



# Queensland Police Service

## Disability Service Plan 2017-2020 Refresh 2020-21

## **QPS Disability Service Plan 2017-2020 including 2020-21 Refresh**

### **Message from the Commissioner**

*The Disability Services Act 2006 (Qld) took effect on July 1, 2006 and continues to provide a strong foundation for promoting the rights of people with disability and encouraging their participation in the community.*

*The Queensland Police Service (QPS) supports the legislation, which requires every Queensland Government department to develop a Disability Service Plan (DSP) to identify and address issues regarding service delivery to people with disability. The Act also requires Government departments to review their DSP every three years.*

*The QPS DSP aligns with the Government's State Disability Plan 2017-2020: All Abilities Queensland: opportunities for all. The plan's vision is "**opportunities for all Queenslanders**". This statement links strongly to consultation feedback and also to the intent of the National Disability Strategy 2010-2020 to create an inclusive society that enables people with disability to fulfil their potential as equal citizens.*

*The QPS recognises the significant contribution individual members bring to the organisation through their skills, experiences, perspectives and knowledge. As an employer, the QPS acknowledges the right of people with disabilities to enter and participate in an equitable workplace. Our Service also recognises carers for persons with disabilities.*

*I am proud to lead a Service where all people are supported and encouraged to reach their potential, regardless of their differences. I am committed to upholding a workplace that is accessible to all people and promotes inclusivity. It is crucial our different abilities are accepted, and most importantly, embraced.*

**Katarina Carroll APM**  
**COMMISSIONER**

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### **About the Service**

The QPS works with the community to prevent, disrupt, respond, and investigate crime to make Queensland the safest State. The QPS is responsible for service delivery 24 hours a day, seven days a week, focused on preserving peace and good order, protecting the community, preventing and detecting crime, administering the law fairly and efficiently, and bringing offenders to justice.

### **About Disability Service Plans**

#### **Purpose of DSPs**

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

#### **Context**

*All Abilities Queensland: opportunities for all* (State Disability Plan 2017-2020) sets a vision of "Opportunities for all Queenslanders" and five priority areas being: (1) Communities for all; (2) Lifelong learning; (3) Employment; (4) Everyday services and (5) Leadership and participation, to guide action by Queensland Government and encourage others to act to bring the plan to life. DSPs and the State Disability Plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NOS) and its second implementation plan, Driving Action 2015-2018.

The NOS represents a unified approach by all governments in Australia along with the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. Driving Action 2015-2018 builds on the areas in the first NOS implementation plan and outlines four areas of increased national effort being: (1) NDIS transition to full scheme; (2) improving employment outcomes for people with disability; (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability, and (4) communication activities to promote the intent of the strategy throughout the community.

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DSPs and the State Disability Plan also complement Queensland's transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs and the State Disability Plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

### **The QPS is committed to furthering the vision of the State Disability Plan (2017-2020) subsequent plans.**

The QPS will work with Queenslanders with disability, along with their families and carers, to ensure fairness and inclusion in the delivery of our services and within our workforce. The QPS is dedicated to working with the entire community to build resilience, prevent crime and make Queensland safer.

### **Monitoring and reporting**

The QPS will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the State Disability Plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the NOS.

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Communities for All					
Changing attitudes and breaking down barriers by raising awareness and capability					
Year 1 2017-2018 Activities/Success measure	Year 2 2018-2019	Year 3 2019-2020	Year 4 2020-21 Refresh	Overall measure	Responsible area
Activities	Activities and measures of success				
<b>Whole of Government (WoG) Action</b> - Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>					
Publish the QPS Disability Service Plan and the National Disability Strategy on the QPS external internet and on the QPS internal intranet site and undertake updates as required for the duration of the plan	Ongoing	Ongoing	Ongoing	QPS participate and contributes to national communication strategies and activities where applicable	Communications, Culture and Engagement Division
<b>WoG Action</b> - 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					
Continue to deliver and evaluate current training programs that support QPS officers to identify people with disabilities, and to use a range of communication techniques and diversionary strategies.  Amend induction training module and information to inform new and existing staff of the QPS Disability	Ongoing	Ongoing	Ongoing	Existing training programs reviewed to ensure officers are adequately trained.  Module and intranet and internet information updated	People Capability Command

