Standing Committee on the National Disability Insurance Scheme inquiry into transitional arrangements for the NDIS (August 2017) Australia's Combined Second and Third Periodic Report under the Convention on the Rights of Persons with Disabilities Australian Human Rights Commission consultation on violence against people with disability in institutional settings Guardianship and Administration and Other Legislation Amendment Bill 2018 Joint Standing Committee on the National Disability Insurance Scheme public hearing and response regarding restrictive practices for the inquiry into transitional arrangements for the NDIS, and a range of National Disability Insurance Scheme Rules 2018. 		Office of the Public Guardiar

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	EMPLOYMENT					
Continue to provide information and advice about the Australian Consumer Law to both consumers and providers of National Disability Insurance Scheme (NDIS) services.	The OFT participated in a national consumer protection regulators project which developed a detailed guide for businesses selling to consumers with a disability setting out their obligations under the Australian Consumer Law (ACL) a detailed guide for consumers and carers, setting out their consumer rights under the ACL. The OFT also developed a simple factsheet and magnetized flyer specifically for consumers with a disability for distribution during OFT's education and engagement activities.	In 2017-18 OFT engaged with 17 NDIS service providers and stakeholders in locations throughout the state providing them with information about both consumers and traders rights and responsibilities under the ACL. Stakeholders included: the Endeavour Foundation; FSG Australia; Queenslanders With Disability Network; Carers Queensland; Community Resource Unit; Feros Care; Breaking Barriers Open Door; Life Choice, Centacare; Community Services; Uniting Care Remote Area Family Services; and Care Goondiwindi.	Communication Unit, OFT Community and Stakeholder Education and Engagement team, OFT			
Continue to implement the Department's NDIS transition strategy.	Continue to prepare for full scheme implementation of the NDIS in Queensland from 1 July 2019.	 DJAG has completed its NDIS Transition Strategy and Plan for the 2018-19 period to provide a framework for the DJAG portfolio to prepare for the full scheme implementation of the NDIS in Queensland from 1 July 2019. In 2017-18, the OFT continued to provide brochures, guides and fact sheets about consumer and trader rights and responsibilities under the ACL to organisations delivering face to face NDIS information sessions. 	Strategic Policy and Legal Services Communication Unit, OFT Community and Stakeholder Education and Engagement team, OFT			
	The Public Advocate has lobbied for: NDIS planning processes to include consideration of the supports required for people with disability who have complex health needs improved translation and interpreter services for people with culturally diverse backgrounds long-term finding for legal and disability advocacy, and improvements to NDIS access pathways.		Office of the Public Advocate			
	The OPG continues to implement the department's National Disability Insurance Scheme transition strategy. The OPG continues to provide updates to the government governance groups regarding the implementation of the NDIS for OPG.		Office of the Public Guardian			

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Continue to develop promotion and support materials for managers about inclusive practices to support a diverse workforce.	 Enter Partnership Agreement with JobAccess with the aim of: reviewing attraction and retention strategies to assess barriers and opportunities for prospective employees with disability building disability confidence across DJAG, and developing strategies to increase the number of DJAG employees with disability. 	 DJAG Inclusion and Diversity Champion nominated. DJAG Inclusion and Diversity Strategy developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG Inclusion and Diversity Strategy 2018-22 approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda within DJAG. Partnership Agreement with JobAccess approved. 	Human Resources Branch	
Develop inclusive recruitment processes for people with a disability across attraction, recruitment, retention, career progression and development that contributes to increasing the Queensland Public Sector workforce to 8% by 2022. Develop inclusive and accessible recruitment and employment processes to improve opportunities for people with a disability to apply for jobs in DJAG.	 Actions within the DJAG Inclusion and Diversity Strategy relating primarily to addressing recruitment and selection practices and barriers, and development of current employees: survey of managers and supervisors to determine and baseline current recruitment practices, local induction activities and management confidence and awareness relating to disability survey for circulation to new starters (commenced within a 12 month period) to determine applicant experience during recruitment and induction, with reference more specifically to awareness of flexible work options, reasonable adjustment and other aspects of disability confidence delivery of Practical HR for Managers, which includes topics related to recruitment and selection, inclusion and diversity and awareness of bias recruitment and selection panel training – specifically addressing relevant topics, delivered to approximately 150 employees, and revise and improve intranet-based advice for recruitment and selection, and inclusion and diversity. 	 Established a dedicated `People living with disability' project. Project scoping has commenced and will be informed by staff survey results and the activities undertaken in partnership with JobAccess. Survey of managers complete. Survey of new starters designed. Continued delivery of Practical HR for Managers – approximately 111 participants. Recruitment and selection panel training delivered to approximately 150 employees. Revised intranet content for recruitment and selection, and inclusion and diversity published. 	Human Resources Branch	
EVERYDAY SERVICES				
Courts and tribunals will continue to explore options for people with disability coming into contact with the justice system and for conducting hearings that are inclusive of people with disability.	Courts Services Queensland: continues to be responsive to any access issues raised by people with a disability has implemented the Browse Aloud system on the Queensland Courts website to assist people with a visual impairment or literacy issues		Courts Services Queensland	

