

Disability Service Plan 2007–2010

Queensland Corrective Services

Disability Service Plan 2007–2010

Correctional security infrastructure with the commitment to
safeguard the community.
Expanded assistance to victims of crime.
Expanded assistance to victims of crime.
A new Probation and Parole Service with a focus on tough
new supervision and surveillance of offenders serving
their sentence in the community.



Part 1 – Policy statement contents

Foreword	3
Introduction	4
Policy	5
Policy statement	5
Policy aim	5
Policy principles	5
Overview of core business and function of QCS	6
Data profile	7
Offender profile	7
Staff profile	7
Disability Service Plan methodology	8
Policy implementation	9
Service delivery to offenders	9
Service delivery to staff	9
Communication strategy	10
Process for reviewing, monitoring and evaluating the plan	10
Measurement of progress	10
Review/update of the plan	10
Glossary	11
Part 2 – Action plan	12



Foreword

Queensland Corrective Services (QCS) seeks to promote community safety and crime prevention through an integrated correctional services system that delivers humane containment, supervision and interventions for offenders.

As an agency, QCS endeavours to provide programs and services to assist offenders address causal factors related to their offending behaviour and ultimately reduce their risk of recidivism.

To effectively meet this goal, QCS has had to develop flexible strategies that recognise the increasing diversity of the offender population, including an increasing number of offenders with a disability.

As a consequence, QCS is providing services that are more inclusive and equitable to allow an individual with a disability to progress through his/her sentence or community-based order without having to face unnecessary additional challenges.

To effectively perform its core business and support this process, QCS actively seeks to extend diversity amongst its staff and engage appropriate stakeholders.

The strategies outlined in this plan are designed to promote continuous improvement in the areas of disability awareness, service provision and equity for staff, offenders and stakeholders alike. In the coming years, QCS will build upon this initial plan which supports the Government's commitment to protecting the rights of people with a disability and requirements under the *Disability Services Act 2006*.

F P Rockett
Director-General



Introduction

The *Disability Services Act 2006* commenced on 1 July 2006 and provides a legislative foundation for ensuring the rights of people with a disability. It includes measures to safeguard their rights and safety, and complements existing systems to improve the quality of services available.

As part of the new legislation, every Queensland Government agency is required to develop a Disability Service Plan as a mechanism for identifying and developing appropriate services and facilities for people with a disability. QCS has developed a plan that outlines the disability initiatives QCS is currently implementing, or is proposing to implement. The plan also describes how these current and new initiatives will be monitored and measured. Each agency will publish their Disability Service Plan on their websites to ensure the plan is accessible for staff, offenders, stakeholders and other community members.

QCS is committed to increasing awareness and service delivery to people with disability and actively engaging in whole-of-Government initiatives aimed at providing equitable access and employment opportunities to people with a disability.

For staff, this commitment is reflected in the agency's Equal Employment Opportunity Policy and Diversity Management Plan.

For the offenders it supervises, QCS endeavours to provide a range of services to enable offenders to successfully complete their sentence or community-based order.

Importantly, these goals are supported at all levels of QCS from executive management to operational areas.



Policy

Policy statement

QCS is committed to effectively implementing relevant components of the *Disability Services Act 2006* through its Disability Service Plan. This plan demonstrates the agency's commitment to minimising and, where possible, eliminating discriminatory practices and increasing access to appropriate services and facilities, for offenders and employees with a disability.

Policy aim

QCS will actively promote disability awareness within the agency and seek to support the needs of employees with a disability.

