



Queensland Police Service

Disability Service Plan 2026—2027



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Look to the Stars

"As we look to the stars, the Guiding Constellation lights up the sky, illuminating our way forward through trust, relationships and respect."

Created in collaboration with a purpose built working group representing a cross section of the Aboriginal and Torres Strait Islander community and the Queensland Police Service.

Acknowledgement of Country

The Queensland Police Service respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We recognise their connection to land, sea, and community. We pay our respects to them, their cultures, and to their Elders, past present and emerging.

Human Rights Statement

The Queensland Police Service is committed to respecting, protecting, and promoting human rights in our decision-making and actions.



Message from our Commissioner

I am committed to listening to our communities and understanding what matters most. Our shared purpose is to keep Queenslanders safe by delivering effective policing and community safety services, fostering a healthy and inclusive workforce, and building strong, respectful community relationships.

The Disability Service Plan (DSP) aligns with *Queensland's Disability Plan 2022-2027: Together, a Better Queensland*, and reaffirms our commitment to ensuring the safety, inclusion, and wellbeing of people with disability, their families, and carers.

The DSP focuses on enhancing our ability to support people with disability in all interactions with the Queensland Police Service, whether as victims, witnesses, suspects, or individuals seeking assistance. Through these efforts, we aim to deliver more inclusive services and contribute to a safer, stronger Queensland.

As an employer, we are dedicated to fostering a diverse and inclusive workforce where people of all abilities can thrive and achieve their full potential. We recognise the valuable contributions of people with disability within our organisation and the broader community, and we embrace their diverse skills, experiences, perspectives, and knowledge.

Building an inclusive Queensland is a shared responsibility, and I am proud to lead a Service committed to ensuring everyone is supported to thrive.

Together, side by side we can make Queensland a safer and more inclusive place for everyone.

- Brett Pointing, Acting Commissioner



About our Organisation

The Queensland Police Service (QPS) is committed to keeping Queenslanders safe, supporting our people, and building strong and trusted relationships with communities and partners. QPS delivers policing and community safety services so people are safe and feel safe.

Our service users include people with disability, as well as their families and carers. People with disability are diverse and active members of our community with different experiences, strengths, and needs. They may interact with police for a range of reasons, including as victims of crime, witnesses, suspects, people in custody, or those in need of assistance.

QPS also plays an important role in emergency and disaster response across Queensland. This includes working with community before, during and after events such as floods, cyclones, and other critical incidents. It is important that people with disability can access timely, information and support in ways that meet their needs.

In this context, the QPS play an important role in promoting and protecting the rights of people with disability. This means recognising their rights, autonomy, and dignity, and treating people fairly and respectfully, without discrimination. It also means working to identify and remove barriers so people with disability can access police and community safety services on an equal basis.

About our Disability Service Plan

Purpose

The QPS is dedicated to working with 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.

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 an annual progress report on the implementation of *Queensland's Disability Plan 2022–27: Together, a better Queensland* (Queensland's Disability Plan). Information from these reports will be shared with the Australian Government and other state and territory governments as part of reporting on Queensland's commitment to *Australia's Disability Strategy 2021-2031* (Australia's Disability Strategy).

Interim Plan

This DSP has been developed as a one-year interim plan. It provides a short-term approach while *Queensland's Disability Plan* reaches its conclusion and a new state plan is developed.

This approach maintains a strong focus on community safety, including the safety of people with disability, their families, and carers. It ensures continuity of action and accountability while allowing the QPS to align with the next Queensland disability plan.

It also reflects recent changes, including the 2024 establishment of Marine Rescue Queensland (MRQ) and transition of the State Emergency Service (SES) into QPS.

Context

Disability Service Plans (DSPs) are the Queensland Government's action plans for implementing *Queensland's Disability Plan*, providing a coordinated, whole-of-government framework to uphold and promote 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](#) 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, including:

- Employment and financial security
- Inclusive homes and communities
- Safety, rights and justice
- Personal and community support
- Education and learning
- Health and wellbeing
- Community attitudes

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](#) sets a vision for the priorities for Queensland and aligns with *Australia's Disability Strategy*. The Plan was co-designed with an All Abilities Working Party led by the Queenslanders with Disability Network comprised of people with lived experience of disability.



