



## **2022-2023 Budget Estimates Volume of Additional Information**

**Community Support and Services Committee**  
**August 2022**

## Table of Contents

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**List of replacement Members and Members granted leave to attend and ask questions at the hearing**

**Pre-hearing Questions on notice and responses – Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts**

**Pre-hearing Questions on notice and responses – Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships**

**Pre-hearing Questions on notice and responses – Minister for Children and Youth Justice and Minister for Multicultural Affairs**

**Documents tabled at hearing – 4 August 2022**

**Answers to questions taken on notice at the public hearing – 4 August 2022**

## **List of replacement Members and Members granted leave to attend and ask questions at the hearing**

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### **Replacement Members**

<b>1.</b>	John-Paul Langbroek MP, Member for Surfers Paradise (substitute for Stephen Bennett MP during the Multicultural Affairs area of responsibility)
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### **Members granted leave to attend and ask questions at the hearing**

<b>1.</b>	David Crisafulli MP, Member for Broadwater
<b>2.</b>	Jarrold Bleijie MP, Member for Kawana
<b>3.</b>	Fiona Simpson MP, Member for Maroochydore
<b>4.</b>	Dr Christian Rowan MP, Member for Moggill
<b>5.</b>	John-Paul Langbroek MP, Member for Surfers Paradise
<b>6.</b>	Brent Mickelberg MP, Member for Buderim
<b>7.</b>	Amanda Camm MP, Member for Whitsunday
<b>8.</b>	Tim Mander MP, Member for Everton
<b>9.</b>	Steve Minnikin MP, Member for Chatsworth
<b>10.</b>	Andrew Powell MP, Member for Glass House
<b>11.</b>	Jon Krause MP, Member for Scenic Rim
<b>12.</b>	Dr Amy MacMahon MP, Member for South Brisbane

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**Pre-hearing Questions on notice and responses – Minister  
for Communities and Housing, Minister for Digital Economy  
and Minister for the Arts**

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## Community Support and Services Committee

### Estimates Question on Notice

#### No. 1

Asked on Wednesday, 13 July 2022

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### QUESTION:

Will the Minister advise how the Palaszczuk Government is responding to homelessness in Queensland?

#### ANSWER

The Queensland Government recognises that ending homelessness requires affordable and stable housing solutions, combined with necessary and appropriate supports through coordinated and interested services to help Queenslanders achieve and sustain a tenancy and achieve improved whole-of-life outcomes.

The Government's *Housing and Homelessness Action Plan 2021–2025* (the Action Plan) commits to specific actions to end homelessness, including: co-designing improved housing and homelessness system responses; increasing housing for people in crisis and assisting them to transition into longer-term housing with support; enhancing Coordinated Housing and Homelessness Response in priority locations; and equipping the government and community sector workforce to enhance contemporary responses to homelessness.

In 2022-23, the Queensland Government committed \$166.3 million in Homelessness Program Funding for the delivery of Specialist Homelessness Services. This includes:

- \$132 million to 87 NGOs to deliver 182 Specialist Homelessness Services across Queensland
- \$34.3 million to 47 NGOs to deliver 59 Specialist Homelessness Services specifically for women and children experiencing domestic and family violence, managed by the Department of Justice and Attorney-General.

Through strong partnerships with and investment in Specialist Homelessness Services and other sector partners, the Government helps people who are experiencing or at risk of homelessness to obtain and maintain housing, while maximising their capacity to be independent and connected to social and community supports.

The Queensland Government has committed an additional \$94.9 million over four years to support the housing and homelessness service system and deliver better outcomes for Queenslanders. This includes:

- \$20 million over four years for DFV housing assistance and support
- \$20 million over four years for homelessness initiatives, including through headleases and crisis housing and supports
- \$54.9 million over four years for essential housing and homelessness services launched through the first Housing Action Plan 2017–2020.

Importantly, the Queensland Government recognises that young people aged 12-24 are overrepresented as a cohort experiencing or at risk of homelessness in Queensland. This is due to several factors with a range of unique challenges. Young people who are experiencing or at risk of homelessness have generally had one or more unforeseen events happen in their lives and need assistance to access or sustain suitable housing. Life events may include experiencing domestic and family violence and/or family breakdown, serious illness, or death within the family, or long-term disadvantage.

