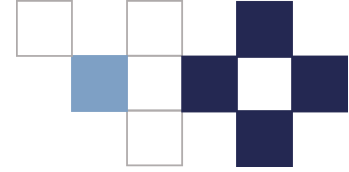
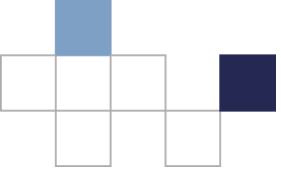


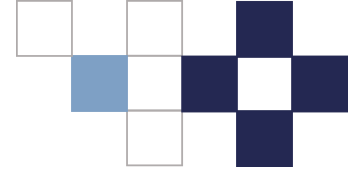

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## Acknowledgment of Country

The Queensland Police Service acknowledge First Nations peoples as the Traditional Owners and Cultural Custodians of the lands, waters, and seas across Australia, we pay our respects to Elders past and present, and recognise the role of current and emerging leaders. We recognise the First Nations peoples in Queensland are both Aboriginal peoples and Torres Strait Islander peoples, and support the cultural knowledge, determination, and commitment of Aboriginal and Torres Strait Islander communities.



## Message from the Commissioner

I am pleased to present the Queensland Police Service (QPS) Disability Service Plan 2023-2026 (DSP), which outlines our commitment to the principles of [Queensland's Disability Plan 2022-27: Together, a Better Queensland](#) and [Australia's Disability Strategy 2021-2031](#). It provides a framework for building an inclusive Queensland where everyone feels valued, safe, and supported in the community and the workplace.

Every day the QPS works tirelessly to ensure the safety and security of the community including people with disability, their families, and carers. Our DSP aims to build our capability in responding to people with disability when they come into contact with the QPS, whether as victims of crime, witnesses, suspects, people in custody, or those in need of assistance. Through each action we will strive to deliver more inclusive policing services and together create a safer better Queensland.

The QPS recognises the valuable contributions made by individual members to our organisation and to our community, embracing their diverse skills, experiences, perspectives, and knowledge. As an employer, the QPS is dedicated to fostering greater inclusivity for people with disability. We will focus our efforts on promoting and embedding a diverse workforce, where individuals from all backgrounds can pursue fulfilling careers and reach their full potential.

Building an inclusive Queensland is a responsibility shared by us all. I am proud to lead a Service committed to ensuring all people are supported and encouraged to thrive, as members of our workforce and the communities we serve.

**Shane Chelepy APM**  
**ACTING COMMISSIONER OF POLICE**



## About our Organisation

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, detecting crime, administering the law fairly and efficiently, and bringing offenders to justice. Our service users include people living with disability, their family members, and carers.

Statistically persons with disability are overrepresented at all stages within the criminal justice system both as perpetrators and victims of crime. In this context police play a critical role in ensuring that the rights of people with disability are promoted, upheld, and protected and that people with disability feel safe and enjoy equality before the law.

## About our Disability Service Plan

### Purpose

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

The DSP has clear actions, distinct measures, and clearly defined work units responsible for implementation, compliance, and oversight.

The DSP is committed to furthering the vision of Queensland's Disability Plan 2022-27 which, in turn, is aligned to the Australia's Disability Strategy 2021-2031.

## Monitoring and reporting

The QPS will report annually to the Queensland Disability and Advisory Council (QDAC) 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 the DSP 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 Australia's Disability Strategy 2021-2031.



## Context

DSPs are the Queensland Government's action plans for implementing Queensland's Disability Plan 2022-27 and provide a framework for a whole-of-government, coordinated approach to service delivery for people with disability. They sit within a broader framework which together contributes to and informs Queensland's commitment to upholding and promoting the rights of people with disability.

### United Nations Convention on the Rights of Persons with Disabilities

The [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#) was ratified by Australia on 17 July 2008, and requires 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.

### Australia's Disability Strategy 2021-2031

[Australia's Disability Strategy 2021-2031 \(ADS\)](#) calls on all Australians to create an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members in the community and focuses on seven outcome areas to achieve these commitments.

### Legislation

The Queensland Government implements the UNCRPD through the *Disability Services Act 2006*, which provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing, and encouraging their participation in community life. The *Queensland's Human Rights Act 2019* and *Anti-Discrimination Act 1991* also promote the rights of people with disabilities.

### Queensland's Disability Plan 2022-27

[Queensland's Disability Plan 2022-27: Together, a better Queensland \(QDP\)](#) sets a vision for the priorities for Queensland and aligns with the ADS. The QDP was co-designed with an All Abilities Working Party led by the Queenslanders with Disability Network comprised of people with lived experience of disability.



