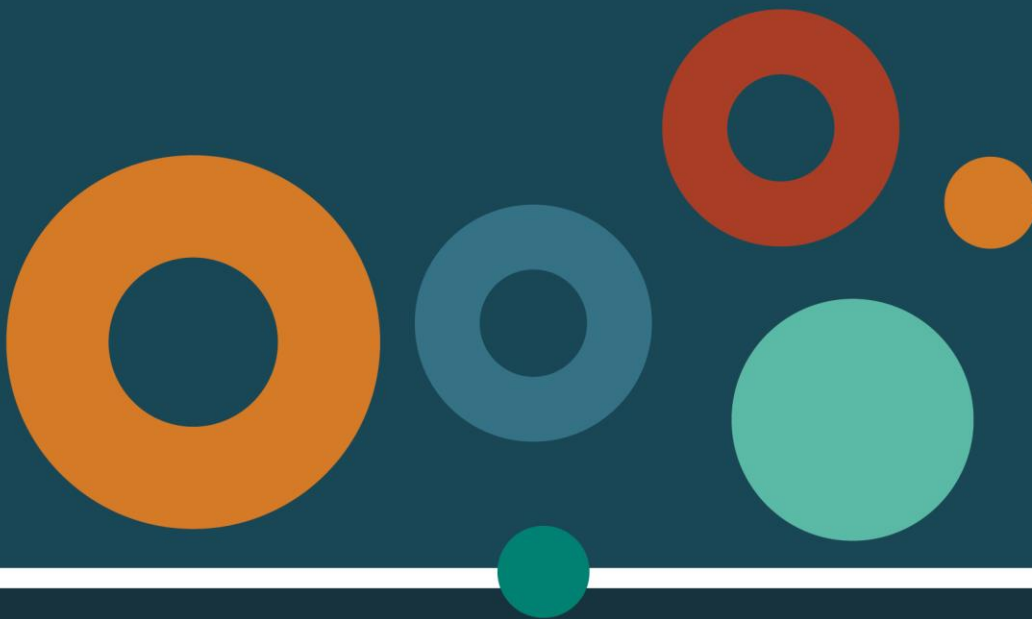


Progress Report

DNRME Disability Service Plan 2017-2020

1 July 2018 to 30 June 2019 (Year 2 of 3)



This publication has been compiled by Human Resources, Department of Natural Resources, Mines and Energy.

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Background

On 26 July 2017, the Queensland Government released All Abilities Queensland: opportunities for all (state disability plan), a plan to create opportunities for the economic and social participation of people with disability. The state disability plan has five priorities for action:

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

The state disability plan is accompanied by a Queensland Government actions blueprint which includes 17 whole-of-government actions.

The state disability plan and Queensland Government actions blueprint can be accessed from the Department of Communities, Disability Services and Seniors (DCDSS) website at www.communities.qld.gov.au/disability/community-involvement/state-disability-plan-2017-2020.

All Queensland Government departments have developed a Disability Service Plan (DSP) for the period 2017-2020, as required under the *Disability Services Act 2006* (DSA).

Each department's DSP aligns with the state disability plan and forms part of a coordinated whole-of-government approach for service delivery to people with disability. DSP's will go a long way to break down barriers for people with disability, improve access to services, align with the National Disability Insurance Scheme in Queensland and the *National Disability Strategy 2010–2020* (NDS).

Monitoring and reporting

To achieve the vision of "Opportunities for all Queenslanders", each department is required to report annually on the **17 whole-of-government actions** in the Queensland Government actions blueprint and **agency specific actions** in their DSPs.

This report for the period 1 July 2018 to 30 June 2019 (Year 2) is the second of three annual reports.

Contact for more information

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you require assistance please call 13 QGOV (13 74 68).

For more information or to provide feedback on DNRME's Disability Service Plan Progress Report, please contact the department on 13 QGOV (13 74 68). If you have a hearing or speech impairment, you may contact the National Relay Service — telephone 133 677 (TTY/Voice) / 1800 555 727 (Speak and Listen (SSR)).

