

Our commitment

The Queensland Police Service (QPS) is committed to keeping our communities safe and feeling safe, with a continued focus on supporting and including people with disability and strengthening our ability to serve through our core values.

The QPS will be reviewing our **Disability Service Plan** in 2026 to ensure Queenslanders with disability, whether they are members of our workforce or community, are treated fairly, included, and supported.



Image 1: QPS Commissioner Stephan Gollschewski with members of the QPS DisABILITY Network celebrating Disability Action Week 2024.

Our Service Users

We recognise that our services must be safe and inclusive of all people who come into contact with the QPS, providing an excellent, person-centred, user experience.

We continue to **strengthen communication supports** for people with disability. Over 12,000 QLITE devices now give officers access to apps like the National Relay Service and Auslan Signbank, improving communication with people who are deaf or hard of hearing, as well as those with speech impairments.

The **QPS Police Referrals program** connects individuals to over 500 support services for issues such as domestic violence, mental health, homelessness, and victim support. In 2024-25, over 1,690 referrals were made to Victim Assist Queensland for persons identifying with disability, an increase of 15.9% compared to the previous year,

demonstrating our growing ability to connect individuals with the support they need.

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:

- **Cultural Safety Framework.** The QPS is leading Australian policing with the development of a Cultural Safety Framework. This first-of-its-kind initiative integrates considerations of culture, race, gender, and disability to promote respectful, inclusive, and safe engagement with all communities.
- **Inclusive Practices Workshop.** Key decision makers from 21 business areas and the DisABILITY Network participated in a Carers Queensland workshop to explore practical ways to enhance inclusion across the QPS and community.



Image 2: Members of the QPS participating in a Carers Queensland workshop to improve opportunities for people with disability.

- **Disability-Inclusive Training.** QPS frontline training programs embed trauma-informed and victim-centric approaches tailored to the diverse needs of individuals, including those with disability:
 - **Empathy in Action.** Mandatory training for police and frontline staff to ensure trauma-informed, victim-focused responses that are sensitive to the needs of all people, including people with disability.
 - **Police Recruit Training.** Includes modules on engaging with vulnerable persons, including those with disability.

- **Coercive Control and Vulnerability.** Training emphasises appropriate responses to individuals with cognitive, psychosocial, or physical impairments.

Our community

We acknowledge that the actions and initiatives of government and community-based organisations must be inclusive of all people, across every region. We are committed to working collaboratively with our community, stakeholders, and partners to foster positive attitudes towards people with disability.

The QPS has partnered with the Australian MedicAlert Foundation to launch the **Safe and Found** initiative in Queensland. This program helps police locate people with dementia, autism, or other cognitive impairments who may go missing, by providing authorised officers with access to vital information. The program has already demonstrated its effectiveness, with one case resolved within two hours using MedicAlert data.

- For more information about the Safe and Found initiative or to sign up a family member or loved one, visit: www.safeandfound.org.au.

In late 2024, QPS published interim versions of the **State Disaster Management Plan** and related guidelines, along with over 50 supporting resources. All materials were developed with accessibility in mind, incorporating features such as colour-blind-friendly design and enhanced text metadata to ensure inclusivity.

The QPS participated in the **Challenge Games**, an event that brought together 900 young people from across North Queensland. The event promotes inclusion by welcoming all youth, including those living with disability, to participate in athletics and activities. QPS members were proud to support this initiative, which fosters a sense of belonging and celebrates the abilities of all participants.

The new **landscape gardening crew at Coomera Police Station** is contracted through a profit-for-purpose organisation that supports employment opportunities for people with disability. This

initiative fosters community engagement and proactively supports inclusion in the workplace.

QPS Police Liaison Officers (PLOs) continue to build and develop our **strong community partnerships** through events, cultural consultations, and outreach activities. These partnerships help the QPS foster connections with diverse groups, including people with disability, to promote inclusion and mutual understanding.

- Interested in becoming a PLO and making a difference in your community? Visit our [PLO recruitment page](#) to learn more.



Image 3: PLO Bulle and Mundanzi assist at Townsville Sailability, a local non-profit that offers sailing coaching for people with disability.

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.

During Disability Action Week 2024, the QPS proudly celebrated the launch of the **QPS DisABILITY Network**, an employee-led initiative bringing together employees with disability, carers, and allies. As part of the celebrations, the network organised the **Police Recruit Challenge** at the QPS Police Academy in Oxley, where police recruits teamed up with Paralympians and 'Fight for Balance' All Star Athletes to participate in activities such as the Assault Bike Challenge and Para Swim Relays.