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Services Plan and QPS commitments in this area					
<b>WoG Action</b> - 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.					
Support the Police Minister to raise awareness of disability within the QPS and build partnerships with the community	Ongoing	Ongoing	Ongoing	QPS staff are aware of the role of the OPS in providing policing and public safety services to support people	Domestic, Family Violence and Vulnerable Persons Command
<b>Accessible places and spaces</b>					
<b>Year 1 2017-2018 Activities/Success measure</b>	<b>Year 2 2018-2019</b>	<b>Year 3 2019-2020</b>	<b>Year 4 2020-2021 Refresh</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>WoG Action</b> - Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings					
New buildings and facilities continue to be designed and constructed to provide suitable accessibility for people with disability to public areas and facilities	Ongoing	Ongoing	Ongoing	Monitor design and planning processes to ensure appropriate accessibility	Organisational Capability Command

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Accessible Information					
<b>WoG Action</b> - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats					
Ensure all new QPS content is accessible via a wide range of web and social media platforms in a format compatible with and accessible by screen readers and assistive technology	Ongoing	Ongoing	Ongoing	Existing content progressively reviewed and updated  Audit of systems to ensure content accessibility	Communications Culture and Engagement Division (Police Media)
<b>WoG Action</b> - 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)					
Progressively review and update (where appropriate) all existing public facing web content to meet contemporary Australian standards of web accessibility	Ongoing	Ongoing	Ongoing	Web content progressively reviewed and updated to meet contemporary Australian standards	Communications Culture and Engagement Division (Police media)
<b>QPS Action</b> - Provide disaster management and preparedness information to stakeholders, the disability sector and the community to assist with building community preparedness.					
Provide information in accessible formats or other languages	Ongoing	Ongoing	Ongoing	Disaster Management information is provided in accessible formats	Operations Support Command

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<b>Lifelong Learning</b>					
<b>Welcoming and inclusive communities</b>					
<b>Year 1 2017-2018 Activities/Success measure</b>	<b>Year 2 2018- 2019</b>	<b>Year 3 2019-2020</b>	<b>Year 4 2020-2021 Refresh</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>QPS Action</b> - Build organisational capacity to understand and assist people with disability, families and carers who engage with the QPS					
Development of targeted awareness resources to assist police to support people with disability, families and carers	Ongoing	Ongoing	Ongoing	Completion and distribution of approved resources.	Communications Culture and Engagement Division
<b>Respecting and promoting the rights of people with disability and recognising diversity</b>					
<b>WoG Action</b> -Work towards ensuring 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					
Work towards ensuring policies and programs take into consideration international obligations and conventions regarding the needs and interests of people with disability	Ongoing	Ongoing	Ongoing	QPS legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Organisational Capability Command
<b>QPS Action</b> - At a local level, work with people in Aboriginal and Torres Strait Islander communities and rural and remote communities to identify disability services options in those areas					
Work with the Disability Services sector to ensure that any identified service options for vulnerable persons are included in the QPS Referrals system	Ongoing	Ongoing	Ongoing	Inclusion of rural and remote community disability services options as part of the QPS Referrals providers	Domestic and Family Violence and Vulnerable Persons Command



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<b>WoG Action</b> – Government services and funded non-government services provide access to language, translating and communication services					
Ensure all communications centre officers and emergency dispatchers are familiar with the procedures related to the emergency telephone services and procedures provided under the National Relay Service (NRS)	Ongoing	Ongoing	Ongoing	Training on processes and procedures are continually reviewed and ongoing audits of calls undertaken	Road Policing and Regional Support Command
Engagement of interpreter services (where appropriate) is undertaken throughout all levels of the organisation. Information is easily accessible to employees on how to engage interpreters, particularly in circumstances relating to domestic and family violence and vulnerable persons	Ongoing	Ongoing	Ongoing	Ensure maintenance of information regarding publication and use of the Use of Interpreters in Domestic and Family Violence Incidents Guidelines	Domestic Violence and Vulnerable Persons Command
<b>Safe, healthy and respectful relationships</b>					
Year 1 2017-2018 Activities/Success measure	Year 2 2018-2019	Year 3 2019-2020	Year 4 2020-2021 Refresh	Overall measure	Responsible area
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>QPS Action</b> - Continue to improve the policing response to domestic and family violence and vulnerable persons including those with disability, harnessing collaborative partnerships to deliver a more cohesive and informed response					
Continue with the implementation of QPS responses to the "Not Now, Not Ever. Putting an end to Domestic and Family	Ongoing	Ongoing	Ongoing	Completion of relevant activities in line with the Queensland Government Action Plan of the Domestic and	Domestic Violence and Vulnerable Persons Command