John Kenworthy (Senior Constable) educates recruits with his experience as a blind person.

Identifying and addressing issues

Queensland's Disability Plan building blocks guide the QPS to identify the actions required to ensure our service delivery aligns with Australia's Disability Strategy.

Co-design

This DSP has been developed in consultation with people with disability, both within and outside of the QPS. Their voices and lived experience have informed our actions.

We have sought advice from government and non-government agencies across the disability sector, as well as the QPS disABILITY Network. The network is championed by QPS members with disability, as well as carers, families, and others who support or are connected to people with disability. It also promotes inclusive and accessible workplace practices across the QPS.

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 people with disability. We will ensure that people with disability are 'at the table' where decisions are made that impact their lives.

Measurement of outcomes and impact

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. This includes activities such as annual workforce equity and diversity audits to track progress, identify gaps, and inform improvements for people with disability.

Human Rights

Protecting Human Rights is central to policing and community safety, and is embedded in everything QPS does. The *Humans Rights Act 2019* guides our decisions and actions, supporting inclusion, diversity, and fair treatment across our services and our organisation.

The QPS aims to deliver policing and community safety services to the community in ways that respect dignity, autonomy, and people's rights to make decisions about their own lives. We commit ourselves to ensuring people live free from abuse, neglect and exploitation and upholding those rights through our professional practice.

Cultural and systems change

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.

QPS is committed to collaborating with the community and partners to improve community safety by responding to the overrepresentation of vulnerable people within the criminal justice system, including victim survivors of domestic and family violence. This includes taking a coordinated, systems approach and ensuring our policing and community safety services are accessible and inclusive for people with disability. We recognise that intersecting forms of structural inequality can increase a person's risk of harm and shape their experience with policing and community safety responses.

Disability Royal Commission

The Queensland Government has acknowledged the significance of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. It has accepted 104 recommendations that are relevant to Queensland, either in full, in part, or in principle.

QPS will support implementation of these recommendations and continue to use relevant findings to inform our actions. This will strengthen our policies, practices, and service delivery for people with disability.



Impact areas

By focusing on our impact areas when developing plans, programs and services, we will ensure we are inclusive of our disability community and fulfill our commitment to addressing barriers to inclusion across these impact areas.

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.

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.

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 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.

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	Responsible Area
Our service users						
1.1	Provide disability information and training to build workforce capability to respond to and support service users with disability, their families, and carers	The QPS will review, develop, and deliver information and training that helps break down barriers related to disability and intersectionality. The training will focus on equipping the workforce, particularly frontline personnel, with the skills to identify and engage with service users with disability according to their needs. This includes applying a person-centred, trauma-informed approach and using appropriate communication, responses, and diversionary strategies.	Information and training resources developed and delivered. Training delivered.	2026-2027	Personal and Community Support Safety, Rights and Justice Health and Wellbeing Community Attitudes	Domestic Family Violence & Community Engagement Group Recruiting & Development Command
1.2	Support implementation of the Disability Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability (DRC)	The QPS will work with other agencies, stakeholders, and people with disability to design, implement, and evaluate strategies that improve responses to people with disability.	Partnership arrangements developed.	2026-2027	Personal and Community Support Safety, Rights and Justice Health and Wellbeing Community Attitudes	Domestic Family Violence & Community Engagement Group
1.3	Strengthen communication supports for people with disability	The QPS will review and promote its policies and procedures for translation and interpreter services to ensure alignment with the Queensland Language Services Policy and Guidelines. The QPS will explore and promote accessible information and communication tools for the frontline, which can be made available through QLiTE or other systems to support people with disability.	Policy and supporting resources reviewed. Communication resources delivered. QLiTE communication resources available to the frontline.	2026-2027	Safety, Rights and Justice Inclusive Homes and Communities	Domestic Family Violence & Community Engagement Group
1.4	Review the accessibility of QPS forms, documents, and supporting information	The QPS will review external-facing forms and documents to identify opportunities to improve accessibility for people with disability. The QPS will review its policies and procedures for developing and delivery of QPS forms, documents, and supporting information to emphasise the use of clear, simple language and address barriers faced by people with disability.	External-facing forms and documents reviewed for accessibility. Policy and procedures reviewed.	2026-2027	Safety, Rights and Justice Inclusive Homes and Communities	Domestic Family Violence & Community Engagement Group