## Identifying and addressing issues

Queensland's Disability Plan Building Blocks have guided the QPS to identify the actions required to ensure our service delivery aligns with Australia's Disability Strategy 2021-2031.

### Co-Design

This DSP has been developed in consultation with people with disability, both within and outside of the QPS, whose voices represent lived experience perspectives and have informed our actions. Advice and guidance has been sought from government and non-government agencies who represent the disability sector in Queensland and with the QPS DisABILITY Network. The QPS DisABILITY Network is championed by QPS members with lived experience of disability. It advocates for QPS members with disability, as well as carers, families, and others who support or are connected to people with disability. It also promotes opportunities and fosters inclusive workplace conditions within the QPS for people with disability.

The DSP has also been informed by the Independent Commission of Inquiry into QPS responses to domestic and family violence and other associated reviews, such as the Women's Safety Justice Taskforce, and the voices of people with disability heard within them.

As we implement this DSP, the QPS will embed co-design in the actions that we take and incorporate the lived experiences and voices of all people with disability. We will ensure that people with disability are 'at the table' where decisions are made that impact their lives.

## Human Rights

Protecting Human Rights is everyday policing and consideration of Human Rights is enshrined in everything we do. The *Humans Rights Act 2019* guides our values and actions to promote inclusion and diversity within our organisation. The QPS aims to deliver our services to the community respecting dignity and an individuals' rights to freedom to maintain control of their lives. We commit ourselves to ensure people live free from abuse, neglect and exploitation and uphold those rights through our professional practice.

### Measurement of outcomes and impact

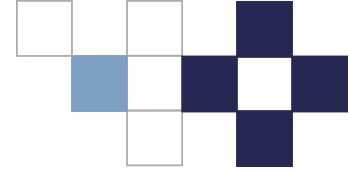
The QPS is committed to setting clear, measurable targets that are regularly monitored and reviewed to ensure accountability for the delivery of actions outlined in the DSP. These targets will be regularly monitored and reviewed to drive continuous improvement. We will provide annual reports on the implementation of the DSP and contribute to the yearly progress report for the State Disability Plan. Additionally, we will continue conducting annual equity and diversity audits to track progress and identify opportunities for further improvement.

### Cultural and systems change

The QPS will strive to grow inclusion from within by removing barriers and highlighting the capabilities of people with disability to reframe organisational cultures, attitudes, and perceptions.

All people will be treated with dignity regardless of race, cultural identity, age, or abilities. The QPS commits to partnering with the community and other agencies to respond to the overrepresentation of vulnerable people within the criminal justice system, including victim survivors of domestic and family violence. We recognise the impact that intersecting forms of





structural inequality have on a person's risk and experience of violence and are committed to ensuring the representation and inclusion of all people with disability to drive cultural and systems change.

## Disability Royal Commission

On 29 September 2023, during finalisation of the DSP, the final report for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was released. It includes 222 recommendations on how to improve laws, policies, structures, and practices to ensure a more inclusive and just society that supports the independence of people with disability and their right to live free from violence, abuse, neglect, and exploitation.

The QPS will use relevant issues, findings, and recommendations from the Disability Royal Commission to inform our future thinking and strengthen our policies and practices for people with disability.

# Our Actions

## Our service users

Our service users include all people who come into contact with the QPS. We recognise that our services must be safe and inclusive of all people and provide an excellent, person-centred, user experience and is the responsibility of all police, staff members, and volunteers who make up the QPS.

No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
1.1	Provide disability training to all employees to build our capability to respond to and support our service users with disability, their families, and carers.	The QPS will ensure training is developed and delivered, together with people with disability, to ensure barriers related to disability and intersectionality are incorporated. This will include a particular focus on training for frontline personnel to build their capability to identify our service users with disability and apply appropriate responses, communication techniques and diversionary strategies where appropriate.	Training resources delivered. Training completion rates.	Ongoing	Personal and Community Support Safety, Rights and Justice Health and Wellbeing Community Attitudes	Domestic Family Violence and Vulnerable Persons Command  Supported by People Capability Command
1.2	Strengthen communication supports for people with disability when in contact with police.	The QPS will review and promote its policies and procedures in relation to the engagement of translation and interpreter services to ensure adherence with relevant legislation and the Queensland Language Services Policy and Guidelines.  This action will include promoting the use of new information and communication technologies through QLiTE and more broadly to facilitate frontline personnel in communicating and supporting people with disability, particularly in circumstances involving domestic and family violence.	Policy and supporting resources reviewed.  Communication resources delivered.  QLiTE communication resources delivered.  Number of occasions interpreters are engaged annually.	2023-24	Safety, Rights and Justice  Inclusive Homes and Communities	Communications Culture and Engagement Division  Supported by Frontline and Digital Division