Wherever possible, QCS will seek to manage and address the specific needs of offenders with a disability to improve:

- the response of offenders to the correctional system
- the ability of staff to manage and support offenders with a disability
- the safety of the community, staff and offenders

Policy principles

Within the context of safety and security, QCS supports the following principles:

- offenders are managed in a safe and secure environment according to their risk
- rehabilitation services are provided to offenders, where appropriate, to minimise the risk of further offending
- the needs of offenders with a disability are identified and addressed where possible
- prisoners have access to health and medical services consistent with services available in the community
- prisoners with a disability are, where appropriate and possible, integrated within the general correctional population
- strategies supporting protection from abuse or exploitation are implemented for vulnerable prisoners
- collaboration and coordination with external providers is facilitated
- social justice values of access, equity, equality and participation are administered
- safety underpins the administration of staff roles and responsibilities

Overview of core business and functions of QCS

QCS provides custodial and community correctional services to the State of Queensland, in accordance with the *Corrective Services Act 2006* and the *Parole Orders (Transfer) Act 1984*.

The agency's core business is the detention, supervision and rehabilitation of offenders.

For those offenders in custody, the goal of QCS is to provide for the integrated and effective management of prisoners in accordance with their assessed risk and need.

The goals for managing offenders under community-based supervision are:

- to provide integrated and effective management of offenders on community-based orders in accordance with assessed risk and need
- to provide effective advisory and support services to sentencing and releasing authorities

The goals for rehabilitating offenders are:

- to minimise the risk of re-offending through targeted and coordinated intervention services
- to provide appropriate opportunities for offenders to make reparation to the community

Data profile

QCS uses the definitions of disability found in the *Commonwealth Disability Discrimination Act 1992* and the *State Disability Services Act 2006*. These definitions provide descriptions of disabilities attributable to an intellectual, psychiatric, sensory or physical impairment or combination of such impairments.

Offender profile

On 18 February 2007, there were 4862 prisoners held in nine correctional services facilities. A snapshot of this day revealed there were:

- 18 non ambulating (wheelchair) prisoners (0.37% of this population)
- 26 prisoners using walking aids (0.53% of this population)
- 30 prisoners require a carer or assistance (0.61% of this population)

Staff profile

On 31 January 2007, QCS records show a 12.0% representation of QCS staff had, at the time of employment, identified as having a disability.





Disability Service Plan methodology

In drafting the plan, QCS has taken a consultative approach to ensure it has realistic, deliverable and measurable actions.

Consultation has occurred with:

Accountability component:

- Office of the Chief Inspector
- Ethical Standards Branch
- Internal Audit Branch
- Ministerial and Executive Services Directorate
- Intelligence and Investigations Division

Operational component:

- Custodial Operations Directorate
- Probation & Parole Directorate

Supporting component:

- Office of the Deputy Director-General, Strategic and Corporate Services
- Office of the Deputy Director-General, Strategic Projects Implementation
- Strategic Policy and Services Directorate
- Offender Assessment and Services Directorate
- Offender Programs and Services Directorate
- Corporate Services Directorate

Policy implementation

Service delivery to offenders:

While QCS' commitment to maintaining safety and security of corrective services facilities is a priority, the agency also has a duty of care to offenders.

While it is recognised that not all offenders with a disability require services other than those provided to mainstream prisoners, when dedicated services are offered to meet the complex issues of offenders with a disability, particularly in corrective services facilities, a broader dimension is added to QCS activities.

QCS is restrained by budgetary considerations and must determine the best allocation of resources. Additionally, some disabilities are not readily identifiable and rely on self-reporting. Diagnosis and treatment can be lengthy and problematic and sometimes specific needs are unable to be addressed within the custodial environment.

While the numbers of offenders with disabilities is increasing, offenders with these needs are not prevalent within the offender population. QCS staff are not necessarily trained to manage offenders with disabilities. In addition, offenders with disabilities may require specialist support and ongoing community care to ensure that the period of their imprisonment does not impact on their community support networks. Challenges include engaging with appropriate agencies and defining respective roles and responsibilities in the management and support of these persons.

The ability of offenders with disabilities to participate in programs can be hampered by their specific needs.

For example, offenders with an intellectual disability may not be able to understand the content of intensive rehabilitation programs and those with health problems may be prevented from attending programs.

Prisoners with disabilities may find it more difficult to cope physically and mentally with imprisonment which can make it difficult for them to participate in employment and recreational activities.

