

Queensland Police Service
Disability Service Plan

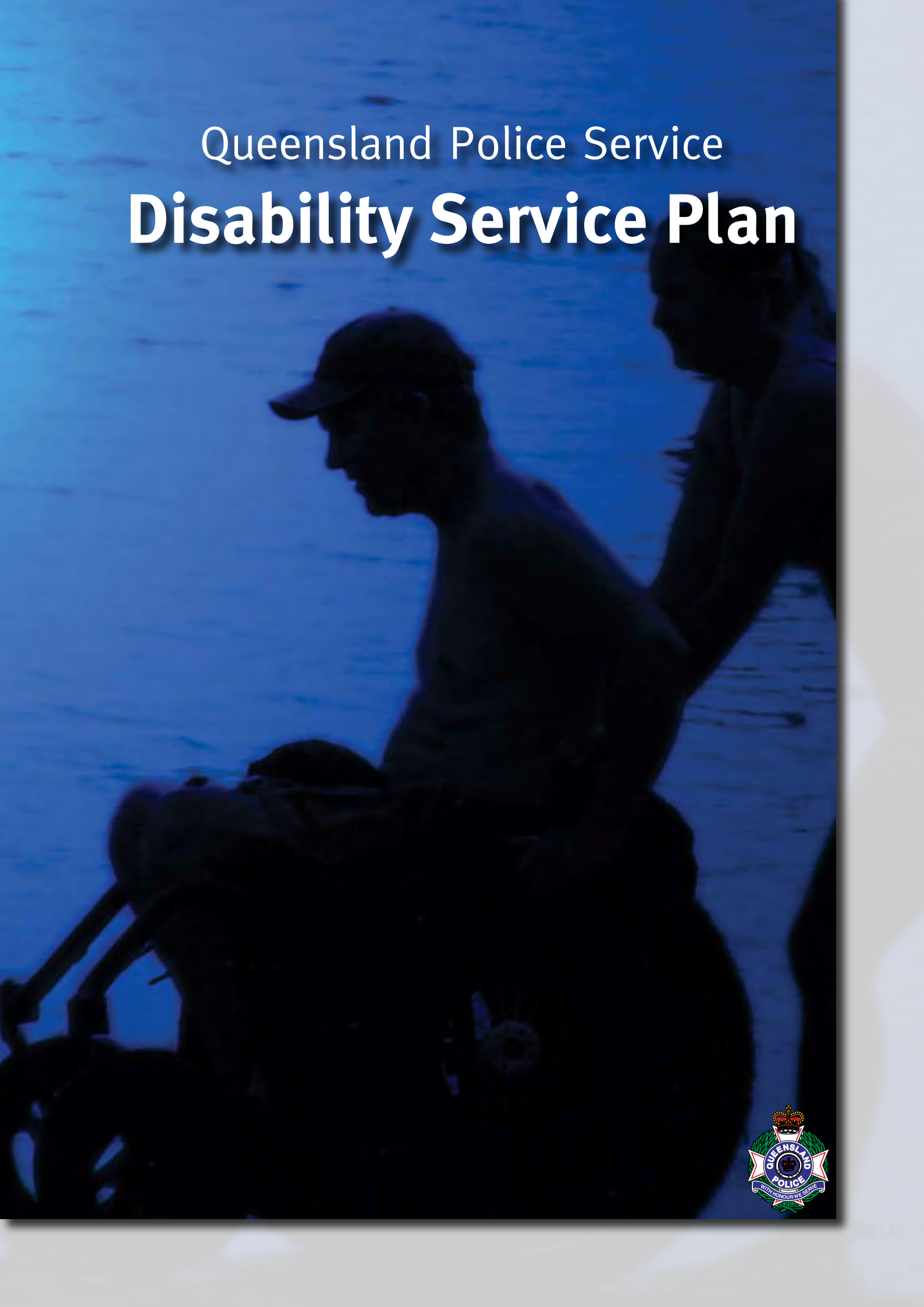


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FOREWORD

The *Disability Services Act 2006* was passed by the Queensland Parliament on March 29, 2006. It provides a strong foundation for promoting the rights of people with a disability, increasing their wellbeing and encouraging their participation in an equitable community. It includes measures to safeguard the rights and safety of people with a disability and encourages service providers to consider the needs of people with a disability when they design and deliver services.

The Queensland Police Service (QPS) supports the new legislation, which requires every Queensland Government department to develop a Disability Service Plan to identify and address issues regarding service delivery to people with a disability.