No.	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsible Area
Our service users						
1.5	Partner with victim-centric organisations to support victims of crime with disability	The QPS will continue working with Victim Assist Queensland, partner agencies, and service providers to raise awareness of, and access to, the tailored supports available for people with disability who are victims of crime.	Partnership arrangements developed. Number of referrals to support services.	2026-2027	Safety, Rights and Justice Personal and Community Support	Domestic Family Violence & Community Engagement Group
1.6	Enhance the care and management of people with disability in police custody	The QPS will review existing resources, guidelines, and training for watchhouse staff in consultation with disability stakeholders and subject matter experts to identify gaps and implement improvements. The review aims to strengthen practices to uphold the rights, safety, and dignity of people with disability in custody, considering their individual needs.	Resources and guidelines delivered. Training delivered.	2026-2027	Safety, Rights and Justice Personal and Community Support Health and Wellbeing	Far Northern Region
1.7	Improve access to police services through the National Relay Service (NRS)	The QPS will review training processes to ensure all communications centre officers and emergency dispatchers are aware of the NRS services and related procedures.	Training delivered.	2026-2027	Personal and community Support Health and Wellbeing	Emergency Response & Coordination Command

Actions - 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	Responsible Area
Our people						
2.1	Ensure staff member and volunteer recruitment and onboarding processes are inclusive and accessible	The QPS will ensure that attraction, recruitment, selection, and onboarding processes are inclusive and accessible for people with disability, including access to reasonable adjustment. The QPS will provide guidance and support to hiring managers and volunteer coordinators to build capability and confidence in inclusive recruitment practices, informed by feedback, and lived experience.	Improvement strategies implemented. Proportion of staff member applications from people with disability. Improvement in workforce survey results. Progress against QPS diversity targets.	2026-2027	Health and Wellbeing Employment and Financial Security Inclusive Homes and Communities Community Attitudes	Workforce Management & Wellbeing Division State Emergency Services Marine Rescue Queensland
2.2	Implement strategies to reduce the barriers to accessing flexible work arrangements	The QPS will review the flexible work policies and procedures to ensure a consistent and supportive approach that improves access to flexible work arrangements and enables all members of the workforce, including those with disability, to fully participate.	Policies and procedures reviewed. Improvement strategies implemented. Improvement in workforce survey results.	2026-2027	Employment and Financial Security Health and Wellbeing Community Attitudes Personal and Community Support	Workforce Management & Wellbeing Division
2.3	Create a culture of belonging and inclusion across the QPS	The QPS will embed the Belonging & Inclusion Framework to build a healthy, engaged, and inclusive workplace where everyone, including people with disability, feel valued, supported, and empowered to succeed.	Improvement in workforce survey results.	2026-2027	Health and Wellbeing Employment and Financial Security	Policy & Insight Division
2.4	Celebrate the contributions of people with disability across the QPS	The QPS will promote participation in Disability Action Week and other significant events to recognise the contributions of people with disability. The QPS will strengthen the QPS disABILITY Network to better support people with disability, their families, carers, and allies. The QPS will encourage the workforce to update their equity and diversity information in Aurion ESS and participate in workforce surveys to improve visibility, understanding, and outcomes for all our people, including people with disability.	Participation in days of significance. Good news stories shared. Aurion ESS completion rates. QPS disABILITY Network engagement. Workforce survey participation rates.	2026-2027	Safety, Rights and Justice	Workforce Management & Wellbeing Division

No.	Action	Detail	Measurement	Timing	ADS Outcome Area	Responsible Area
Our people						
2.5	Support the wellbeing of our workforce, including people with disability	The QPS will continue to promote and enhance the QPS Employee Assistance Program (EAP) and wellbeing services, adopting a person-centred approach to support its diverse workforce, including tailored assistance for people with disability and carers. The QPS will also ensure its response to safety and wellbeing-related recommendations from the Commissioner's 100-Day Review and the Ministerial Charter Letter are responsive to the needs of a diverse workforce, including people with disability.	Inclusive safety and wellbeing services available.	2026-2027	Health and Wellbeing	Workforce Management & Wellbeing Division
2.6	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.	2026-2027	Employment and Financial Security Health and Wellbeing Inclusive Homes and Communities	Workforce Management & Wellbeing Division All Managers and Supervisors