No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
1.3	Review QPS referral systems to ensure they provide timely access to support services, including for our service users with disability, their families, and carers.	The QPS will liaise with external referral partners to ensure that support services are accessible to people with disability, their families, and carers. As part of this process the QPS will work with the disability service sector to identify targeted service options for people with disability in Aboriginal and Torres Strait Islander communities, rural and remote communities, and those impacted by domestic and family violence.	Referral systems are reviewed and modified, where appropriate.  Number of targeted service providers available through QPS referral systems.	Ongoing	Personal and Community Support  Health and Wellbeing  Safety, Rights and Justice  Personal and Community Support	Domestic Family Violence and Vulnerable Persons Command
1.4	Partner with victim-centric organisations to promote services that support victims of crime who have a disability.	The QPS will continue to work with Victim Assist Queensland, partner agencies, and service providers, to increase awareness of the importance of providing relevant information and support to people with disability who have been victims of crime.	Develop a review process to monitor use and client satisfaction.  Number of referrals offered.	Ongoing	Safety, Rights and Justice  Personal and Community Support	Domestic Family Violence and Vulnerable Persons Command
1.5	Review the accessibility of QPS forms, documents, and supporting information.	The QPS will review its external facing forms and documents to identify where opportunities exist to make these more accessible to people with disability, in particular forms, documents and information generated in response to instances of domestic and family violence.  The QPS will also review its policies and procedures around the delivery, service, and explanation of forms, notices, orders, directions, and other information to identify and address barriers for people with disability.	Review of QPS forms and documents completed.  Review of policies and procedures completed.  Improvement strategies identified and implemented.	Ongoing	Safety, Rights and Justice  Inclusive Homes and Communities	Domestic Family Violence and Vulnerable Persons Command  All business areas contribute



No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
1.6	Improve communication access to police services for people with disability through the National Relay Service.	The QPS will review its training processes and procedures to ensure that 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). This will include ongoing audits of calls to ensure compliance with NRS protocols and to enhance training delivery.	Training reviewed and delivered.  Training completion rates.  Audit outcomes.	Ongoing	Personal and community Support  Health and Wellbeing	Road Policing and Regional Support Command
1.7	Review QPS data collections in relation to people with disability.	The QPS will review its current data collections, systems, and procedures around people with disability to identify where opportunities exist to enhance the QPS response to our service users with disability, their families, and carers.  This action will include the QPS identifying where data collections can be used to support evidence-based improvements to QPS service delivery and future policy development.	Audit of QPS data collections completed.  Improvement strategies identified and implemented.	Ongoing	Safety, Rights and Justice  Health and Wellbeing	Domestic Family Violence and Vulnerable Persons Command

## Our people

Our people are the police, staff members, and volunteers who make up the QPS. We recognise the importance and value of the social and economic participation of people with disability and in creating an inclusive workplace that reflects the community we serve.

No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
2.1	Implement strategies to ensure our attraction, recruitment, selection, and onboarding processes are inclusive and accessible for staff members	The QPS will partner with the National Disability Recruitment Coordinator ('Job Access') to ensure our attraction, recruitment, selection, and onboarding processes are inclusive and accessible for people with disability. This will include a review of QPS recruitment and selection guidelines and supporting resources and processes.	Partnership with National Disability Recruitment Coordinator established.  Recruitment and selection guidelines and supporting resources reviewed.  Proportion of applicants with disability for relevant roles.  Working for Queensland survey results.  QPS diversity targets.	Ongoing	Health and Wellbeing  Employment and Financial Security  Inclusive Homes and Communities  Community Attitudes	Human Resources Division
2.2	Implement diversity and inclusion initiatives.	The QPS will leverage the Queensland Human Rights Commission (QHRC) review of diversity and inclusion within the QPS, Commissioner's 100-Day Review of the QPS, and other relevant reviews and reform efforts to create a safer, more inclusive workplace where everyone is valued, respected, and empowered to fully participate.	Improvement initiatives identified and implemented.	2023-26	Health and Wellbeing  Employment and Financial Security  Inclusive Homes and Communities  Community Attitudes	All responsible business areas contribute