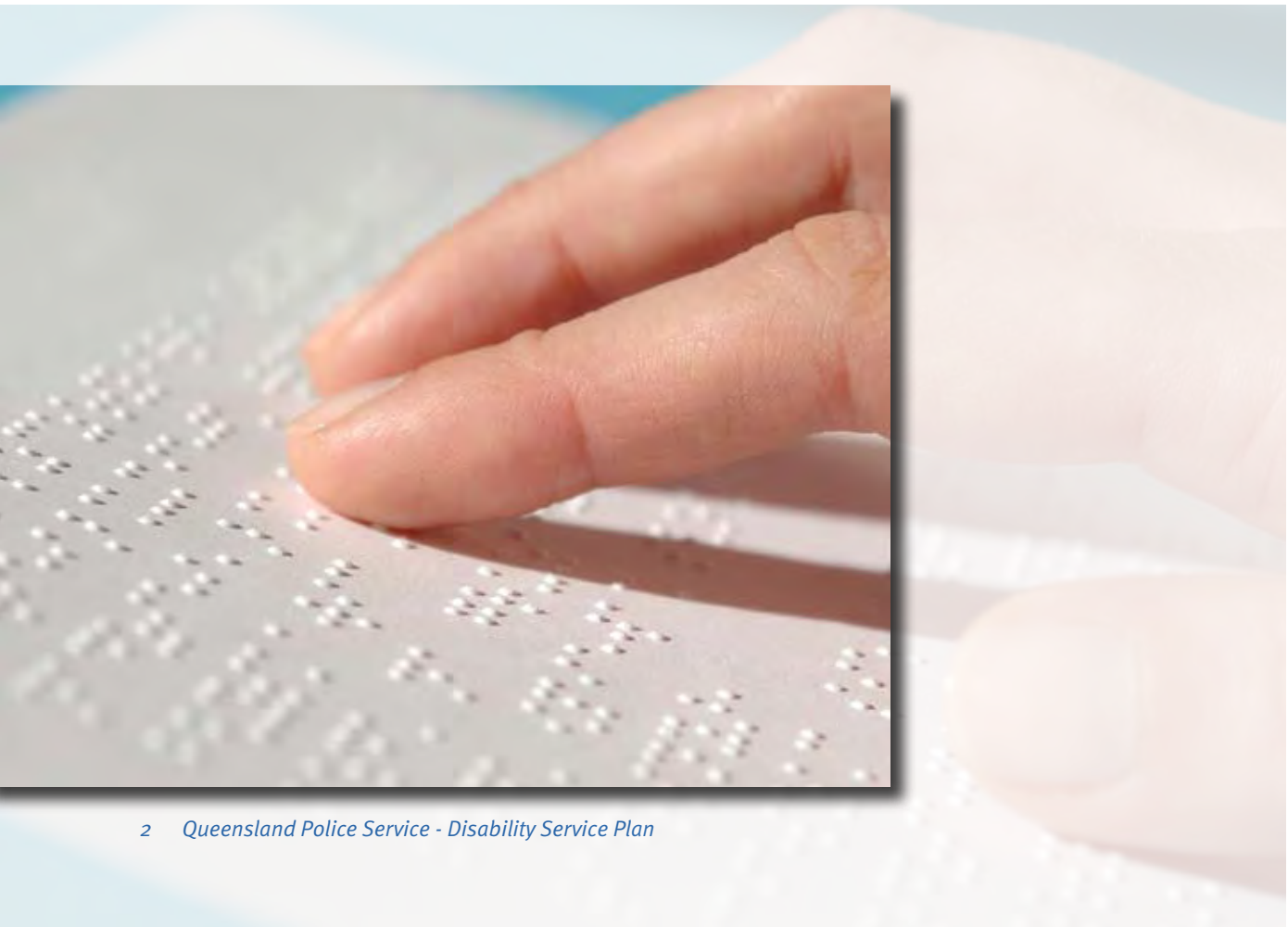
The QPS recognises the significant contribution that all members bring to the organisation through their skills, experiences, perspectives and knowledge. As an employer, the QPS acknowledges the right of people with disabilities to enter and participate in an equitable workplace.

The Disability Service Plan provides further guidelines for the development, and improvement of services that are responsive to the needs of clients and members with a disability and their families and carers.

This Disability Service Plan has been developed through internal and external consultation and clearly identifies our continued commitment to provide a high standard of policing services for the whole of the Queensland community.