You can also email your query to the department at customerfeedback@DNRME.qld.gov.au, or write to:

Department of Natural Resources, Mines and Energy
PO Box 15216
CITY EAST QLD 4002

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Queensland participates and contributes to national communication strategies and activities 	<ul style="list-style-type: none"> DNRME participates and supports the whole of government NDS communication strategies and activities. 	<ul style="list-style-type: none"> Used internal communication platforms to promote National Disability Strategies and activities. 	Continuing
Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships 	N/A	N/A	N/A
Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs 	<ul style="list-style-type: none"> Pilot training program with a cohort of DNRME staff. 	<ul style="list-style-type: none"> Promoted online disability awareness training during Disability Action Week and encouraged DNRME employees to complete the training. Link to disability awareness training added to DNRME induction checklist. National Disability Strategy is discussed and DNRME actions and activities are promoted at our 	Continuing

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
			quarterly Onboarding Events for new starters. <ul style="list-style-type: none"> • Recruitment and Selection Panel Training (including on-line disability awareness training) rolled out across DNRME to 16% of delegates. • Delivered in-house face-to-face disability awareness sessions to 75% of South Region employees in customer support roles, and an additional 37 employees in non-customer support roles. • In-house disability awareness session delivered to South Region Leadership Team. 	
Encourage Local Governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> • Letters sent to all Local Governments and key non-government stakeholders • Information to support Local Governments, non-government organisations and businesses to develop plans provided on dedicated website 	N/A	N/A	N/A
Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland	<ul style="list-style-type: none"> • Guidance provided to staff about how to choose an accessible venue for an event or meeting 	<ul style="list-style-type: none"> • Guidance provided to staff about choosing accessible venues. 	<ul style="list-style-type: none"> • Information provided on the intranet about considering people with disabilities when hosting an event. 	Continuing

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings (AAQ whole-of-government, DCDSS lead).		<ul style="list-style-type: none"> Continue to comply with guidelines to consider people with a disability when leasing new premises and investigate reasonable adjustment modifications as required. 		
Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, Department of Local Government, Racing and Multicultural Affairs (DLGRMA) lead).	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services 	<ul style="list-style-type: none"> Information for language, translating and communication services made available. 	<ul style="list-style-type: none"> Communications materials are translated on a case-by-case basis. When developing communication and engagement strategies, consideration is always given to the needs of the audience and information relating to language, translating and communication services is made available via the departmental intranet. 	Continuing
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated 	<ul style="list-style-type: none"> All new content is in accessible formats. Accessibility requirements are promoted. Continue updating key information to be made available in accessible methods. 	<ul style="list-style-type: none"> The department already meets Queensland Government web accessibility guidelines. Delivered internal communications to educate staff on the reasons why accessible online information is important. Continual improvement on internal educational materials to assist departmental staff to create accessible documents. 	Continuing

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
<p>Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) (AAQ whole-of-government, DHPW support).</p>	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines 	<ul style="list-style-type: none"> All new content is in accessible formats and requirements are promoted. Continue updating key information to be available in accessible methods. 	<ul style="list-style-type: none"> The department already meets Queensland Government web accessibility guidelines. All new online tools meet accessibility guidelines, this includes ensuring all tools developed for social media channels (including YouTube and Facebook) includes captions Used internal communication platforms to educate employees about how to ensure documents are accessible and why this is important. 	<p>Continuing</p>
<p>Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> Number of businesses, offering the Companion Card Scheme 	<ul style="list-style-type: none"> Promote uptake of Companion Card Program as appropriate. 	<ul style="list-style-type: none"> Investigation has been completed, confirming there is no application for Companion Card Program within DNRME. 	<p>Complete</p>
<p>Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation 	<ul style="list-style-type: none"> Continued internal awareness of interests and rights of people with a disability through internal promotion of the DNRME Disability Service Plan. Continue to promote whole of government information to DNRME staff on consulting on 	<ul style="list-style-type: none"> Information shared via internal communication channels about the DNRME Disability Service Plan and raised awareness of the importance of including people with disability in policy and legislation consultation processes. There is not a whole-of-government approach for consulting with people with a disability. However, the 	<p>Continuing</p>

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
		legislation, policies and programs with people with a disability (once available).	department (in most cases, where appropriate) uses a range of tools including the use of technology for consultation on legislation, policies and programs <ul style="list-style-type: none"> • Launched a departmental communication campaign promoting inclusive stakeholder engagement principles. • Shared information via internal communication channels about the new Queensland Human Rights Act. 	
Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand (AAQ whole-of-government, Public Service Commission (PSC) lead).	<ul style="list-style-type: none"> • The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022 	<ul style="list-style-type: none"> • The proportion of people with disability employed in the DNRME workforce increases towards the 2022 targets. • Implement activities outlined in the implementation plan. 	<ul style="list-style-type: none"> • Targeted short term opportunities have been identified and implemented in a number of teams across the department, especially for entry level vacancies • Advertised all vacancies AO6 and below, through Job Access to attract people with a disability to DNRME vacancies and to supplement the applicant pools. • Formed a partnership with Griffith University, as part of the University's Disability Employment team, to attract new and recent graduates to the department, via employment or work 	Continuing