Offenders supervised in the community have more freedom and less contact with QCS when compared to prisoners. This means that offenders on orders in the community must have access to services outside QCS.

QCS will, wherever possible:

- liaise, consult and collaborate with external agencies, Government and non-Government, to effectively manage offenders with a disability
- use a combination of assessment tools, validation from third parties and professional judgement to identify and manage offenders with specific needs
- promote through-care and pre-release planning for prisoners

Service delivery to staff:

QCS is committed to the principles of Equal Employment Opportunity (EEO). The promotion of EEO within the workplace contributes directly to increased efficiency by ensuring that the most meritorious staff are selected and promoted, from the widest pool of applicants. EEO also contributes to increased organisational effectiveness by ensuring that the staff profile more accurately reflects the community profile and client group needs.

To further ensure that EEO principles are embedded in the agency's culture, QCS has developed and published a diversity management plan, *Diversity in Corrections 2005-2008*. Through this diversity management plan, QCS aims to value and utilise the different experiences, backgrounds and capabilities of its staff to better achieve its business goals and create an inclusive environment that enables all employees to contribute to their full potential.

QCS also has a reasonable adjustment policy in place that provides employees with a disability with the opportunity to perform the full range of duties and inherent requirements of their appointed position. To implement reasonable adjustment QCS:

- examines environmental barriers that prevent or limit employment or performance opportunities
- modifies or adjusts the workplace to balance the requirements of the person with a disability with those of the workplace

Communication strategy

The plan will be supported by a communication strategy which will involve the publication and promotion of the Disability Service Plan on the QCS Internet and Intranet sites and in *Corrections News*.

Process for reviewing, monitoring and evaluating the plan

Disability Services Queensland (DSQ) is the lead agency responsible for monitoring and reporting on the implementation of the disability service plans across Government. All Government agencies will report to DSQ annually on the progress against performance measures and timelines detailed in their plan. An annual performance measurement template will also be completed and link to a formal evaluation.

A framework for evaluating the effectiveness of disability service plans will be developed in conjunction with Government agencies and stakeholders. A formal evaluation will be undertaken at the end of the second year following implementation of the plans, to enable findings to inform the development of the next three year plans.

Measurement of progress

Strategic Policy and Services will be responsible for collating information to update the plan on an annual basis. Progress against QCS Disability Service Plan will be reported in *QCS Annual Report 2007 – 08*. Achievements against the performance measures will be reported to Disability Services Queensland annually from 2008.

Review/update of the plan

QCS Disability Service Plan will be reviewed and amended as new and emerging issues for action are identified.

Glossary

Child

A person under 18 years of age

Community-based order

Includes a community service order, fine option order, intensive correction order, probation order and intensive drug court order

Corrective Services facilities

Includes a prison, community corrections centre or a Work camp

Cognitive impairment

Also known as acquired brain injury. Characteristically, multiple disabilities arise from damage to the brain acquired after birth. This can result in deterioration in cognitive, physical, emotional or independent functioning. A cognitive impairment can be the result of an accident, stroke, brain tumour, infection, poisoning, lack of oxygen, degenerative neurological disease.

Disability

Includes disabilities attributable to an intellectual, psychiatric, sensory or physical impairment or combination of such impairments

Intellectual disability

Condition appears in the development period between ages 0-18 with concurrent learning difficulties and the need for more support in everyday life skills compared to others of the same age.

Offender

Applies to a person under the supervision of QCS either on a community-based order or subject to imprisonment

Psychiatric disability

Condition includes recognisable symptoms and behaviour patterns that may result in a substantial reduction in the person's capacity for communication, social interaction, learning, mobility, self-care or management and results in the person requiring support.

Physical impairment

A sensory or physical impairment, temporary or permanent, that impacts on an offender's mobility, restricts daily activities or requires support on a daily basis to manage activities.

Prisoner

Applies only to a person held in custody under the supervision of QCS.

