

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.

We continue to **strengthen communication supports** for people with disability:

- We have reviewed our language services policy, procedures and information resources to provide clearer support to officers on the use of interpreters and translators. This includes people who cannot or have difficulty communicating in English, are deaf or hearing impaired and rely on Australian Sign Language (Auslan), or otherwise require assistance to communicate effectively.
- Our frontline officers have access through their QLiTE devices to the National Relay Service (NRS) and Auslan Signbank apps to facilitate communication with deaf, hearing impaired or speech impaired service users.
- All our Communication Centre Operators learn the NRS as part of their training.



The QPS **Police Referrals** program allows officers to connect members of the community with over 500 external support providers covering multiple vulnerabilities including DFV, mental health, homelessness and victim support. During 2023-24 the QPS made over 1,400 referrals to Victim Assist Queensland (VAQ) for persons identifying with

disability, ensuring that we continue to connect victims of crime with information and advice about support services, victims' rights and financial assistance.

Our **Youth Crime Taskforce** continues to work collaboratively with partners to tackle the complex causes of youth crime, including key support services focusing on health, education, disability services and First Nations initiatives.

The QPS continues to promote and deliver **information and training to build the capability of our people to respond to and support people with disability**, including:

- The QPS 'Empathy in Action' Online Learning Product (OLP) is compulsory for police and other frontline staff. This OLP helps our people provide a victim-centric and trauma-informed response to all persons who seek help, including women, children, First Nations persons, culturally and linguistically diverse persons, LGBTQIA+ persons, and persons with disability.
- Our QPS Police Recruit Training Program incorporates training on responding to vulnerable persons, including persons with disability.
- 'An interactive training module for Australian police' developed by Autism Spectrum Australia and Alight Solutions, provides participants with an awareness of what to expect and how to manage situations that might arise when dealing with members of the community on the autism spectrum.
- The 'SBS Inclusion Program on Disability' developed with the Australian Network on Disability, Northcott Disability Services and University of Queensland Workforce Diversity and Inclusion team to help organisations welcome people with disability and build more inclusive workplaces.
- WWILD online training modules. WWILD is an organisation that supports people with intellectual or learning disabilities who are victims or survivors of sexual violence or victims

of crime and is a critical partner working with us to make our services safer and more inclusive.

- Our QPS 'Elder Abuse 5MILE' product highlights the issue of elder abuse and provides police and other frontline staff with tools to assist in effectively speaking to and interacting with vulnerable elderly victims.
- The 'Dementia Training for First Responders' product produced by Dementia Training Australia giving first responders a better understanding of dementia including common symptoms and how dementia affects the brain and behaviour.

Sensory tool kits were distributed to QPS Districts. The program was launched at Rosewood Station, Southern Region incorporating an information session to provide our frontline with a better understanding of neurodivergence and improved engagement strategies.



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.

During 2023/24 key disaster management functions transitioned from Queensland Fire and Emergency

Services into the QPS. The QPS continues to review our disaster management plans, resources and preparedness information to ensure they are inclusive of people with disability. At the local level, the QPS **work with community to prepare for disaster events**, like the 'Building Inclusive Disaster Resilient Communities' event hosted by the Lockyer Valley Regional Council and the Queensland Disability Network.

The QPS continued to **deliver crime prevention programs** and prevention support and advice in our communities, including for people with disability. An example of this is the QPS safety talk delivered to members of the 'Latch-On' program Toowoomba, established for young adults with intellectual disability. *'The only downfall for police is receiving the overwhelming amount of positivity that we get back from the participants.'*

The QPS continued to work in partnership with stakeholders to plan to deliver a safe, secure and inclusive environment to host the **Olympic and Paralympic Games 2032**, ensuring accessibility and inclusion principles are embedded into everything we do.