Bob Atkinson
Commissioner



SCOPE

1. Introduction

The Disability Service Plan describes what the QPS will do to ensure its clients and members with disabilities, their families and carers can access the services and facilities that are available to the broader community. The Disability Service Plan includes:

- a policy statement about the QPS's commitment to addressing the issue of access for people with disabilities, their families and carers
- a profile of service users who will benefit from the plan
- a description of the methods used to develop the plan
- information about how the plan is communicated to people with disabilities, their families and carers
- the method of reviewing, monitoring and evaluating the plan
- the method of measuring the progress of the plan
- the schedule for updating the plan
- a description of priority areas for action.

2. Policy Statement

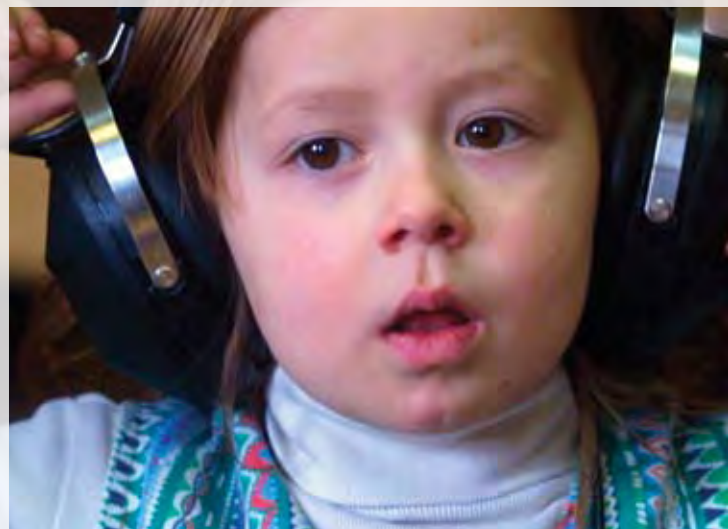
The QPS acknowledges the rights of people with a disability; supports their inclusion in the activities of the organisation; recognises the value of their contribution to its performance; and will ensure services are accessible, safe, accountable and responsive to the needs of people with a disability and their families and carers. The QPS is committed to removing barriers for people with a disability and their families and carers and in doing so, integrating the principles of the *Disability Services Act 2006*.

3. Overview of the Core Business and Functions of the Department

The Mission of the QPS is to serve the people of Queensland by protecting life and property, preserving peace and safety, preventing crime and upholding the law in a manner which has regard for the public good and the rights of the individual.

The services that we provide are best classified by our strategic outputs stated within the QPS Strategic Plan 2004-2008. These are:

- Community Safety and Engagement
- Crime Management
- Traffic Management
- Professional Standards and Ethical Practice
- Corporate Resource Management, to support the above services.



Community Safety and Engagement

These are our services to prevent crime, engage the community and preserve personal and public safety and good order during civil emergencies and special events. Preventing crime by addressing its causes contributes to safe and secure communities.

Crime Management

These are our services to detect offenders, conduct preliminary investigations and commence prosecutions. Relevant activities include initial police response to general crime and calls for assistance from members of the public, and crime operations conducted throughout the State by specialist officers targeting large-scale offences.

Traffic Management

These are our services to prevent or detect motorists committing traffic offences, including regulating and controlling traffic across the State with the aim of reducing the incidence of road trauma.

Professional Standards and Ethical Practice

These are our services to ensure the QPS is both professional and publicly accountable. Relevant activities include training of members, internal investigations, audit, risk management, strategic planning and review, and integrated policy development.

These services are delivered 24 hours a day across a State covering more than 1.7 million square kilometres. To facilitate policing at a local level, the QPS is divided into eight geographical regions, three specialist commands and four corporate divisions. There are 29 operational police districts and more than 440 police stations and establishments throughout the State.

The QPS is dedicated to improving services for members and clients with a disability and is prepared to meet the challenges of providing the appropriate services and infrastructure to support clients and members with a disability throughout the State.



4. Data Profile

4.1 Service Users Profile

QPS clients include:

- Queensland residents and visitors
- victims of crime
- anyone requesting police assistance
- suspects and people charged with committing offences.

Queensland Community

Queensland has almost four million residents and over seven million people visit the State each year. The population includes Aboriginal and Torres Strait Islander people and people from 120 diverse ethnic backgrounds. The distribution of these communities varies greatly across the State.



