

# 2023-24 Progress report on our Disability Service plan 2022-25

The Department of Justice (DoJ) 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.

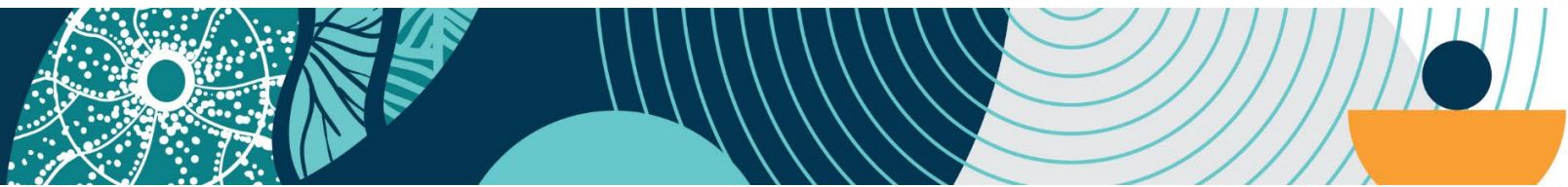
## Our plan - We are in year 2 of our plan in 2024-25

19 actions, with 6 for Our service users, 4 for Our people, 7 for Our community, and 2 for Our places.

## Our impact

- Efforts are ongoing to foster a workplace where individuals feel safe disclosing their disabilities, leading to increased reporting rates. Staff living with disability have reported a 3% increase in feeling safe and respected at work in the 2024 Working for Queensland (WfQ) results, compared to 2023.
- MOHRI data for 2023-24 reflects that 4.6% of DoJ staff identify that they are living with disability. This has increased by 1.2% from 3.4% since 2022-23.
- 2024 WfQ survey reflects that 16% of DoJ staff who responded identify as living with disability which is substantially higher than the reported number in the MOHRI data and does surpass the DoJ diversity target of 12%. Additionally, Staff living with disability have reported a 3% increase in feeling safe and respected at work in the 2024 WfQ results, compared to 2023.
- By embedding the principles of equity, inclusion, respect, and diversity in all aspects of our work, we reinforced our commitment to making the DoJ a great place to work. The DoJ considers that ensuring people living with disabilities have a voice within the department enables us to better represent the needs of the Queensland community.
- People Capability and Culture branch collaborates with the DoJ Just Ability Working Group to implement the actions outlined in the Action Plan and ensure the ongoing evolution of the program by establishing sub-groups to focus on a staged approach to the implementation of actions.
- Department leaders who were involved in a panel discussion about inclusion, diversity and equity discussed their personal journeys and sharing insights and commitment to inclusion, diversity and equity. We reaffirmed our dedication to creating an inclusive and supportive operating environment within DoJ through these initiatives:
  - Increased inclusion of people living with disability through embedding education and awareness into our business-as-usual learning and development activities, internal publications, mentoring programs and other HR practices such as the recruitment and selection practices across the department.
  - Targeted professional development and networking events to support individuals living with disabilities, collaborating closely with the Just Ability Working Group to build effective disability awareness programs.
  - Representation from Just Ability Working Group on various departmental planning committees, including infrastructure development and ICT initiatives fostering a more comprehensive approach to our strategic planning.