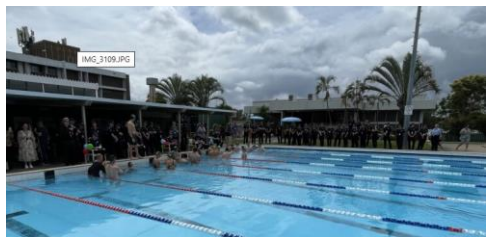


Image 4: QPS Disability Action Week 2024 Para Swim Relays at the Oxley Police Academy.

Workplace posts during Disability Action Week also encouraged our people to **update their diversity data in Aurion ESS**, enabling a better understanding of diversity across our workforce. These posts reached over 7,100 members.

We continued our **partnership with the National Disability Recruitment Coordinator**, established in July 2023. This partnership supports us in reviewing and refining our QPS recruitment and selection resources and procedures to ensure they remain contemporary and enable our people to conduct inclusive recruitment processes.

We **monitor and track progress towards supporting and recognising** our people with disability, including:

- **Working for Queensland Survey:** Results from the survey revealed that 6% of police officers

and 11.3% of staff members identified as a person with disability, highlighting the diversity within our workforce.

- **Target for non-operational employees with disability.** Our target for non-operational employees with disability remains at 6%. While the percentage of non-operational employees with disability remained steady at 4.8% between June 2024 and June 2025, we are encouraged by an increase in the proportion of applicants identifying as a person with disability, which rose by 0.2% to 3.9%.
- **Annual audits.** The annual QPS Equity and Diversity Audit allows us to continuously monitor accessibility, inclusion, and belonging for our people with disability, ensuring we identify areas for improvement.

Since April 2024, **quarterly Disability Service Plan stakeholder meetings** have been run, uniting representatives from across the QPS to engage with guest speakers, highlight current initiatives, and exchange valuable insights and experiences.

Staff Member Panel Training was introduced in early 2024 and further enhanced throughout 2024-25 to ensure our recruitment practices are inclusive and free from barriers. The training is designed to meet the needs of a diverse workforce, including people with disability. Of the 650 participants who completed the training, 12 proudly self-identified as having a disability.



Image 5: Staff Member Panel Training session.

The **Workplace Adjustment Policy** was updated in consultation with employees with lived experience of disability. This update has contributed to clearer procedures for requesting and assessing workplace adjustments, as well as improved tracking to ensure accountability in decision-making.

In 2024-25, 1,450 QPS employees accessed the **SelfRefer Program**, a voluntary and anonymous service offering confidential psychological support through a network of 476 external providers across Queensland. The program acknowledges the impact of non-visible disabilities and addresses a broad range of mental wellbeing concerns. It also allows members to request the inclusion of specific providers to access specialised support tailored to their needs.

Our Places

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

We are committed to creating **inclusive and accessible communication, engagement, and information resources** that meet the diverse needs of our community and workforce. Key initiatives include:

- **Emergency evacuation plans.** We've integrated mandatory checks that specifically consider the needs of people with disability, ensuring greater preparedness and enhanced safety during emergencies.
- **Accessibility compliance.** We achieved an outstanding 99% compliance with the Web Content Accessibility Guidelines. This surpasses benchmark standards for public website content. This reflects our commitment to delivering clear, customer-focused web content that is user-friendly and accessible.
- **Promoting digital accessibility.** We actively promote and share tools like the Microsoft Word Accessibility Check and offer digital accessibility training through Vision Australia to empower our teams to create inclusive and accessible digital resources.
- **Easy Read Disability Services Plan.** To ensure vital information is accessible to all, we've developed an Easy Read version of our Disability

Services Plan, demonstrating our commitment to inclusivity and accessibility.

The Property and Facilities Team continues to collaborate with local police to conduct accessibility audits and prioritise building upgrades that **enhance access and amenities for all individuals**. Eight QPS facilities have been completed, incorporating universal design principles to ensure inclusive access for both community members and employees with disability.



Image 6: The new Rosewood Police Station, Southern Region (17km west of Ipswich). It promotes open and inclusive community access and engagement to the growing population of 15,000 residents in the area.



Image 7: The new Dayboro Police Station, North Coast Region, was built in consultation and support of the local community.



Image 8: The new Clermont Police Station, Central Region (380km inland from Rockhampton) replaces the old Clermont station built in 1939. The new build contributes to continued community engagement and proactive activities such as school programs and driver licensing.