According to the 2003 Australian Bureau of Statistics' Survey of Disability, Aging and Carers, 834,000 people living in Queensland had a reported disability. This constitutes approximately 22% of Queensland's total population. Most disabilities resulted from physical conditions (approx. 692,000) with the remainder resulting from mental and behavioural disorders (approx. 142,000). Approximately 62% of people with a disability require assistance to manage their 'health condition' or to cope with everyday activities of life. Partners, parents, children and friends are the major providers of assistance (Australian Bureau of Statistics (ABS) (2004), Disability Aging and Carers: Summary of Findings 2003 State Tables for Queensland, Cat No 4430.0).

A disability is a person's condition that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or a combination of these impairments; and results in a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self care or management and the person needing support (Section 11 *Disability Service Act 2006*).

Victims of crime

Due to circumstance surrounding their disability, people with a disability may find themselves in a position of vulnerability. A victim is defined as a person who has suffered harm from a violation of the State's criminal laws because a crime is committed that involves direct violence against the person; or because the person is a member of the immediate family of, or is a dependant of, a victim; or because the person has directly suffered harm in intervening to help another victim (Section 5 *Criminal Offence Victims Act (1995)*).

Anyone can be victimised by crime. But people who have a disability can be more vulnerable to victimisation than others in the community. People with a mental disability may be less able to recognise and avoid danger, and people with a physical disability may be less able to protect themselves or escape harm. Furthermore, victims of crime who have a disability may be less able to contact the police or other support services and, without special assistance, help in the investigation of their victimization.

Crime rates provide important indicators of policing performance, and are closely monitored by the QPS with an aim to reduce crime. In Queensland during 2005-2006 there were 33,288 reported offences against the person and 23,3300 offences against property. Approximately one out of five people in Queensland has a disability however the risk of criminal victimisation for people with a disability is higher than for people without disabilities. However, all victims of crime tend to face the same issues.

The QPS seeks to ensure that victims of crime are assisted to overcome the effects of crime. The Service has a range of policies that afford victims fairness, dignity and access to justice. These policies are derived from the principles of the *Criminal Offence Victims Act (1995)*. The way victims cope depends largely on their experience following the crime. Members of the QPS may be one of the first people to interact with victims. For this reason, members of the Service are in a unique position to help victims cope with the trauma of the crime and restore a sense of security and control over their lives.

4.2 Member Profile

The QPS has a membership of over 13,000 people. More than 9,300 are police officers, supported by over 3,800 un-sworn staff members who provide administrative and specialist support to policing operations. Of this number, more than 500 people report having one or more disabilities representing over 4% of the total QPS membership. Sensory and physical disabilities are the most reported disability. (Note: these statistics are derived from reported disabilities only and those reported may or may not correspond with the definition of a disability within the *Disability Service Act 2006*).

5. Methodology

The QPS has a well established practice of internal and external consultation. It is committed to consulting with people with disabilities, their families and carers and where required, disability organisations, to ensure that services are provided appropriately.

The QPS has consulted with the Reference Group advising the Chief Executive Officers' Sub-committee on Disability (the CEO Sub-committee) and other external stakeholders regarding development of the Disability Service Plan.

Input from relevant internal parties has been sought, including the People with Disabilities Support Network, Human Resource Policy and Workforce Planning Section, Equity and Diversity Unit, Cultural Advisory Unit, Human Resource Development Branch, Information Management Division, Property and Facilities Branch and Policing Advancement Branch.



The Disability Services Plan was endorsed by the CEO Sub-committee and implementation commenced from July 2007.

During the life of the Plan, the QPS is committed to a process of ongoing internal and external consultation and review.

6. Communication Strategies

The Disability Service Plan will be published on the QPS intranet and internet sites for the information of QPS members and the community. It has been disseminated through Regions

and Commands for the general information of QPS members. The QPS will correspond with internal and external stakeholders regarding progress towards achievement of the Plan.

7. Monitoring and Evaluation Process

The QPS is committed to monitoring and reporting on its performance and accordingly the Disability Service Plan is subject to review and evaluation. The Disability Service Plan is intended to be dynamic and will periodically be reviewed to ensure it remains relevant and responsive to the needs of people with a disability, their families and carers, and consistent with the principles of the *Disability Services Act 2006*.

This will be achieved by:

- monitoring the QPS progress on the priority areas for action
- reporting annually on the QPS progress on the priority areas for action
- reviewing the Plan every three years.

Achievements against the progress measures will be included in the Service's Annual Reports commencing in 2007-2008 and a report addressing an evaluation framework will be submitted to Disability Services Queensland (DSQ). The Disability Service Plan will be modified accordingly, and as new areas for action are identified.

As the Disability Services Plan is modified, updated versions will be published on the QPS intranet and internet sites for the information of QPS members and the community.