# Our highlights



<p><b>Co-design</b></p> <p><i>DoJ JUST Ability Action Plan 2023-27 enhances co-design</i></p>	<p>The DoJ <i>JUST Ability Action Plan 2023-27</i> was launched on 2 November 2023 and outlines actions to increase focus in key areas of Leadership, Culture and business practices and will help build an open, inclusive, and assessable workplace.</p> <p>DoJ recognises that people with disability have talents, skills and qualifications and are assets to our workforce. The Plan was developed in collaboration with the department’s Culture team and engaged members of the Just Ability Working Group, made up of members with disability, supporting those with disability and their allies.</p>	<p>Members actively contributed their insights during the drafting stages of the plan and through feedback processes, ensuring the action plan reflected a shared vision and collective priorities.</p> <p>The plan is being implemented and embeds the principles of equity, inclusion, respect and diversity in all aspects of the work we do and helps make DoJ a great place to work. The People and Engagement Branch will work with the Just Ability Working Group to deliver the actions in the Action plan. Sub-groups of the Working Group have been established to focus on a staged approach to the implementation of nominated actions.</p>
<p><b>Measurement of outcomes and impact</b></p> <p><i>Our commitment to creating an inclusive, diverse and equitable workplace</i></p>	<p>DoJ’s <i>Inclusion, Diversity and Equity (IDE) Strategy 2023-27</i> was launched in March 2023. The supporting <i>Inclusion, Diversity and Equity Action Plan 2023-27</i> was developed in 2023-24. Work is progressing well to implement Plan actions and highlights the department’s ongoing commitment to progressing the objectives of the IDE Strategy.</p> <p>The previous Director-General hosted a special launch event on 2 November 2023 recognising the <i>DoJ Inclusion, Diversity and Equity Action Plan 2023-27</i> and the invaluable contribution of the Just Ability Working Group to the development of the plan.</p>	<p>The event was also an opportunity for DoJ to recognise the work of our diversity groups in delivering the <i>DoJ Just Ability Action Plan 2023-27</i> and the <i>DJAG Just Pride Action Plan 2023-27</i>.</p> <p>Department leaders were involved in a panel discussion about inclusion, diversity and equity. They discussed their personal journeys and commitment to inclusion, diversity and equity and shared insights about their own experiences. It was an event where all staff could learn and be inspired by each other as we continue our journey to foster an inclusive and equitable workplace culture.</p>
<p><b>Human Rights</b></p> <p><i>Protecting the rights of people with disability</i></p>	<p>All DoJ infrastructure projects considered the requirements of <i>AS1428 Design for Access and Mobility</i> during 2023-24. This Australian Standard includes specific requirements impacting the designs for stairs, ramps, thresholds, door circulation and opening widths,</p>	<p>door hardware, signage, disabled and ambulant toilets, counter heights and clearance requirements.</p>
<p><b>Organisational culture and systems change</b></p> <p><i>Influencing change by removing recruitment barriers to support diversity</i></p>	<p>DoJ provided guidance to managers to support effective, targeted and equitable recruitment practices, and culturally safe onboarding processes with the goal of improving attraction, recruitment and selection practices.</p>	<p>Achievements included refreshed attraction, recruitment and selection practices as well as candidate experience data; and enhanced communication and accessible practices and resources that are inclusive and align to the <i>Public Sector Act 2022</i>.</p>

## Who are we building inclusion with?

DoJ continues 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.

**Our Service Users:**



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

**Our People:**



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

**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

**Our Places:**



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

## Case studies

### A voice for Sarah

**Sarah is an 88-year-old experiencing depression and cognitive decline. The Queensland Civil and Administrative Tribunal appointed the Public Guardian to act as the guardian of last resort for Sarah in relation to accommodation decisions.**

When the Office of the Public Guardian, guardian visited Sarah at her home, a residential aged care facility, Sarah explained she was unhappy with her living situation and wanted interactions with people from the Polish community and a more European diet. She also wanted to relocate to a residential aged care facility in Sydney to be closer to her family.

In line with the General Principles of the *Guardianship and Administration Act 2000*, the guardian explored ways to support Sarah's decision to relocate. A range of options were explored, with the guardian remaining focussed on their obligation to support Sarah's participation in decision-making and uphold her views and wishes.

A placement at a Polish-speaking residential aged care facility in Sydney was consequently secured for Sarah. The guardian coordinated a service provider to support Sarah's travel to Brisbane Airport for her flight to Sydney. Sarah's family in Sydney then helped her relocate to her new home.

Sarah is now settled and has reconnected with her family, including other family members residing in the same aged care facility.

### Celebrating disability action week and the contributions of our people



**Disability Action Week (25 November to 2 December 2023) celebrates Queenslanders with disability and the contributions they make in our families, communities, workplaces and to our state's economy.**

To mark the week, DoJ asked staff with a disability and those who care for a person with a disability, what the week means to them. Using photos and personal quotes, we shared their comments across multiple platforms, including the intranet home page, Just In newsletter article and on LinkedIn.

This approach was highly successful. By highlighting the stories of our people, we were able to engage other DoJ staff to 'click through' to the intranet page that includes additional information, such as online courses and guides.