Probation and Parole

Operational area of QCS that supervises offenders on community-based supervision or parole.



Part 2 – Action plan contents

About the action plan	13
QCS action plan	14
DSQ strategic direction 1 – Strengthen early intervention strategies	15
QCS priority area 1 for action – Children with a disability in the correctional system	15
DSQ strategic direction 2 – Strengthen access to generic services to people with a disability	16
QCS priority area 1 for action – Policy and procedures	16
QCS priority area 2 for action – Access to built environment	17
QCS priority area 3 for action – Access to information and communication	18
QCS priority area 4 for action – Programs and services	19
DSQ strategic direction 3 – Strengthen across government linkages	20
QCS priority area 1 for action – Cross-agency participation	20
DSQ strategic direction 4 – Strengthen individuals, families and carers	21
QCS priority area 1 for action – Recruitment, employment and development	21
QCS priority area 2 for action – Supporting families	23
QCS priority area 3 for action – Supporting carers	24
DSQ strategic direction 5 – Improve long-term strategies to respond to and manage demand for specialist disability services	25
QCS priority area 1 for action – Specialist service provision to offenders with a disability	25
DSQ strategic direction 6 – Improve accountability, performance reporting and quality	26
QCS priority area 1 for action – Performance reporting	26
QCS priority area 2 for action – Complaints process for offenders	27
QCS priority area 3 for action – Complaints process for staff	28



About the action plan

The action plan is Part Two of the *Disability Service Plan 2007 -2010* and is the mechanism to support QCS policy statement on the managing of offenders with a disability.

The plan is also a guide to the activities that QCS will undertake over the next three years to enhance responsiveness and services to address the needs of both offenders and staff with disabilities



QCS action plan

Every Queensland Government department is required to develop a Disability Service Plan as part of the *Disability Services Act 2006*.

Each agency's plan is unique and the QCS plan reflects the core activities of this agency, however there are six key strategic directions that have been developed by Disability Services Queensland (DSQ) that must be included in all plans.

These six key strategic directions act as a guide for each agency's individual priority areas.

As a result, the plan includes the DSQ strategic direction as the overarching statement, then the QCS priority area with a brief commentary regarding each priority area.

The commentary will only appear on the plan published on the agency's intranet site to provide staff with information on the relevant priority area.

Note: The QCS definition of "disability" is inclusive and, as such, issues pertinent to aged and infirm that have overlap have been incorporated into the plan.

The strategic directions and priority areas are:

DSQ strategic direction 1	Strengthen early intervention strategies (including specific strategies for children with a disability)
QCS priority area one	Children with a disability in the correctional system
DSQ strategic direction 2	Strengthen access to generic services to people with a disability
QCS priority area one	Policy and procedure
QCS priority area two	Access to built environment
QCS priority area three	Access to information and communication
QCS priority area four	Offender programs and services
DSQ strategic direction 3	Strengthen across government linkages
QCS priority area one	Cross-agency participation
DSQ strategic direction 4	Strengthen individuals, families and carers
QCS priority area one	Staff recruitment, employment and development
QCS priority area two	Supporting families
QCS priority area three	Supporting carers
DSQ strategic direction 5	Improve long-term strategies to respond to and manage demand for specialist disability services
QCS priority area one	Specialist service provision to offenders with a disability
DSQ strategic direction 6	Improve accountability, performance reporting and quality
QCS priority area one	Performance reporting
QCS priority area two	Complaints process for offenders
QCS priority area three	Complaints process for staff