8. Review

The Disability Service Plan is subject to review and evaluation. The QPS will evaluate its achievements against performance indicators and include the results in the Service's Annual Report. Where required, the Disability Services Plan will be modified to accommodate priorities and needs. In addition, the QPS will conduct a comprehensive review of the Disability Service Plan every three years.

STRATEGIES, ACTIONS AND PERFORMANCE INDICATORS

The following strategies, actions and performance indicators provide a basis for translating the principles of the *Disability Services Act 2006* into tangible and achievable results:



No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
1	Improve QPS services to meet the needs of people with a disability, their families and carers.	1.1	Ascertain how people with a disability, their families and carers engage with the QPS.	<p>Opportunities for gathering information on how people with a disability, their families and carers engage with the QPS are identified.</p> <p>Potential initiatives for gathering information are implemented.</p> <p>Trends concerning how people with a disability, their families and carers engage with the QPS are identified.</p> <p>Potential initiatives for enhancing service for people with a disability, their families and carers are identified.</p>	<p>July 2008</p> <p>July 2009</p> <p>July 2010</p> <p>July 2010</p>	<p>Director, Information Management Division/Assistant Commissioner, Information & Communications Technology</p> <p>All Commands, Divisions & Regions</p>	<p>To improve services there is a need to better understand how and why people with a disability, their families and carers engage with the QPS. Currently, people with a disability are not categorised on the Crime Reporting Information System for Police (CRISP). Therefore crime statistics for this community cohort are not available. However, people with a disability, their families and carers are likely to engage with the QPS in a variety of ways other than as victim or offender. Identifying opportunities for determining how people with a disability, their families and carers engage with the QPS may enable the organisation to tailor services for this community cohort.</p>	<p>Strengthen access to generic services to PWD</p> <p>Improve accountability, performance reporting and quality</p> <p>Strengthen early intervention strategies (including specific strategies for children with a disability)</p>
		1.2	Participate in projects or programs that seek to improve outcomes for people with a disability who engage with the criminal justice system.	<p>Opportunities to participate in projects or programs of potential interest are identified.</p> <p>The development of potential projects or programs of interest are supported where appropriate.</p>	Ongoing	<p>Director, Office of the Commissioner</p> <p>All Commands, Divisions & Regions</p>	<p>The QPS is committed to providing equitable services to people with a disability, their families and carers and ensuring their wellbeing and safeguarding their rights.</p> <p>The QPS will work in partnership with individuals and groups within the disability sector to enable the service to respond effectively to any concern for the safety of people with a disability and support continuous improvement in the quality of services they receive within the criminal justice system.</p>	<p>Strengthen across Govt linkages</p> <p>Strengthen access to generic services to PWD</p> <p>Strengthen early intervention strategies (including specific strategies for children with a disability)</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
		1.3	<p>Ensure policies and procedures comply with the disability policy statement, disability related legislation and other disability related mandates where required.</p>	<p>Existing policies and procedures are amended where necessary.</p> <p>New policies and procedures are developed in compliance where necessary.</p>	Ongoing	<p>Assistant Commissioner, Operations Support Command</p> <p>Director, Human Resource Division</p>	<p>It is a requirement of the Disability Service Plan Guidelines May 2006 (Disability Services Queensland, 2006) that a policy statement is developed as part of the Disability Service Plan. The Disability Service Plan will be driven by a clear policy statement for people with a disability, their families and carers. A policy statement has been developed which highlights the organisation's commitment to removing barriers for people with a disability, their family and carers and furthering the principles of the Disability Service Act 2006. The policy statement is contained within this document (refer p.4).</p> <p>In order to ensure that the policy statement is known by QPS members, clients and stakeholders, it will be displayed in relevant documentation and other mediums.</p> <p>The QPS is subject to many legislative requirements and other mandates and has many policies and procedures which shape organisational services and practices.</p> <p>The QPS recognises that achieving equity for people with a disability, their families and carers may require the provision of specific services and practices. As existing policies and procedures are reviewed and new policies and procedures developed, they will take into account the need to achieve equity for people with a disability, their families and carers.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen access to generic services to PWD</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
		1.4	Conduct a workforce analysis with a focus on the employment of people with a disability.	<p>Employment trends for people with a disability are identified.</p> <p>Potential initiatives for enhancing employment opportunities are identified.</p> <p>Initiatives for enhancing employment opportunities are piloted.</p>	July 2008	Director, Human Resource Division	<p>As an employer, the Service has an obligation to the principles of equal opportunity and diversity management. This obligation applies to all employees, gives the organisation increased credibility and improves performance and service delivery. Recruitment is informed by the Equal Opportunity in Public Employment Act 1992. The QPS Equal Employment and Opportunity Policy and Equal Employment Opportunity Management Plan 2006-2008 assist supervisors and managers in fulfilling their managerial responsibilities under the legislation. The QPS Reasonable Adjustment Policy will assist the Service to comply with human resource management practices in the employment of people with disabilities. It also assists managers and supervisors to meet their responsibilities under the Equal Opportunity in Public Employment Act 1992, the Queensland Anti Discrimination Act 1991 and the Commonwealth Disability Discrimination Act 1992. Using indicators such as recruitment processes, initial employment, current strength, gender, disability, job design, career progression and training and development to analyse employment trends may assist in identifying a opportunities for enhancing employment prospects for people with a disability.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen individuals, families and carers</p>