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			<p>integrated learning opportunities during the 18-19 period. To date we have provided 3 employment opportunities to people with disability as part of this initiative.</p> <ul style="list-style-type: none"> Promoted the advantages of flexible working practices via internal communication platforms and as part of activities for events including Disability Action Week, International Men's Day and International Women's Day. 	
<p>Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> Information, resources and good practice case studies uploaded to the dedicated website 	<ul style="list-style-type: none"> Promote opportunities to provide work experience and traineeships to DNRME. Promote information, guidelines, resources and support available about recruitment and selection processes targeted to supporting people with a disability. 	<ul style="list-style-type: none"> Promoted DNRME's partnership with JobAccess to departmental HR networks and during Recruitment & Selection training. Successfully placed 2 candidates with our South Region team located in our Robina office and one in Brisbane. Formed a partnership with the Griffith University Disability Employment team, to provide employment opportunities to 3 recent graduates. Rolled out recruitment and selection training (incorporating disability awareness) across the state including 3 sessions in Brisbane and 1 in Cairns 	<p>Continuing</p>

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			<p>and Townsville. The total number training during 18-19 period is 150 staff.</p> <ul style="list-style-type: none"> • Promoted Disability Awareness training via Yammer and intranet • Reasonable Adjustment Guidelines finalised, made available on the departmental intranet and promoted across the organisation. • Continue to network with teams across DNRME to promote entry level opportunities for people with disabilities. 	
<p>Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • All existing eligible clients transition and access services through the NDIS by 30 June 2019 	<ul style="list-style-type: none"> • Participate in early placement process that will apply to all vacancies for permanent positions and temporary positions of greater than 12 months. • Contribute to whole of government requirements as required. • Communicate NDIS eligibility, information and transition updates as available 	<ul style="list-style-type: none"> • Communicated updates on SEAWC roll out and process to DNRME HR Networks. • All permanent and temporary vacancies over 12months were submitted for SEAWC clearance. 	<p>Continuing</p>

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Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability 	<ul style="list-style-type: none"> Encourage diversity on boards, committees and advisory bodies within DNRME. 	<ul style="list-style-type: none"> The following wording is now included in all advertisements for board positions: "The Department of Natural Resources, Mines and Energy wants our boards and committees to reflect the diverse community we represent – valuing different expertise, experience and backgrounds. We recognise that diversity brings new perspectives, drives collaboration and innovation, and influences our relationships with one another and the community." Updated online registration form to include option for people with disability to identify. Distributed promotional material at numerous events across Queensland to raise awareness of DNRME's commitment to diversity on our boards. 	Continuing
Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted 	<ul style="list-style-type: none"> Increased participation of people with disability in consultation. Continue to promote whole of government information to DNRME staff on consulting on 	<ul style="list-style-type: none"> DNRME ensures whole of government document accessibility guidelines are adhered to when making consultation documents available online. 	Continuing

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		legislation, policies and programs with people with a disability (once available).	<ul style="list-style-type: none"> Where appropriate, the department uses a range of tools including the use of technology and accessible venues when consulting on legislation, policies and programs. 	
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting 	<ul style="list-style-type: none"> Consult with people with a disability in yearly progress report. Establish and promote internal Disability Action Group with membership for people with a disability. Action group to provide input into DNRME disability service plan and consultation occurs in implementation of actions. 	<ul style="list-style-type: none"> DNRME's All Abilities Action Group (AAAG) has 10 members who identify as having a disability or caring for someone with a disability. Members have worked with business groups across the department to drive actions outlined in the DNRME Disability Service Plan to ensure commitments are met. 	Continuing
Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community 	<ul style="list-style-type: none"> Update and amend content of leadership programs to ensure they are accessible and inclusive. Continue to map, communicate and coordinate a suite of leadership programs delivered by any means. 	<ul style="list-style-type: none"> Internal communications for DNRME's in-house leadership training program, titled Working with People, incorporates messaging to encourage participants with accessibility requirements to contact event coordinators to discuss their requirements to ensure all employees have the opportunity to participate to their fullest. 	Continuing

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			<ul style="list-style-type: none"> • All invitations provide narrative about reasonable adjustments and encourage people with disability to participate. • DNRME's in-house leadership training program, titled Working with People, incorporates content building capability in creating respectful and inclusive workplace cultures for all. • The department will be implementing an online learning system that will provide access to a range of learning and development opportunities including written, video, audio. We expect over time to include content with transcripts and variable screen/text size depending on technical capability of the system. 	