DSQ strategic direction 1

Strengthen early intervention strategies

QCS priority area 1 for action – Children with a disability in the correctional system						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
1.	Develop a comprehensive profile of 17 year-olds in corrective services facilities, to determine the needs of 17-year-old offenders with a disability.	Research & Analysis	Report on the profile has been completed and endorsed by the Director-General.	✓		
2.	Provide literacy and education programs for 17-year-olds that are inclusive enough to meet the needs of offenders with a disability.	Offender Programs and Services	Monitor and Report on the number of 17-year-olds who have a disability and who are participating in literacy and education programs to determine need and accessibility.	On-going	On-going	On-going
3.	Ensure service providers for children with a disability have entry rules in place that allows efficient service access.	Custodial Operations	Conduct an audit of relevant corrective services facilities to determine whether access issues for service providers exist.	✓		
			Procedures are developed and published on the Corrective Services Intra/Internet sites.		✓	
4.	Develop procedures/local level agreement to ensure information and/or a referral to alternative services is provided, in those situations where a service provider cannot provide a service to a child with a disability.	Custodial Operations	Procedures are developed and published on the Corrective Services Intra/Internet sites.		✓	

DSQ strategic direction 2

Strengthen access to generic services to people with a disability

QCS priority area 1 for action – Policy and procedures						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
5.	Conduct an audit of existing QCS procedures relating to offenders with a disability to identify any gaps regarding service delivery and accessibility.	Coordinated by Policy and Analysis	A gap analysis has been conducted and a report provided to Executive Director, Strategic Policy and Services with recommendations for consideration.		✓	
6.	Conduct a survey of offenders with a disability in corrective services facilities to determine existing challenges and barriers to accessing generic services.	Research & Analysis and Custodial Operations	Survey report with recommendations provided for consideration.		✓	
7.	Conduct a survey of offenders on community-based orders to determine existing challenges and barriers to accessing generic services.	Research & Analysis and Probation and Parole	Survey report with recommendations provided for consideration.			✓
8.	Review all existing procedures and compliance to ensure consistency with policy and principles in the <i>Disability Services Act 2006</i> .	Coordinated by Policy and Analysis	Policy and Analysis advise the relevant Director if an inconsistency exists.	On-going	On-going	On-going
9.	Write all new policies and procedures taking into account QCS Disability Service Plan and principles of the <i>Disability Services Act 2006</i> .	Coordinated by Policy and Analysis	The procedure <i>Procedure, Instruments and Administrative Directions</i> has been amended to ensure that offenders with specific needs are considered when developing and amending procedures.	✓		

DSQ strategic direction 2

Strengthen access to generic services to people with a disability

QCS priority area 2 for action – Access to built environment

Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
10.	Improve physical access for offenders in corrective services facilities	Facilities Management	When existing facilities are renovated, changes to design will be made to infrastructure to facilitate disabled access, where practical and possible.	On-going	On-going	On-going
11.	Improve physical access for offenders to Probation and Parole District Offices.	Facilities Management	When upgrading Probation and Parole District Offices, access issues have been taken into account and buildings meet required standards and legislative provisions.	On-going	On-going	On-going

DSQ strategic direction 2

Strengthen access to generic services to people with a disability

QCS priority area 3 for action – Access to information and communication						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
12.	Determine if QCS needs to develop policy and guidelines for communicating with and publishing information for people with a disability.	Media and Communication	A review of QCS publishing guidelines will be provided to the Director Media and Communications.	✓		
13.	Adopt an equitable but flexible approach to delivering information.	Media and Communication	General information will be available, on request, to reach all people across the disability sector and aged and infirm. Other information is provided in specific formats to target audiences depending on: <ul style="list-style-type: none"> • relevance to the disability group; • level of demand; and • cost effectiveness. 		✓	
14.	Review Workplace Health and Safety Committee processes to ensure disability issues are identified with staff and offenders.	Human Resources	Provide results of the review to the Director, Human Resources for action.		✓	

DSQ strategic direction 2

Strengthen access to generic services to people with a disability

QCS priority area 4 for action – Programs and services						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
15.	Conduct research into the challenges and barriers that offenders with a disability on community-based orders and parole face in accessing programs and services.	Probation and Parole	Research has been completed and provided to Executive Director, Probation and Parole.	✓		
16.	Determine whether a Memorandum of Understanding (MOU) needs to be developed with the Public Trustee to facilitate offender access to funds for professional services or programs as part of the requirements of their community-based order or parole order.	Probation and Parole	Consultation with the Public Trustee of Queensland has occurred to determine whether a MOU is necessary.	✓		
17.	Develop options for funding external services to supplement programs and improve access to services in custody for offenders with a disability.	Offender Programs and Services	Options have been provided to the Executive Director, Offender Programs and Services for action.	✓		
18.	Investigate improved case management processes to identify offenders with a disability.	Offender Programs and Services	Research provided to the Executive Director, Offender Programs and Services for action.		✓	