		1.5	Establish a Disability Reference Group.	<p>Reference Group members are identified.</p> <p>Terms of Reference are developed and agreed.</p> <p>Members service wide are informed of the Reference Group.</p>	July 2008	Director, Office of the Commissioner	<p>The role of the Disability Reference Group will be to consider, provide advice and make recommendations on issues within the scope of the Disability Service Plan. Membership should include QPS members and external representatives.</p>	<p>Improve accountability, performance reporting and quality</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
		1.6	Put into operation the Protocol for the Coordination of Investigations into Allegation of Abuse, Neglect and Exploitation of People with a Disability.	<p>The Protocol is incorporated within the OPM.</p> <p>The appropriate members are provided training on the operation of the Protocol.</p> <p>Members service wide are informed of the Protocol.</p>	July 2008	Assistant Commissioner, Operations Support Command	<p>The development of a protocol for the coordination of investigations into allegation of abuse, neglect and exploitation of people with a disability was decided by Cabinet on 30 May 2005 (Decision No. 5728). A cross agency working group, including the QPS, was established to develop the protocol. The purpose of the protocol is to provide a mechanism for identifying the Government agency with lead responsibility for triggering an investigation into such allegations.</p> <p>The aim of the protocol is to ensure that any allegation of abuse, neglect and exploitation of a person with a disability is investigated appropriately and that immediate protective action is taken where necessary. The protocol was endorsed by Peter Beattie MP Premier of Queensland and became effective on 7 July 2006. In addition, Mr Beattie confirmed that the internal agency policies required to operationalise the protocol were to be progressed through the development of each agency's Disability Service Plan, to commence on 1 July 2007.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen early intervention strategies (including specific strategies for children with a disability)</p> <p>Strengthen across Govt linkages</p>
		1.7	Support the principles of the Queensland Government Carer Recognition Policy and Carer Action Plan 2006-2010	<p>The Policy and Action Plan is incorporated within policies and procedures where appropriate.</p> <p>Members service wide are aware of the Policy and Action Plan.</p> <p>Identify initiatives that enhance support for carers.</p>	July 2008	Director, Human Resource Division	<p>The Queensland Government is committed to working with communities to foster understanding of the carer role and generate more practical support for carers. In 2003 the Queensland Government launched the Queensland Government Carer Recognition Policy to declare the Government's commitment to recognising and supporting the role of carers in the community, in particular, to respect carers as individuals and as partners in care.</p> <p>The Queensland Government Carer Action Plan follows on from the recognition policy. It announces the practical steps the Government will take to implement the Carer Recognition Policy. It sets out how departments will work with carers as partners in care.</p> <p>Carers are defined by the Queensland Government Carer Recognition Policy as:....a person of any age, who without being paid, cares for another person who needs ongoing support because of a long-term medical condition, a mental illness, a disability, frailty or the need for palliative care. A carer may or may not be a family member and may or may not live with the person. Volunteers under the auspices of a voluntary organisation are not included.</p>	<p>Strengthen across Govt linkages</p> <p>Strengthen individuals, families and carers</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
2	Improve access to information about QPS services for people with a disability, their families and carers.	2.1	Develop and implement a procedure for making information about services available in formats that satisfy the communication needs of people with a disability.	The procedure is developed and approved. Members and disability related stakeholders are informed of the procedure. Information relating to the procedure is made available/ accessible on the internal and/or external websites.	July 2008	Director, Administration Division	<p>Carers play a crucial and often unsung role in the lives of people with a disability. They make an immense contribution to the wellbeing of the people they look after. Recognising and supporting carers cannot be done in isolation from assisting the person for whom they are caring. There is a need to strike a balance between the carer and the person being cared for. Helping carers is one of the best ways of helping someone they are caring for.</p> <p>Although the QPS is not an agency responsible for the key initiatives set out in the Carer Action Plan it may be able to support the principles of the Policy and Plan by identifying opportunities for enhancing its policies, procedures and services that relate to carers within the QPS and the wider community.</p> <p>Providing Queenslanders with a disability with equitable access to information is an important priority for the state government. The right of people with a disability to access information is protected through the Queensland Disability Services Act 1992, part 3, section 9(2)(e), which states that people with a disability have the right to:</p> <ul style="list-style-type: none"> any necessary support, and access to information, to enable them to participate in decisions that affect their lives. <p>These rights are strengthened and articulated in other Queensland legislation such as the Guardianship and Administration Act 2000 and the <i>Anti-discrimination Act 1991</i>.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen access to generic services to PWD</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