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)

DEPARTMENT SPECIFIC ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

[Complete only those actions attributed to your department]

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
<p>Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability (DCDSS).</p>	<ul style="list-style-type: none"> • New dedicated website launched • Tools, resources and showcase examples progressively published 	<ul style="list-style-type: none"> • Promote the website through internal and external channels. • Contribute a story to the website. 	<ul style="list-style-type: none"> • Used internal communication platforms to promote the new Knowledge Centre website during key events such as Disability Action Week. Encouraged DNRME employees to familiarise themselves with information available on the website. • Shared videos with Queensland Public Service Commission to add as a resource on the knowledge centre site <ol style="list-style-type: none"> 1. International Day of People with Disability 2017 presentation – David FitzGerald; 2. DAW 2018 presentation – Sharon Boyce; 3. International Men’s Day Speaker Series – Kevin Humphreys. 	<p>Continuing</p>

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			<ul style="list-style-type: none"> Added link to new knowledge centre platform on departmental intranet. 	
Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the <i>Advancing Queensland: an age-friendly community grants program (DCDSS)</i> .	<ul style="list-style-type: none"> Number of innovative projects delivered from the 2017-18 grants program which benefit older people, including those with disability 	N/A	N/A	N/A
Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code (Department of Housing and Public Works (DHPW)).	<ul style="list-style-type: none"> Responses to QBP proposals considered and QBP Consultation Paper published 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
In consultation with key partners, investigate the need for information and resources to support business and community organisations to understand the benefits and potential methods of including accessibility in their buildings, places and spaces (DCDSS).	<ul style="list-style-type: none"> Links to existing resources published on dedicated website Consultation with key partners undertaken to determine need for additional information 	N/A	N/A	N/A
Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability,	<ul style="list-style-type: none"> Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>

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their families, carers, advocates and community members (DHPW) .	experience for Queenslanders with disability			
Increase staff awareness of services that are available for people with disability e.g. electronic interpreting services for people who are deaf or hearing impaired (Department of Health (DoH)) .	<ul style="list-style-type: none"> Increased staff awareness of services available for people who are deaf or hearing impaired, in the delivery of public health services 	N/A	N/A	N/A
Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland (DHPW and Department of Innovation, Tourism Industry Development and the Commonwealth Games (DITIDCG)).	<ul style="list-style-type: none"> Funding of innovative research, development or commercialisation projects which directly assist the disability services sector 	N/A	N/A	N/A
Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations (Department of Environment and Science (DES)) .	<ul style="list-style-type: none"> Reported initiatives/case studies 	N/A	N/A	N/A

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Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre (QPAC), Queensland Museum and Queensland Art Gallery and Gallery of Modern Art (QAGOMA) (DES) .	<ul style="list-style-type: none"> Reported access initiatives 	N/A	N/A	N/A
Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts (DES) .	<ul style="list-style-type: none"> Reported initiatives/case studies 	N/A	N/A	N/A
Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport (DHPW) .	<ul style="list-style-type: none"> Communication with relevant organisations, development and distribution of relevant materials 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations (DHPW) .	<ul style="list-style-type: none"> Communication with relevant organisations, development and distribution of relevant materials 	N/A	N/A	N/A
Continue to promote and improve access to Queensland's national parks particularly at popular sites where we are replacing or providing new facilities (DES) .	<ul style="list-style-type: none"> Accessible visitor facilities are incorporated into the design and construction of at least three new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise 	N/A	N/A	N/A

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	the protection of the natural and cultural values of the sites			
Implement the <i>Queensland Financial Inclusion Plan</i> to improve financial security and resilience for Queenslanders including people with disability (DCDSS).	<ul style="list-style-type: none"> Number of people receiving assistance through Better Budgeting Services 	N/A	N/A	N/A
Provide a range of adaptive technology devices to enable people with disability to use the State Library of Queensland collections and resources onsite (DES).	<ul style="list-style-type: none"> Devices available for visitors with disability to access collections and resources 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Promote the Inclusive Tourism Guide – <i>Inclusive Tourism: Making your business more accessible and inclusive</i> (DITIDCG).	<ul style="list-style-type: none"> The guide is widely distribute through and used in industry networks 	N/A	N/A	N/A
Review Queensland's legislation to ensure readiness for full implementation of the National Disability Insurance Scheme (DCDSS).	<ul style="list-style-type: none"> Review completed 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Maintain a strong voice for the rights of Queenslanders with impaired capacity (Department of Justice and Attorney-General (DJAG)).	<ul style="list-style-type: none"> Services provided to protect the rights and interests of vulnerable adults and children 	N/A	N/A	N/A
Continue to fund non-government agencies to provide independent advocacy for people with disability	<ul style="list-style-type: none"> Advocacy services are available to people with disability as they transition to 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018</i>