The QPS continued to implement reform and transformational change to our responses to **domestic and family violence (DFV) and sexual violence**, including for people with disability. We are committed to addressing the recommendations made by the Independent Commission of Inquiry into QPS responses to DFV, the Women's Safety and Justice Taskforce's 'Hear her voice' reports, the Mazerolle Review and other associated reports and inquest recommendations and detailed further on the [QPS website](#).



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.

In July 2023, the QPS commenced a **12-month partnership with JobAccess** to help ensure our attraction, recruitment, selection, and onboarding processes are inclusive and accessible. We have also connected our employees with workshops and seminars on building inclusive work environments and unlocking the potential of a disability-confident culture hosted by the Australian Government Department of Social Services, JobAccess and the Department of Energy and Climate.

In February 2024 we started **tracking staff member applicant data** as part of our Equity and Diversity Audit. It showed that 3.6% of staff member applicants identified as a person with disability; a figure on which we will improve.

In April 2024 we established **quarterly Disability Service Plan stakeholder meetings** for representatives and interested parties from across the QPS. These meetings provide our people with an opportunity to hear from external presenters, showcase work being delivered across QPS and share knowledge, experience and learnings.

The QPS continues to see **progress towards our target of 6% for non-operational employees with disability** which has increased from 3.1% on 30 June 2023 to 4.8% on 30 June 2024.

We continue to **raise awareness and provide opportunities for our people to participate** in Disability Action Week and other days of significance, including:

- Disability Action Week (November 25 to December 2) supporting an immersive experience and interactive display in Police Headquarters and QPS Workplace posts encouraging staff to update their diversity data in Aurion ESS to enable a better understanding of diversity across our workforce.

- World Autism Day (April 2) sharing an Aspect (Autism Spectrum Australia) video and links to their interactive training module.
- World Down Syndrome Day 2024 sharing CoorDown's 'Assume that I can' video busting negative assumptions about people with Down Syndrome.
- Auslan Day (13 April) coming together in Police Headquarters for cupcakes, engagement and activities to raise awareness.



We have started our journey towards amalgamating the Accessibility Advisory Network and Disability Link to establish a new **QPS Disability Network**; coming together to foster a more inclusive and supportive QPS for all people with disability.

In September 2023 two QPS members were acknowledged at the **Queensland Work Well Awards**. Senior Constable John Kenworthy, who was blinded during a work injury in 2020, won the [Injured Worker Achievement Award](#) and Lynne Brown won [Best Individual contribution to rehabilitation and return to work](#). They are pictured here with former Commissioner of Police Katarina Carroll and Inspector Michael Moate.



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.

Our Property and Facilities Team continues to work with local police undertaking **accessibility audits** and prioritising building works to improve accessibility for all people, including those with disability. Two new QPS buildings have been delivered, designed and constructed applying **universal design principles** prioritising accessibility to all, including members of the community and our employees with disability.

We are working hard to ensure **inclusive and accessible communications**, engagement and information resources by:

- Incorporating a range of communication options when organising meetings e.g. MS Teams (with Live Captions), telephone and face to face.
- Developing documents and written materials in accessible formats with searchable text that interacts with assistive technology.
- Designing our internal and external website content in accordance with web writing and Government Style Guides. This ensures our content is written in plain English, customer focused and published in accessible formats with searchable text.
- Developing bespoke planning products (e.g. maps) which address specific user requirements (e.g. colour blindness) and feature text metadata to support accessibility.
- Promoting accessible 'Easy Read' resources to increase access to important information, including for example the [Queensland Government Domestic and Family Violence: What you need to know](#) resource.



Tara Police Station upgrade. Tara Police Station within our Southern Region was recently upgraded with a new entrance and accessibility ramps.



Cooroy Police Station. The new Cooroy Police Station, North Coast Region, which the community helped design, was delivered by the QPS Capital Works Program.



Caloundra South Police Station. The new Caloundra South Police Station, North Coast Region was completed within the new emergency services precinct at the heart of the Caloundra South community, ensuring all our communities are safe and feel safe.