No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
2.3	Provide advice and support to hiring managers to ensure recruiting practices are inclusive, barrier-free and designed to accommodate the needs of a diverse workforce, including people with disability.	The QPS will provide guidance and consultation to promote awareness amongst managers of the benefits of engaging people with disability. This will include provision of materials and information to support job applicants (such as those provided by Disability Employment Services) and strategies to promote applicant care during the application and interview process.	Reasonable adjustment during the application and interview processes are accommodated wherever possible.  Resources delivered.  QPS diversity targets.	Ongoing	Health and Wellbeing  Employment and Financial Security  Inclusive Homes and Communities  Community Attitudes	Human Resources Division
2.4	Implement strategies to support the retention of employees with disability.	The QPS will review its flexible work arrangements and reasonable adjustment policies and implement strategies to ensure all employees are supported to participate fully in the QPS workplace, including employees with disability.  This will include the provision of education, engagement, and connections to support managers in making workplace adjustments and normalising workplace adjustments as part of an inclusive culture that appreciates that everyone works differently and may require adjustments at some time in their lives.	Flexible work arrangements policy is reviewed.  Reasonable adjustment policy is reviewed.  Improvement strategies identified and implemented.  QPS diversity targets.	Ongoing	Employment and Financial Security  Health and Wellbeing  Community Attitudes  Personal and Community Support	Human Resources Division



No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
2.5	Support employees with disability in their learning, development, and career progression.	The QPS will continue to support employees with a disability to optimise their development through regular, person-centred, constructive, and positive conversations about their development and performance (DAP). Through this process supervisors will work together with employees to identify flexible training, education, and development opportunities and empower employees with disability to take charge of the personal development and career progression.	Learning and development policy delivered.  Working for Queensland survey results.	Ongoing	Employment and Financial Security  Health and Wellbeing  Inclusive Homes and Communities	All Managers and Supervisors
2.6	Promote and recognise the role played by people with disability within the QPS.	The QPS will actively promote and provide opportunities for employees to participate in Disability Action Week and other days of significance to celebrate people with disability and the contributions they make in our families, communities, workplaces and to our state's economy.  The QPS will also work to strengthen and promote the QPS DisABILITY Network and the important role it plays in supporting the employment of people with disability, including through our Disability Champions.  The QPS will continue to encourage employees to update their equity and diversity information in Aurion ESS.	Promotion of and participation in days of significance.  Good news stories shared.  Aurion ESS completion rates.	Ongoing	Safety, Rights and Justice	Communication Culture and Engagement Division

## Our places

Our places are the places and spaces where we work and provide our services. It includes our online places including websites, social media and engagement platforms, and online meeting places. We recognise that our places must be accessible and inclusive for all.

No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
3.1	Ensure all QPS digital services content is accessible and meets contemporary Australian standards of web accessibility.	<p>The QPS will raise awareness of the Queensland Government accessibility guidelines and standards for websites.</p> <p>The QPS will also promote the Australian Government Easy Read Style Manual to ensure more people have access to information. In particular, information and communications about preparing for and responding to emergencies and natural disasters and for people with disability in the criminal justice system.</p>	<p>Internal communication of guidelines and standards</p> <p>All web content and forms are accessible in accordance with Queensland Government Guidelines.</p> <p>Internal communication of the Easy Read Style Manual.</p> <p>Resources developed in Easy Read format.</p> <p>Internal communication of Microsoft accessibility features.</p>	Ongoing	<p>Safety, Rights and Justice</p> <p>Education and Learning</p> <p>Inclusive Homes and Communities</p>	<p>Communication Culture and Engagement Division</p> <p>Supported by Frontline and Digital Division</p>
3.2	New buildings and facilities continue to be designed and constructed to provide suitable accessibility for employees and service users with disability.	The QPS will adopt universal design principals for new buildings and facilities that are designed and constructed to ensure that they can be accessed, understood, and used to the greatest extent possible by all people, including people with disability.	Monitor adherence to Universal design.	Ongoing	Inclusive Homes and Communities	Organisational Capability Command