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during the transition to the National Disability Insurance Scheme (DCDSS).	the National Disability Insurance Scheme			<i>(financial year). Please confirm.</i>
Continue to fund community legal centres to provide advice and support to vulnerable Queenslanders, including people with disability (DJAG).	<ul style="list-style-type: none"> Community legal centres funded to support vulnerable Queenslanders 	N/A	N/A	N/A
Establish a panel of training providers to better support the cultural capability of organisations, by the end of 2018, to contribute towards the <i>Multicultural Action Plan 2016–17 to 2018–19</i> focus on building culturally capable services and programs, including disability services (DLGRMA).	<ul style="list-style-type: none"> Establishment of a panel of cultural capability training providers 	N/A	N/A	N/A
Promote the Respectful Relationships Education Program in Queensland schools Department of Education (DoE) .	<ul style="list-style-type: none"> Publication of Program and communication to stakeholders 	N/A	N/A	N/A
Improve access to appropriate information on planned parenthood options and reproductive and maternal health services, particularly for rural, regional and remote women through the Queensland Women's Strategy, including for women with disability (DCSYW).	<ul style="list-style-type: none"> Commence delivery of a number of initiatives to improve access 	N/A	N/A	N/A

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Continue to provide Early Years Connect resources to support to Early Childhood Education and Care (ECEC) educators working with children with disability and children with complex additional needs (DoE) .	<ul style="list-style-type: none"> The provision of quality professional learning resources for ECEC educators 	N/A	N/A	N/A
Continue to implement the Disability Inclusion Support for Queensland Kindertartens (DISQK) program for sessional kindertartens (DoE) .	<ul style="list-style-type: none"> Increased enrolments of children with disability and greater number of kindertartens accessing the program 	N/A	N/A	N/A
Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindertarten services (DoE) .	<ul style="list-style-type: none"> Increased number of sessional kindertartens accessing support to assist children with disability 	N/A	N/A	N/A
Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the Early Childhood Education and Care Workforce Action Plan 2016–2019 (DESBT) .	<ul style="list-style-type: none"> Numbers of educators that access the skills sets to enable them to have the skills and knowledge they need to deliver a quality early childhood program that meets the needs of all children in their care 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Implement 17 recommendations of the independent review of education for students with disability in Queensland state schools (DoE) .	<ul style="list-style-type: none"> Implementation of the recommendations 	N/A	N/A	N/A

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Ensure the Department's parent engagement strategy is inclusive of parents of students with disability (DoE).	<ul style="list-style-type: none"> • Publication of strategy 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Develop a state-wide continuum of educational delivery to ensure that students with severe and complex mental health needs have access, across the state, to specialised and appropriate educational support at all stages of their illness (DoE).	<ul style="list-style-type: none"> • Information on implementation included in DoE Annual Report 	N/A	N/A	N/A
Continue inclusion coach positions across Queensland to provide leadership and direction to state schools about evidence-based inclusive practices focused on improving educational outcomes for all students (DoE).	<ul style="list-style-type: none"> • Annual evaluation 	N/A	N/A	N/A
Continue to support the delivery of lifelong learning options in rural areas including through the use of online options and technology (DESBT).	<ul style="list-style-type: none"> • Skilling Queenslanders for Work continues to be delivered in rural areas and includes people who identify as having disability • Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training 	N/A	N/A	N/A

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Promote Skills Disability Support as a participation strategy for learners with disability (DESBT).	<ul style="list-style-type: none"> • Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training 	N/A	N/A	N/A
Provide guidance to all registered training organisations via the resource 'Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners' (DESBT).	<ul style="list-style-type: none"> • Resource is reviewed, promoted and made publically available 	N/A	N/A	N/A
Encourage and support participation of Queenslanders with disability in mainstream training programs under the Annual VET Investment Plan, through concessional arrangements, i.e. higher government subsidies to enable lower fees and increased training support, and tailored learning pathways (e.g. through Skilling Queenslanders for Work, foundation skills and lower level qualifications) (DESBT).	<ul style="list-style-type: none"> • People with disability continue to remain a priority target group within programs offered through the Annual VET Investment Plan 	N/A	N/A	N/A
Support pre-Qualified Suppliers to provide inclusive learning environments through the 'Inclusive Learning: A Way Forward' framework (DESBT).	<ul style="list-style-type: none"> • Inclusive practice continues to be evaluated in scheduled audits by identifying opportunities for improvement to ensure pre-qualified suppliers achieve and maintain the intended policy goals 	N/A	N/A	N/A
Implement Back to Work regional employment program to give	<ul style="list-style-type: none"> • Number of job seekers with disability who received support 	N/A	N/A	