DSQ strategic direction 3

Strengthen across government linkages

QCS priority area 1 for action – Cross-agency participation						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
19.	Develop a Memorandum of Understanding (MOU) with Disability Services Queensland to work together to exchange information regarding the management of offenders with disabilities and formalise a process by which offenders can receive information about DSQ funded services while in the community or upon release from custody.	Strategic Policy and Services	MOU is endorsed by the Director-General Disability Services Queensland and the Director-General QCS	✓		
20.	QCS implement agreed recommendations regarding the cross-agency screening tool (HASI) and training package to identify offenders who present with an intellectual disability/cognitive impairment.	Strategic Policy and Services	A trial of the HASI has been approved by Cabinet.	✓		
21.	Review the HASI trial.	Strategic Policy and Services	The information from this review, when completed, will be provided to the Executive Director, Strategic Policy and Services for action.	✓		
22.	Participate in the Vulnerable Persons Project (VPP).	Strategic Policy and Services	Survey Probation and Parole officers to determine perceived number of offenders with cognitive impairment or intellectual disability under the supervision of QCS to inform the VPP	✓		
23.	Steer the development of an appropriate assessment tool for offenders who are aged and infirmed in collaboration with other state and commonwealth agencies	Offender Services and Programs	A steering committee of key stakeholders has been formed. An assessment tool has been developed and implemented.	✓		

DSQ strategic direction 4

Strengthen individuals, families and carers

QCS priority area 1 for action – Recruitment, employment and development						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
24.	Promote awareness of and celebrate and participate in Disability Awareness Week.	Human Resources	Aware activities are planned for Disability Awareness Week.	On-going	On-going	On-going
25.	Revitalise the Equity Officers Network and links to Strategic Equity Committee	Human Resources	Equity Officers network established, Strategic Equity Committee teleconference quarterly.		✓	
26.	Conduct workforce analysis to identify issues and concerns for staff with a disability and develop plans to address issues identified in the research	Human Resources and Research & Analysis	Analysis completed and reported to the Strategic Equity Committee and the establishment of local plans to address issues.		✓	
27.	Identify positions in the agency that could be filled by a person with a disability	Human Resources	Information provided to the Director, Human Resources for action.	On-going	On-going	On-going
28.	Advertise identified vacancies through partnerships with industry to increase the number of applicants with a disability.	Human Resources	Appointment of an employee with a disability	On-going	On-going	On-going
29.	Review selection process to determine if it is equitable and that principles of reasonable adjustment are followed.	Human Resources	Information provided to the Director, Human Resources for action.	✓		
30.	Examine Reasonable Adjustment policy to determine if it supports best practice standard.	Human Resources	Review of Reasonable Adjustment Policy to be provided to the Director, Human Resources for action.			✓

DSQ strategic direction 4

Strengthen individuals, families and carers

QCS priority area 1 for action – Recruitment, employment and development						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
31.	Conduct a training needs analysis to ensure that staff meet required educational and vocational standards for the care of aged and disabled offenders.	Human Resources	Results of the analysis has been provided to the Director, Human Resources for action.	✓		
32.	Conduct workforce analysis to determine which competencies are required for managing aged/ infirm offenders.	Human Resources	Results of the analysis has been provided to the Director, Human Resources for action.	✓		
33.	Train staff in Disability awareness.	Human Resources and QCS Academy	Training for staff in Disability awareness has been incorporated into the Entry Level Training Program.	✓		