No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
3.3	Identify and remove barriers to accessibility in existing buildings and facilities via refurbishment.	The QPS will conduct accessibility audits of buildings and facilities to ensure compliance with relevant legislation, standards, and guidelines to ensure people with disability have dignified equitable access.	Number of audits completed.  Number of facility adjustments completed.	Ongoing	Inclusive Homes and Communities  Health and Wellbeing	Organisational Capability Command
3.4	Ensure QPS events and meetings are accessible and inclusive.	The QPS will promote Queensland Government information resources to ensure our events and meetings are accessible and inclusive of people with disability, whether as presenters or participants.	Information resources identified and promoted.  Good news stories shared.	Ongoing	Inclusive Homes and Communities  Community Attitudes  Health and Wellbeing	Human Resources Division
3.5	Personal emergency evacuation plans to be included in QPS management audits.	The QPS will review workplace health and safety (WHS) audits and reviews, and emergency evacuation plans and drills to ensure inclusion of appropriate content that relates to persons with disability.	Disability considerations included in WHS plans, implementation and review activities.	Ongoing	Health and Wellbeing  Inclusive Homes and Communities	Safety Strategy Division  All business areas contribute

## Our community

We recognise that the actions and activities of government and community-based organisations should be inclusive of the whole community, and the requirements of those in all regions. We will work with our community, stakeholders, and partners to build positive community attitudes towards people with disability.

No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
4.1	Ensure disaster management plans, resources and preparedness information is inclusive of people with disability.	The QPS will ensure disaster management information is provided in an accessible format for all people, including people with disability.	All disaster management resources are in accessible formats.	Ongoing	Safety, Rights and Justice  Personal and Community Support  Health and Wellbeing	Emergency Management and Coordination Command
4.2	Plan to deliver a safe, secure, and inclusive environment to host the 2032 Olympic and Paralympic Games for all, including people with disability, their families, and carers.	The QPS will collaborate with partner agencies, community groups and other stakeholders to ensure inclusive principles and actions are embedded into the planning and delivery of the Olympic and Paralympic Games.	Interagency, community and stakeholder partnerships established.	Ongoing	Inclusive Homes and Communities  Personal and community Support	Olympic and Paralympic Games Group





No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
4.3	Ensure that the QPS response to domestic and family violence and sexual violence addresses the needs of people with disability.	The QPS will ensure its response in addressing recommendations from the Independent Commission of Inquiry into QPS responses to domestic and family violence (DFV COI), the Women's Safety and Justice Taskforce's 'Hear her voice' reports (WSJTF), the Mazerolle Review and other related reports and inquest recommendations are responsive to the needs of people with disability, in particular women with disability and First Nations women with disability.	Strengthen the Domestic Family Violence and Vulnerable Persons Command (DFV COI Rec 4).	2024-25	Inclusive Homes and Communities Safety, Rights and Justice	Domestic Family Violence and Vulnerable Persons Command
			Establish additional DFV Officers across Queensland (DFV COI Rec 6).	2024-25	Personal and Community Support Health and Wellbeing	
			Establish a Domestic Family Violence and Vulnerable Persons Unit in each District (DFV COI Rec 7).	2023-25	Community Attitudes	
			Review QPS DFV risk assessment processes in consultation with First Nations stakeholders and people with lived experience of DFV (WSJTF Report 1 Rec 35).	2024-26		
			Develop community awareness and preparedness inductions for members posted to remote locations in consultation with community (DFV COI Rec 55).	2024-25		First Nations Division
			Develop and deliver specialist DFV and sexual violence training (Various Recs).	Ongoing		People Capability Command



No	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsibility
4.3	Ensure that the QPS response to domestic and family violence and sexual violence addresses the needs of people with disability.	The QPS will ensure its response in addressing recommendations from the Independent Commission of Inquiry into QPS responses to domestic and family violence (DFV COI), the Women's Safety and Justice Taskforce's 'Hear her voice' reports (WSJTF), the Mazerolle Review and other related reports and inquest recommendations are responsive to the needs of people with disability, in particular women with disability and First Nations women with disability.	Improve the processes for reporting of domestic and family violence at police stations (DFV COI Rec 29).	2023-25	Inclusive Homes and Communities Safety, Rights and Justice	Organisational Capability Command
			Review and amend QPS operational policies and procedures around the investigation of sexual offences together with people with disability (WSJTF Report 2 Rec 30 and 95).	2023-25	Personal and Community Support Health and Wellbeing Community Attitudes	Crime and Intelligence Command Supported by Organisational Capability Command
			Develop a 'Safe System Pathway' to ensure safer reporting experiences for victim-survivors of sexual violence (WSJTF Report 2 Rec 26).	2026-28		
			Deliver key actions under the <a href="#">QPS Sexual Violence Response Strategy 2023-2025</a> (Various Recs).	2024-25		