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businesses the confidence to employ disadvantaged jobseekers in regional Queensland and supports jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy (Department of Employment, Small Business and Training (DESBT)).	through the Back to Work regional employment program			<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy (DHPW).	<ul style="list-style-type: none"> • A housing strategy and QBP Consultation Paper published 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs (DHPW).	<ul style="list-style-type: none"> • Housing Strategy is published • Housing Strategy Action Plan supports person-centred approaches to housing assistance Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants 	N/A	N/A	N/A
Ensure all new social and government employee housing projects are built in consideration of <i>Livable Housing Design Guidelines</i> (DHPW).	<ul style="list-style-type: none"> • 50 per cent of new social housing built in consideration of liveable housing guidelines 	N/A	N/A	N/A

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	<ul style="list-style-type: none"> All new government employee housing built in consideration of liveable housing guidelines 			
Include additional guidance in Economic Development Queensland (EDQ) guidelines for accessible housing to promote liveable housing design in new dwellings in Priority Development Areas (PDAs) and in PDAs where EDQ is the developer (Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)).	<ul style="list-style-type: none"> Guideline published 	N/A	N/A	N/A
Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy (DHPW).	<ul style="list-style-type: none"> Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) Continuation of RentConnect program 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability (DHPW).	<ul style="list-style-type: none"> Best practice housing solutions and case study examples published Guidelines for housing providers developed 	N/A	N/A	N/A
Develop policy positions on housing access, quality and safeguards and new supply that improve housing choice for people with disability and influence national implementation and	<ul style="list-style-type: none"> Meetings of the Reform Leaders' Group Sub-committee on Housing held Recommendations provided to the NDIS Reform Leader's 	N/A	N/A	N/A

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guide state roll-out of the National Disability Insurance Scheme (DHPW).	Group on improving housing choice for people with disability including quality and safeguards <ul style="list-style-type: none"> • Inter-agency Action Plan developed • Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers) 			
In implementing <i>My health, Queensland's future: Advancing health 2026</i> , the needs of people with disability are taken into consideration (Department of Health (DoH)).	<ul style="list-style-type: none"> • The needs of people with disability are reflected in implementation actions 	N/A	N/A	N/A
In developing and implementing Queensland Health strategies, programs and policies, the needs of people with disability are taken into consideration (DoH).	<ul style="list-style-type: none"> • Strategies, programs and policies reflect the needs of people with disability 	N/A	N/A	N/A
Investigate options to improve health service data collection about people with disability (DoH).	<ul style="list-style-type: none"> • Improved ability to identify patients with disability in public health services 	N/A	N/A	N/A

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Improved access and experience of the health system by Aboriginal and Torres Strait Islander people with disability and their carers/families and communities (DoH).	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander people with disability and their carers/families report improved access or improved experiences with the public health system 	N/A	N/A	N/A
Consider the need for actions around specific groups of people with disability (DoH).	<ul style="list-style-type: none"> Actions developed as required 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Build knowledge of health workforce about the needs of people with disability (DoH).	<ul style="list-style-type: none"> Improved knowledge of staff needs of people with disability 	N/A	N/A	N/A
Participate and influence national processes and policy that supports the removal of barriers for people with disability using public transport (for example, ongoing reviews of the Disability Standards for Accessible Public Transport) (Department of Transport and Main Roads (DTMR)).	<ul style="list-style-type: none"> Active participation on national committees such as National Accessible Public Transport Advisory Committee and the Disability Standards for Accessible Public Transport (DSAPT) Modernisation Committee DTMR submission finalised and provided to Commonwealth in response to five year review of DSAPT 	N/A	N/A	N/A
Invest \$212 million to deliver accessibility upgrades to 14 high	<ul style="list-style-type: none"> Accessibility upgrades to 14 high-priority stations in South East Queensland completed 	N/A	N/A	N/A