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	 regularly reviews the content of the Queensland Courts website to ensure it is appropriate for the wide audience of court users, including those with disabilities has implemented the DJAG Disability Service Plan 2017–20 continues to have available the Equal Treatment Bench Book for use by Judicial Officers, and availability of hearing assisted technologies (hearing loops) in selected courtrooms throughout the State. 		
	LEADERSHIP AND PARTICIPATION		
Communicate and consult on the DJAG Disability Service Plan across all divisions including people with a disability and regional participation.	The DJAG <i>Disability Service Plan 2017-20</i> is published online and available to all staff and customers who interact with DJAG.	Consultation with divisions occurred to enable yearly reporting. Through the reporting process, divisions are able to showcase their products/progress/activities against the DJAG Disability Service Plan and provide feedback or identify gaps during this.	Corporate Governance Unit
Consider nomination of a Champion for the DJAG Disability Service Plan.	Identify DJAG Champion for Inclusion and Diversity.	DJAG Champion for Inclusion and Diversity nominated.	Human Resources
Consider and develop data collection strategies to support reporting and decision making.	 Analysis of options to improve DJAG's EEO census participation to ensure workforce participation is accurately reflected. Management survey relating to disability confidence in recruitment and selection – to support analysis of barriers, opportunities, and management perspectives on their capability and confidence. New starter survey relating to disability confidence in recruitment and selection – to support analysis of awareness, barriers, opportunities and confidence in management capability. 	Management survey completed.	Human Resources
Identify leaders at all levels across the department and key stakeholders to drive the focus and outcomes of the DJAG Disability Service Plan.	The DJAG Inclusion and Diversity strategy requires all employees to actively champion diversity and inclusion.	 DJAG Inclusion and Diversity Champion nominated DJAG Inclusion and Diversity Strategy developed in consultation with the DJAG Inclusion and Diversity Reference Group (business representatives from across the department). DJAG Inclusion and Diversity Strategy 2018-22 approved by the DJAG Board of Management in February 2018. DJAG Inclusion and Diversity program of work established with dedicated resourcing to drive the I&D agenda within DJAG. Partnership Agreement with JobAccess approved. Continued delivery of Practical HR for Managers – approximately 111 participants. 	Human Resources

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Continue to provide opportunity for community legal centres and other community groups to apply for funding to support vulnerable Queenslanders, including help and support for Queenslanders with a disability.	 Under the legal assistance services program, we allocate Queensland and Commonwealth funding for the delivery of legal assistance services. Commonwealth funding is allocated to individual community organisations under the National Partnership Agreement on Legal Assistance Services 2015–20 (the NPA). During 2017-18, just over \$19.7M of State and Commonwealth funding was distributed to community organisations for the provision of legal services to vulnerable Queenslanders. 	 In the 2018-19 financial year, the Gambling Community Benefit Fund will celebrate 25 years and to commemorate this milestone, an additional funding round open for 11 organisations to share in \$1.25M for applications that have a significant, long lasting community impact. Not-for-profit organisations can apply for building upgrades or new construction to assist Queenslander's with a disability. 	Legal Assistance Strategy and Funding, Justice Services Community Benefit Funds Unit, OLGR