*"Awareness weeks are our chance to explode those boring, outdated narratives about who we are and what we can do! People with disability are not here just to be lightning rods for pity, nor are we here to inspirationally overcome adversity just by existing in our day-to-day lives. My disability is one facet of my story, but it's only one, and it's definitely not here to play a starring role. I love being out there and visible as a person with disability – and awareness weeks play such a big part in making sure people with disability are visible – to ourselves, to the able-bodied community, and most importantly to the next generation who get to see what their story can be."*

*Chris Spensley, Community Engagement Officer, Office of Fair Trading,  
Member of the Just Ability Working Group*

# Update on our actions

## Our Service Users

Action description	Measurement	Status	Outcome area/s
Ensure all DOJ services are supported through access to appropriate and tailored communication technology solutions to increase participation and inclusion.	Identification of contemporary options for conducting hearings that address the needs of people with disability.	<b>Future Start</b> This measure will be considered as part of delivery of responses to recommendations of the Disability Royal Commission and through the Courts and Tribunals Digitisation Program.	Safety, Rights and Justice
	Interpreter service remains current for people with disability.	<b>On Track</b> DoJ ensures that all our services are supported with the Interpreter service for people with disability. Interpreter information is provided as part of DoJ annual reporting.	Safety, Rights and Justice
	Final evaluation of the Queensland Intermediary Scheme pilot assisting vulnerable witnesses.	<b>Completed</b> The Queensland Intermediary Scheme (QIS) provided essential communication services and support to vulnerable prosecution witnesses for a child sexual offence (such as child under 16 years or a person with an impairment of the mind or difficulty communicating). In 2023-24 QIS received 197 referrals, which is more than double from the first year of operation.  The QIS commenced on 5 July 2021 as a two-year pilot program in the Brisbane and Cairns regions. The QIS continued operation into the 2023-24 financial year to allow for consideration of the outcomes of its evaluation. The final evaluation report was delivered in October 2023.	Safety, Rights and Justice  Community Attitudes
Maintain a strong voice for the rights of Queenslanders with impaired decision-making ability.	Continue advocacy activities to uphold and promote the rights and interests of Queenslanders with impaired decision-making ability.	<b>On Track</b> The Office of the Public Guardian (OPG) continued to advocate for the rights and interests of our clients through submissions to policy, legislative and service reforms which may impact our clients and our responsibilities. In 2023-24 OPG: <ul style="list-style-type: none"> <li>provided 4,490 adults with impaired capacity with decision-making services for personal matters, and 639 adults with impaired capacity with healthcare decision-making services as the statutory health attorney, and</li> <li>finalised 102 investigations into allegations of abuse, neglect and exploitation and/or inappropriate or inadequate decision-making arrangements for adults with impaired decision-making capacity.</li> </ul>	Safety, Rights and Justice
Provide advice on Australian Consumer Law to providers of National Disability Insurance Scheme services.	Continue to provide brochures, guides, and factsheets on consumer law for organisations delivering National Disability Insurance Scheme information sessions.	<b>On Track</b> The Office of Fair Trading (OFT) continued to provide information regarding the Australian Consumer Law to all businesses. Resources include a targeted publication explaining obligations under the Australian	Safety, Rights and Justice

Action description	Measurement	Status	Outcome area/s
		<p>Consumer Law (ACL) for businesses selling to and supplying consumers with disability: <i>A guide to competition and consumer law for businesses selling to and supplying consumers with disability.</i></p> <p>The OFT engaged with more than 850 people with disability or working in the disability sector during 2023-24. This includes interagency meetings comprising support workers and NDIS service providers, workshops for people with disability undertaking the <i>Carers Qld Be Your Own Boss</i> program and service providers attending events such as disability expos.</p>	
<p>Engage liquor licensees in understanding their service obligations for people with disability.</p>	<p>Continue to raise disability awareness amongst our liquor licensee stakeholder groups through our communications channels.</p>	<p><b>On Track</b></p> <p>The Office of Liquor and Gaming Regulation engaged with licensees to support disability awareness for patrons through a range of communication channels, including newsletter articles and social media during 2023-24.</p> <p>The <i>'Keeping women safe in licensed venues'</i> series was produced as a training resource to strengthen licensee and staff capability in handling sexual harassment and discrimination in licensed venues. The series included a training video on discriminatory attitudes towards patrons with disability.</p> <p>The video <i>'Taking advantage of a vulnerable person'</i> had 541 views since its launch in November 2023.</p> <p>Social media posts during Disability Action Week (Nov 2023) had a combined post reach of 851 and 9 engagements.</p> <p>Electronic Direct Mail newsletter articles including a story on assistance dogs had 245 unique views, and a video on women's safety had 170 unique views.</p>	<p>Safety, Rights and Justice</p> <p>Community Attitudes</p>