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priority stations across the next five years (DTMR).				
Work with our partners to ensure that Gold Coast Commonwealth Games 2018 (GC2018) facilities and services are designed to provide an equitable transport experience and promote accessible public transport and active transport as the key modes of access to GC2018 precincts (DTMR).	<ul style="list-style-type: none"> • Delivery of games passenger transport in accordance with operations plans which acknowledge accessibility requirements 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Continue to make the Queensland public transport network more accessible for people with disability and those with limited mobility by: <ul style="list-style-type: none"> ➤ Continuing to implement DTMR's Disability Action Plan – Improving Access to 2017 ➤ Undertaking an end of term review of the Disability Action Plan – Improving Access 2017 Developing a new disability action plan to demonstrate DTMR's commitment to making the passenger transport network more accessible for people with disability and those with limited mobility (DTMR).	<ul style="list-style-type: none"> • Completion of actions contained within DTMR's Disability Action Plan – Improving Access to 2017 • Final review report completed for DTMR's Disability Action Plan – Improving Access to 2017 • Disability action plan for the period 2018 to 2022 developed in consultation with key stakeholders 	N/A	N/A	N/A
Continue to manage the Disability Parking Permits including improvements to services (DTMR).	<ul style="list-style-type: none"> • Ongoing scheme administration • Implementation of a new online application lodgement services 	N/A	N/A	N/A

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	for Disability Parking Permits customers			
Continue to engage with key stakeholders about issues relating to improving the accessibility of the Queensland passenger transport network through the Transport and Main Roads Accessibility Reference Group (DTMR).	<ul style="list-style-type: none"> Accessibility Reference Group (ARG) meetings held on a quarterly basis with meaningful agendas that include consultation opportunities for DTMR projects 	N/A	N/A	N/A
Continue to ensure people with disability have access to safe, reliable and affordable personalised transport services, including implementation of an incentive payment to drivers of wheelchair accessible taxis to meet the needs of certain customers with disability (DTMR).	<ul style="list-style-type: none"> Evaluation and monitoring of personalised transport reforms, which includes maximum fare protections for certain customer with disability Ongoing funding of the incentive payment for drivers of wheelchair accessible taxis to prioritise services to Taxi Subsidy Scheme members identified as requiring a wheelchair to travel 	N/A	N/A	N/A
Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme (DCDSS).	<ul style="list-style-type: none"> Community care services continue to be provided to eligible persons aged under 65 who are not eligible to participate in the NDIS 	N/A	N/A	N/A
Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not meet the	<ul style="list-style-type: none"> Continuity of support process in place and accessed by eligible people with disability 	N/A	N/A	N/A

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access criteria for the National Disability Insurance Scheme (DCDSS).				
Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework (HSQF) and contributing to implementing the National Disability Insurance Scheme National Quality and Safeguarding Framework (DCDSS).	<ul style="list-style-type: none"> Queensland quality framework is in place until completion of NDIS transition 	N/A	N/A	N/A
Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal and Torres Strait Islander people with disability and work with relevant State Government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal and Torres Strait Islander people (Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)).	<ul style="list-style-type: none"> Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services 	N/A	N/A	N/A
Support Service Providers with recruitment and retention of Aboriginal and Torres Strait Islander staff and other culturally capable staff to support meeting the needs of Aboriginal and Torres Strait people with disability (DATSIP).	<ul style="list-style-type: none"> Case examples highlight support provided to disability service providers to recruit and retain Aboriginal and Torres Strait Islander staff 	N/A	N/A	N/A

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Build the capability of communities and the disability service sector to deliver support to Aboriginal and Torres Strait Islander people with disability and support the readiness of Aboriginal and Torres Strait Islander people to transition to the NDIS (DCDSS).	<ul style="list-style-type: none"> Participant readiness activities are accessible to Aboriginal and Torres Strait people with disability Supports and services to Aboriginal and Torres Strait Islander people with disability are maintained and improved during NDIS transition 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks (DCDSS).	<ul style="list-style-type: none"> Participant readiness activities accessible to people with disability from culturally and linguistically diverse backgrounds Supports and services to culturally and linguistically diverse Queenslanders with disability are maintained and improved during NDIS transition 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Continue to invest in services to support families to access the right services at the right time, and provide intensive supports to vulnerable families to prevent their entry into the statutory child protection system (DCSYW).	<ul style="list-style-type: none"> Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018 (financial year). Please confirm.</i>
Link vulnerable young people with wraparound supports through case	<ul style="list-style-type: none"> Number of young people receiving case management 	N/A	N/A	<i>Note: The timeframe for completion of this action was 2017-2018</i>

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management in the Youth Support program (DCSYW).	through the Youth Support program			<i>(financial year). Please confirm.</i>
Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have disability and making effective referrals to relevant agencies (DJAG).	<ul style="list-style-type: none"> Services provided to support victims of crime including those with disability 	N/A	N/A	N/A
Lead implementation of the <i>Queensland Violence against Women Prevention Plan 2016–22</i> , which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need (DCSYW).	<ul style="list-style-type: none"> All actions in Queensland Violence Against Women Prevention Plan commenced 	N/A	N/A	N/A
Continue to fund the Elder Abuse Prevention Unit to prevent and respond to the abuse of older people, including those with disability or impaired capacity (DCDSS).	<ul style="list-style-type: none"> Funds provided 	N/A	N/A	N/A
Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment (Queensland Correctional Services (QCS)).	<ul style="list-style-type: none"> Report on any approved options to increase prisoner access to rehabilitation and re-entry programs 	N/A	N/A	N/A