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Violence in Queensland" report.				Family Violence Prevention Strategy	
<b>Employment</b>					
<b>Leading the way – increasing opportunities in the Queensland public sector</b>					
<b>Year 1 2017-2018 Activities/Success measure</b>	<b>Year 2 2018-2019</b>	<b>Year 3 2019-2020</b>	<b>Year 4 2020-2021 Refresh</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>WoG Action</b> - 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					
Work with the Public Service Commission to implement strategies to reach the Queensland Government target of 8 per cent of the workforce will include people with disability by 2022	Ongoing	Ongoing	Ongoing	Deliver strategies to assist in reaching Queensland Government workforce targets	Human Resources Division

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Everyday Services					
Disability and Community Supports					
Year 1 2017-2018 Activities/Success measure	Year 2 2018- 2019	Year 3 2019-2020	Year 4 2020-2021 Refresh	Overall measure	Responsible area
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>QPS Action</b> - Maintain QPS Referrals Systems to ensure that persons with disability, their families, and carers, can be offered local timely referral services					
Liaise with QPS referrals partners to ensure disability services are current and maintained through the system	Ongoing	Ongoing	Ongoing	Up to date, local service providers included in the QPS Referrals System	Domestic, Family Violence and Vulnerable Persons Command
Justice and Community Safety					
<b>QPS Action</b> - Provide a cohesive, informed and quality policing response to people impacted by crime, including people with disability at all stages of the process, from initial response, to the watchhouse, and the courts.					
Police are supported to identify people with disability and use a range of communication techniques and diversionary strategies where appropriate.	Ongoing	Ongoing	Ongoing	Police connect people with disability to appropriate support networks	Domestic Violence and Vulnerable Persons Command
<b>QPS Action</b> - Support Victim Assist Queensland to promote victims' rights and engage with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have a disability and making effective referrals to relevant agencies					
Work with partner agencies to increase awareness amongst service providers of the importance of providing relevant information to people with disability who have been victims of crime	Ongoing	Ongoing	Ongoing	Services provided to support victims of crime	Domestic Violence and Vulnerable Persons Command

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<b>QPS Action</b> - Support to be provided to a person with disability who wishes to lodge a complaint under the complaints management system, or makes an application under the Right to Information Act 2009 or the Information Privacy Act 2009					
Awareness training provided to officers who undertake this role	Ongoing	Ongoing	Ongoing	Ongoing monitoring of complaints managements systems	Ethical Standards Command

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Leadership and participation					
Inclusion in consultation, civic participation and decision making and supporting leadership development					
Year 1 2017-2018 Activities/Success measure	Year 2 2018- 2019	Year 3 2019-2020	Year 4 2020-2021 Refresh	Overall measure	Responsible area
<b>Activities</b>	<b>Activities and measures of success</b>				
<b>WoG Action</b> - Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.					
QPS identifies opportunities to consult with Disability advocacy groups on implementation of DSP actions	Ongoing	Ongoing	Ongoing	Relevant groups consulted regarding specific DSP actions	Communication Change and Engagement
<b>WoG Action</b> - Existing leadership programs are accessible and inclusive of Queenslanders with disability					
Review recruitment and selection practices and career development options to ensure that barriers to people with disability are removed, wherever possible	Ongoing	Ongoing	Ongoing	Specific learning events to be designed and delivered	People Capability Command
<b>QPS Action</b> - QPS will encourage the membership and/or participation of people with disability, their families and carers in Community Policing Boards, Operational Liaison Committees, and other local leadership groups					
Development of information to promote the participation of people with disability	Ongoing	Ongoing	Ongoing	Information provided to promote the participation of people with disability	Communication Change and Engagement