## Our Community

Action description	Measurement	Status	Outcome area/s
To educate the community on OPG services and how they can help Queenslanders with impaired decision-making ability.	Develop a stakeholder plan identifying key external stakeholders and messages to promote greater understanding of Office of the Public Guardian functions.	<b>Completed</b> The OPG stakeholder plan was delivered in March 2023.	Safety, Rights and Justice
	Regular meetings with critical stakeholders and participation in key working groups.	<b>Completed</b> OPG continues participate in a range of working and advisory groups to represent the views and experiences of our clients and office to effect positive change. These groups also provide an opportunity to discuss current and emerging issues with a view to identifying strategies and actions to help address issues.	Safety, Rights and Justice
Implement initiatives helping people with disability from the government response to the Women's Safety and Justice Taskforce Reports 1 'Hear her voice' & Report 2 'Women and girls' experiences across the criminal justice system'	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)	<b>Completed</b> The <i>Court Services Queensland Domestic and Family Violence and Sexual Violence Safety Framework – Delivering Safer Courts 2024-2034</i> was published on 20 February 2024. Courts and Tribunals are developing the First Action Plan for 2024 to 2026, to set the foundations for implementation of the Safety Framework.	Safety, Rights and Justice
	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).	<b>On Track</b> The ' <i>Coercive Control Communication Framework 2024-2027</i> ' (the Framework) was released in March 2024 following extensive statewide research and consultation. The Framework guides best practice communications about coercive control, its nature and impacts, and can also be used more broadly by government agencies, the domestic and family violence Prevention sector, corporate entities and community organisations.  The Framework will guide the Queensland Government's delivery of culturally safe and trauma informed communications to build a shared understanding of coercive control, better support victim survivors and hold people using violence to account. Work is underway to leverage research activities to inform how agencies best delivers digital information in a user-centric manner.  The first advertising campaign will be delivered from early 2024-25.	Safety, Rights and Justice
	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).	<b>On Track</b> Resource development is being informed by and will align with the best practice approach outlined in, the ' <i>Coercive Control Communication Framework 2024-2027</i> '.  Initial stakeholder consultation has occurred with key government agencies knowledgeable about key priority audiences outlined in the Recommendation, while co-design sessions with priority audience groups are currently underway to inform the development of the resources.	Safety, Rights and Justice

Action description	Measurement	Status	Outcome area/s
	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><b>On Track</b></p> <p>DoJ commenced work to update the existing <i>Domestic and Family Violence Media Guide</i> to provide contemporary guidance for media reporting on the issue. The revised edition of the guide will include content on new laws including coercive control and media access to transcripts of domestic and family violence court proceedings, as well as guidance on trauma informed reporting, particularly about those from vulnerable or diverse communities.</p>	Safety, Rights and Justice
	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><b>On Track</b></p> <p>The first edition of the <i>Sexual Violence Media Guide</i> was published and related implementation activities were conducted with journalists to support the October 2023 commencement of new laws around naming an accused charged with prescribed sexual offences before committal to trial.</p> <p>Work is underway on the second edition to support commencement of new affirmative consent model and laws around sexual violence victims being able to self-identify in the media.</p>	Safety, Rights and Justice

## Our Places

Action description	Measurement	Status	Outcome area/s
Work with the Department of Energy and Public Works to consider the needs of Queenslanders with disability during building works activities.	New buildings, facilities and upgrades meet required disability standards.	<p><b>On Track</b></p> <p>All DoJ infrastructure projects consider the requirements of <b>AS1428 Design for Access and Mobility</b>. This Australian Standard includes specific requirements impacting the designs for stairs, ramps, thresholds, door circulation and opening widths, door hardware, signage, disabled and ambulant toilets, counter heights and clearance requirements.</p>	<p>Employment and Financial Security</p> <p>Community Attitudes</p>
Ensure all digital services and content are accessible and inclusive of all users regardless of their ability and environment.	New website content is accessible and complies with Queensland Government guidelines.	<p><b>On Track</b></p> <p>By default, accessibility standards are built into the templates for new digital services (websites) and content. DoJ is exploring adoption of the Queensland Government Design System to further enhance accessibility of websites.</p>	Safety, Rights and Justice