Actions - 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	Responsible Area
Our places						
3.1	Ensure QPS websites and digital content are accessible	The QPS will promote the Queensland Government's accessibility guidelines for websites, Microsoft accessibility features, and the Australian Government Easy Read Style Manual to improve access to information.	Accessible guidelines, standards, and features promoted. Accessibility audits of websites and digital content completed. Web content and forms updated to meet Queensland Government accessibility guidelines.	2026-2027	Safety, Rights and Justice Education and Learning Inclusive Homes and Communities	Media & Communications Division
3.2	Improve accessibility and inclusivity across all QPS buildings and facilities	The QPS will apply universal design principles to ensure new buildings and facilities are accessible and inclusive for all people, including those with disability. The QPS will conduct accessibility reviews of existing buildings and facilities as a part of business as usual proposed upgrades or refurbishment works.	Universal design principles applied to new buildings and facilities. Accessibility audits of existing buildings and facilities completed. Accessibility improvements made to existing facilities.	2026-2027	Inclusive Homes and Communities Health and Wellbeing	Assets Division
3.3	Make QPS events and meetings accessible for everyone	The QPS will promote Queensland Government and other relevant resources to support the planning and delivery of accessible and inclusive events and meetings for all, including people with disability.	Accessibility resources promoted. Good news stories shared.	2026-2027	Inclusive Homes and Communities Community Attitudes Health and Wellbeing	Media & Communications Division
3.4	Provide accessible, localised health, safety, and wellbeing support through dedicated hubs	The QPS will trial Wellbeing Hubs, that bring together expertise in injury management, health coaching, chaplaincy, and peer support. Together these hubs aim to simplify access to essential support services while promoting the health, safety, and resilience of all QPS members. The QPS will continue to support SES/MRQ People Hubs to ensure our volunteers and employees have access to localised health, safety and wellbeing support and services.	Utilisation statistics. Good news stories shared.	2026-2027	Health and Wellbeing	Workforce Management & Wellbeing Division

Actions - 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	Responsible Area
Our community						
4.1	Make the 2032 Olympic and Paralympic Games safe and inclusive for everyone	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 2032 Olympic and Paralympic Games.	Partnership arrangements developed. Inclusive principles and actions implemented in Games planning.	2026-2032	Inclusive Homes and Communities Personal and community Support	Olympic & Paralympic Games Group
4.2	Support people with disability who are victims of sexual violence	The QPS will ensure implementation of the Sexual Violence Response Strategy 2025–2029 (SVRS) is inclusive and responsive to the needs of people with disability. This will be achieved by partnering with victim-survivors, disability groups, and other agencies to develop resources, build capability, and empower people with disability to access and navigate the criminal justice system.	Actions delivered to enhance community safety and support victim-survivors. Partnership arrangements developed.	2026-2027	Safety, Rights and Justice Education and Learning Inclusive Homes and Communities	Crime Command
4.3	Promote partnerships that enhance responses to people with disability	The QPS will collaborate with community partners to improve the delivery of policing and community safety services to people with disability, their families, and carers.	Partnership arrangements developed.	2026-2027	Safety, Rights and Justice Inclusive Homes and Communities Personal and community Support	All QPS areas
4.4	Review disaster management plans and information	The QPS will review disaster management plans and information developed and published by the QPS to ensure they are in accessible formats for people with disability.	Disaster management resources reviewed for accessibility.	2026-2027	Safety, Rights and Justice Personal and Community Support Health and Wellbeing	Emergency Management & Coordination Command
4.5	Support young people through community programs	The QPS will collaborate with community programs to support young people, including those with disability. These include programs that promote physical health, positive decision-making, emotional wellbeing, and stronger connections within the community.	Community programs supported by QPS.	2026-2027	Safety, Rights and Justice Inclusive Homes and Communities Personal and community Support Health and Wellbeing	Domestic Family Violence & Community Engagement Group