DSQ strategic direction 4

Strengthen individuals, families and carers

QCS priority area 2 for action – Supporting families

Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
34.	Audit visitor transport bus service and other funded family support schemes to determine if they are accessible to people with a disability.	Offender Programs and Services	Audit has been provided to the Executive Director Offender Programs and Services for action.	✓		
35.	Audit parenting programs to ensure that delivery is flexible enough to provide for parents or children with a disability.	Offender Programs and Services	Audit has been provided to the Executive Director Offender Programs and Services for action.	✓		

DSQ strategic direction 2

Strengthen access to generic services to people with a disability

QCS priority area 3 for action – Supporting carers						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
36.	Provide training to offenders on an on-going basis to sustain the available pool of carers in custody.	Offender Program and Services	50% of all prisoners caring for the infirm are trained and competent in the training competency Provide Personal Care	✓		
37.	Review of prisoner carer program	Offender Program and Services	Report on the review provided to Executive Director Offender Programs and Services for action.	✓		

DSQ strategic direction 5

Improve long-term strategies to respond to and manage demand for specialist disability services

QCS priority area 1 for action – Specialist service provision to offenders with disability						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
38.	Identify the needs of offenders requiring hearing aids through specialist audiological assessment and negotiate provision with Hearing Centres and suppliers.	Health and Medical Services	All identified prisoners are provided with hearing aids where appropriate.	On-going	On-going	On-going
39.	Identify the needs of offenders requiring orthopaedic prostheses through specialist determination and negotiate with Queensland Amputee Limb Service (QALS) to access services.	Health and Medical Services	All identified prisoners are provided with the relevant prostheses and follow up services.	On-going	On-going	On-going
40.	Develop a web-based performance reporting system for any referrals to external based services.	Offender Programs and Services	Implementation of new performance measures for external providers.		✓	

DSQ strategic direction 6

Improve accountability, performance reporting and quality

QCS priority area 1 for action – Performance reporting						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
41.	Incorporate actions into operational plans	Performance, Evaluation & Planning	Actions have been incorporated into operational plans.		✓	
42.	Actions have been entered into Strategic Web Enabled Planning System (SWEPS) for reporting.	Performance, Evaluation & Planning	Actions have been reported on by relevant directorates on SWEPS.		✓	
43.	Submit annual progress reports to DSQ to demonstrate progress and performance measurement and improvement.	Policy and Analysis	Annual progress reports have been submitted to DSQ.	✓	✓	✓
44.	Review the DSP for development of plan commencing 2011.	Policy and Analysis	Review has commenced.			✓

DSQ strategic direction 6

Improve accountability, performance reporting and quality

QCS priority area 2 for action – Complaints process for offenders

Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
45.	Review the complaints management process to ensure its flexibility in making complaints, including provisions for making oral complaints for dictation or complaints in other formats. Other formats include special arrangements such as a telephone teletypewriter (TTY) facility for hearing-impaired complainants.	Ethical Standards Unit	Provisions have been made for complaints to be accepted in other formats.	✓		
46.	Communicate the new complaints management process in a variety of mediums that are inclusive of offenders with disability.	Media and Communication	Information is in written English and available in formats such as large print, Braille or audiotape if requested.	✓		
47.	Develop protocols for the coordination of investigations into allegations of abuse, neglect and exploitation of people with a disability.	Ethical Standards Unit	Protocols have been developed.	✓		
48.	Include information regarding special need offenders, including offenders with disability, as part of the Official Visitor induction package.	Office of the Chief Inspector	Information regarding offenders with special needs has been incorporated into the induction handbook.		✓	

DSQ strategic direction 6

Improve accountability, performance reporting and quality

QCS priority area 3 for action – Complaints process for staff						
Action No.	Action	Lead	Performance measure	Completion 2007/08	Completion 2008/09	Completion 2009/10
49.	Measure grievance procedures against the Public Sector benchmarks.	Human Resources	All staff have access to grievance procedures matters pertaining to their employment circumstances.		✓	