							<p>The QPS is also bound by the provisions of the Freedom of Information Act (FOI Act). The Act supports the concept that the community should be kept informed of government operations in its dealings with the community. Members of the community have the right to apply for access to Service documents. Therefore the Service should provide necessary assistance to individuals requesting access to documents.</p> <p>The QPS is committed to making information about its services as widely accessible as possible, where appropriate and practicable. The QPS should therefore seek to enable ready access to information about its services and activities in a format and at a time and location, of a person's choosing.</p> <p>Information needs to be delivered in many ways to suit the needs of people with a disability. The QPS should adopt an equitable but flexible approach to delivering this information. This approach should take into account those people who need the information and how they need it delivered. The outcome should be that people get the information they need in a manner that suits them.</p> <p>Developing procedures for making information on services available in formats that satisfy the needs of people with a disability supports this principle.</p>	
3	Improve opportunities for people with a disability, their families and carers to participate in consultation regarding QPS services.	3-1	Enhance internal and external consultation processes to better enable people with a disability, their families and carers to participate in discussions and decisions relating to services.	<p>Evaluate existing consultation processes.</p> <p>Potential initiatives for enhancing consultation processes are identified.</p> <p>Consultation processes are implemented.</p>	<p>July 2008</p> <p>July 2008</p> <p>July 2009</p>	All Commands, Divisions & Regions	<p>The QPS is committed to consulting the community about the type, quality and manner in which services are delivered. The QPS recognises that the consultation processes it uses must engage as many people as possible across the broad spectrum of Queensland communities. It is vital that all service consumers have equal opportunity and access to participate in consultation relating to services. Failure to provide that opportunity and access may result in inequity. Consultation should include internal representatives, Government and Non-Government organisations.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen access to generic services to PWD</p> <p>Strengthen across Govt linkages</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
		3-2	Develop and implement a procedure for conducting inclusive and accessible events and meetings for people with a disability.	<p>The procedure is developed and approved.</p> <p>Members and disability related stakeholders are informed of the procedure.</p> <p>Information relating to the procedure is made available/ accessible on the internal and/or external websites.</p>	July 2008	Director, Human Resource Division	<p>Events such as meetings, training workshops, conferences and award ceremonies are an important part of QPS services.</p> <p>Those responsible for organizing such events on behalf of the QPS should ensure they are accessible for people with disabilities - whether they are presenters or participants.</p> <p>Under both State and Federal law, making events accessible for people with disabilities is a legal requirement. However, with approximately 834,000 people with disabilities in Queensland, providing access is also an essential consideration if the QPS is to engage appropriately with people with a disability.</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen access to generic services to PWD</p>
4	Improve access to information regarding grievance and complaint mechanisms for people with a disability, their families and carers.	4-1	Enhance procedures for lodging grievances and complaints for people with a disability.	<p>Existing methods for accessing information about and procedures for lodging grievances and complaints are evaluated.</p> <p>Potential initiatives for improving methods for accessing information about and procedures for lodging grievances and complaints are identified.</p> <p>Methods for accessing information about and procedures for lodging grievances and complaints are implemented.</p>	<p>July 2008</p> <p>July 2008</p> <p>July 2009</p>	Assistant Commissioner, Ethical Standards Command	<p>Any organisation concerned with accountability requires a grievance and complaint mechanism that reports, processes, responds to, and aims to resolve dissatisfaction in an ethical, effective and efficient manner. Grievance and complaint mechanisms that are not responsive may include, for example, those that are available only in written format, those that are required to be submitted in writing only, those that require the aggrieved persons/complainants signature, and those that are investigated only if received in writing. Such mechanisms prevent many people, including people with a disability, from raising concerns about service delivery and therefore the opportunity for the organisation to address those issues. Therefore, the grievance or complaint procedure should maximise accessibility to persons with a disability, their family members, friends, advocates and other representatives. It should also promote and safeguard the rights of complainants and their representatives who lodge complaints. Grievance and complaint mechanisms should be made readily available in a range of modes and communication formats that satisfy the needs of people with a disability for example, orally and through interpreters or advocates. The grievance or complaint procedure should support Standard 7: Complaints and Disputes of the Queensland Disability Services Standards (2005). The Australian Standard for Complaints Management (AS:4269 - 1995) and International Standards for Complaints</p>	<p>Improve accountability, performance reporting and quality</p> <p>Strengthen access to generic services to PWD</p>