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Complete the review of the <i>Forensic Disability Act 2011</i> to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation (DCDSS).	<ul style="list-style-type: none"> Review of the Forensic Disability Act 2011 completed 	N/A	N/A	N/A
Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable (DCDSS).	<ul style="list-style-type: none"> Framework published online Consultation about implementation conducted with stakeholders 	N/A	N/A	N/A
Improve opportunities for Queenslanders with disability to participate in voting, and ensure people have access to information in multiple formats to enable informed decision-making (Electorat Commission of Queensland (ECQ)).	<ul style="list-style-type: none"> Queensland Electors with disability will be provided with increased voting options with the introduction of Drive-Thru Voting at the next State General Election ECQ will continue to provide and improve services to Queenslanders who are deaf and Queenslanders with hearing and vision impairment by working closely with disability organisations to provide useful and relevant information to enable people to 	N/A	N/A	N/A

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	cast a secret and independent ballot			
Support the existing Queensland Disability Advisory Council and seven regional disability advisory councils to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for government consideration (DCDSS).	<ul style="list-style-type: none"> Information is provided about the number of times each council has met and the number of members attending each meeting Information provided on the issues identified by councils and practical ways the councils and members have informed government activities 	N/A	N/A	N/A
Continue to convene the Queensland Carers Advisory Council which provides advice to the Minister for Disability Services and Seniors on carer-related issues (DCDSS).	<ul style="list-style-type: none"> Three meetings held per year 	N/A	N/A	N/A
Implement the Queensland Youth Strategy: 'Building young Queenslanders for a global future' to improve opportunities and address challenges that young people face, including young people with disability and young carers (DCSYW).	<ul style="list-style-type: none"> Publication of an annual youth statement showcasing successes and reporting and implementation of actions 	N/A	N/A	N/A

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)

ADDITIONAL DEPARTMENT SPECIFIC ACTIONS *(Additional actions detailed in your DSP which are not already detailed in the Action Plan)*

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
<p>Support people with a disability, their families and carers/guardians through increased consumer awareness and ensure they have an opportunity to have their say about policies and programs that affect them.</p>	<p>Increased awareness of energy and water matters and community engagement by people with a disability</p>	<p>a) Work with community organisations, advocacy groups and representatives to support awareness and access to energy and water information by people with a disability.</p> <p>b) Seek input from Queenslanders with a disability on key policies affecting them.</p>	<ul style="list-style-type: none"> • Funding support was provided to the Queensland Council of Social Service in 2018-19 – a key initiative is working with community organisations and capturing key experiences of vulnerable customer groups, including people with a disability, in energy policy and other energy market matters. • Supported awareness and access to energy and water information by people with a disability through energy fact sheets and other materials. • Representatives of Queenslanders with a disability have been invited to participate in energy-related government and industry consultation processes, reference groups and workshops - where consumers have previously been unrepresented. • Consumer awareness of available energy support for low income and vulnerable customers holding a 	<p>Continuing</p>

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			<p>concession card, including people with a disability, has been increased as part of the government's education campaign to raise awareness of the electricity rebate from late 2018 to mid-2019.</p> <ul style="list-style-type: none"> • The department worked with the advocacy group, Queensland Council of Social Services (QCOSS), to provide advice and research on key water policy issues which relate to vulnerable Queenslanders. Partnering with QCOSS, whose strength lies in its reach to community organisations with local knowledge and networks on the ground, enabled the department to obtain direct feedback on policies which affect Queenslanders with a disability. • QCOSS regularly met with and assisted in connecting South East Queensland water service providers with community organisations to provide ideas and options for addressing issues affecting vulnerable water customers. 	
Encourage and support participation of DNRME employees with a disability to	Learning and development opportunities promoted and provided to employees with a disability.	Promote learning and development opportunities to employees with a disability.	<ul style="list-style-type: none"> • All invitations provide narrative about reasonable adjustments and encourage people with disability to participate. 	Continuing

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participate in learning and development opportunities.			<ul style="list-style-type: none"> The department will be implementing an online learning system that will provide access to a range of learning and development opportunities including written, video, audio. We expect over time to include content with transcripts and variable screen/text size depending on technical capability of the system. 	