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
				Members service wide and disability related clients, and stakeholders are informed of the methods and procedures for obtaining information about and lodging grievances and complaints. The management of complaints and grievances according to disabilities is reviewed.	July 2009 July 2010		Management (ISO: 10002 – 2004) may be also be referenced in developing the grievance or complaint procedure.	Improve accountability, performance reporting and quality
5	QPS members are aware of the needs of people with a disability, their families and carers.	5.1	Develop and deliver appropriate disability related learning opportunities and resources.	The learning needs of members are analysed. Learning opportunities and resources are provided to members service wide. The provided learning opportunities and resources are evaluated.	July 2008 July 2009 July 2010	Director, Human Resource Division	The learning opportunities and resources developed will aim to provide QPS members with knowledge of the Service's disability policy statement, Disability Service Plan and other relevant Government policies. It will examine disability in the context of QPS employment and services and seek to describe potential barriers and initiatives to eliminate those barriers for people with a disability, their families and carers. Training may be developed and delivered in partnership with other Government agencies where specific expertise is essential.	Strengthen access to generic services to PWD Strengthen early intervention strategies (including specific strategies for children with a disability Strengthen across Govt linkages

No.	Strategy	No.	Action	Performance Indicators	Timeframe	Responsible Member/s	Commentary	Link to DSQ Strategic Directions
		6.2	Enhance systems for monitoring complaints and grievances regarding physical access to buildings for people with a disability.	<p>Current systems for monitoring and recording complaints and grievances are evaluated.</p> <p>Potential initiatives for improving systems for monitoring and recording complaints and grievances are identified.</p> <p>Initiatives for improving systems for monitoring and recording complaints and grievances are implemented.</p> <p>Complaints and grievances are reported and resolved in compliance with standards, policies and procedures.</p>	<p>July 2008</p> <p>July 2008</p> <p>July 2009</p> <p>Ongoing</p>	Director, Administration Division		Improve accountability, performance reporting and quality

PRIORITY ACTION AREAS

The QPS will assign priority to:

- **Improving access to information about QPS services for people with a disability, their families and carers.**

The QPS is committed to making information about its services as widely accessible as possible, where appropriate and practicable. The QPS should therefore seek to enable ready access to information about its services and activities in a format and at a time and location, of a person's choosing.

Information needs to be delivered in many ways to suit the needs of people with a disability. The QPS should adopt an equitable but flexible approach to delivering this information. This approach should take into account those people who need the information and how they need it delivered. The outcome should be that people are able to get the information they need in a manner that suits them.

Developing procedures for making information on services available in formats that satisfy the needs of people with a disability supports this principle.

- **Improving opportunities for people with a disability, their families and carers to participate in consultation regarding QPS services.**

The QPS is committed to consulting the community about the type, quality and manner in which services are delivered. The QPS recognises that the consultation processes it uses must engage as many people as possible across the broad spectrum of Queensland communities. It is vital that all service consumers have equal opportunity and access to participate in consultation relating to services. A lack of opportunity and access may result in inequity. Consultation should include internal representatives, government and non-government organisations.





Further Information

For inquiries concerning the Disability Service Plan, please use our online submission form at <http://www.police.qld.gov.au/Forms/contact.asp>.

Alternatively, you may telephone Police Headquarters on 3364 6464, TTY 3364 4655 or send a fax message on 3236 2359.

The postal address for Police Headquarters is:
GPO Box 1440
BRISBANE Qld 4001

Police Headquarters is located at:
200 Roma Street
BRISBANE Qld 4000



Queensland Police Service Vision Statement

We are determined to be a professional police service, dedicated to excellence and committed to working in partnership with the people of Queensland to enhance the safety and security of our community.