The Government recognises that ending homelessness requires more than just housing. It requires safe, secure, and affordable housing, with appropriate supports through coordinated and integrated services. To this end, the Action Plan will deliver improved housing and homelessness outcomes for young Queenslanders through greater service integration, better support for vulnerable Queenslanders, prevent homelessness and enable people to stay in their homes.

The Action Plan includes the Government's commitment to develop a Youth Homelessness Policy. The policy will identify the Government's shared vision, priorities, and principles for providing safe, secure, and affordable housing with support for young people to work towards social and economic independence.

Through the Queensland State Budget 2022-2023, a total investment of \$29.8 million over four years will deliver new frontline service initiatives that provide housing with support for young people to access and sustain housing.

Further, we are increasing housing supply to provide support for young people at risk of homelessness and housing instability, to enable them to achieve independence through Youth Foyers. Youth Foyers support young people aged 16-25 to undertake study, training, or employment opportunities while providing the essential, practical life skills to help them transition into longer-term private rental housing. To date Queensland has two Foyers in operation – one in Logan and the one at the Gold Coast, which officially opened in October 2021.

An additional Foyer is planned for Townsville – construction is scheduled to commence by the end of 2022, with completion in late 2023. Like the Foyers in Logan and on the Gold Coast, the Townsville Youth Foyer will provide stable and affordable housing, with support for 40 young people individual self-contained units.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 2**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION:**

Will the Minister advise the Committee how the Palaszczuk Government is supporting Queenslanders who are experiencing homelessness or at risk of homelessness through investment in homelessness services in Queensland?

#### **ANSWER:**

The Queensland Government is committed to ensuring all Queenslanders have access to safe, secure, and affordable housing. We also recognise that ending homelessness requires more than just housing. It is a shared objective across the community and government at all levels – there is a shared responsibility to work together to improve outcomes for individuals and the community.

In 2022-23, \$252.6 million has been committed under the Queensland Government National Housing and Homelessness Agreement (NHHA) Homelessness Budget to deliver homelessness responses across Government, funded by the Queensland Government and Australian Government.

This includes \$166.3 million for Homelessness Funding to over 240 Specialist Homelessness Services (SHS) across Queensland funded by both the Department of Communities, Housing and Digital Economy and the Department of Justice and Attorney-General. SHS are delivered in a range of settings including temporary accommodation, public spaces, community settings and people's own homes. In 2020-21, SHS in Queensland assisted over 41,000 people and almost 35,000 people have been supported by SHS in the first nine months of 2021-22, which is similar to the number of people supported by SHS in the same period in 2020-21.

In addition, the Queensland Government is providing a further \$16 million for the Immediate Housing Response Package for Queenslanders in urgent housing need. This investment includes \$7 million for the enhanced Rental Security Subsidy for eligible families, \$6 million to support additional emergency brokerage funding for short-term and temporary accommodation, and \$3 million for additional support workers in SHS.

The Immediate Housing Response Package prioritises families who are experiencing or at risk of homelessness, First Nations people, people experiencing domestic and family violence, young people, and older people.

Impacts from COVID-19, the rising costs of living, constraints on labour and supply, and private rental market conditions have placed unprecedented pressure on housing markets nationally. The Government continues to build more homes as part of our \$2.9 billion investment in social and affordable housing – the largest concentrated investment in Queensland's history.

The Government also recognises that older women are the fastest growing group to experience homelessness in Australia. That is why we are also investing \$14 million to build new homes and deliver specialised housing support services to older women, ensuring they have the security and stability of a home, including \$8 million to build new homes designed for and by older women and \$5.94 million to establish a specialised housing support hub, as part of the Government's Housing Outcomes for Older Women Initiative.

## Community Support and Services Committee

### Estimates Question on Notice

No. 3

Asked on Wednesday, 13 July 2022

**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION:

Will the Minister update the Committee on the release of the latest Social Housing Register data?

#### ANSWER:

The Queensland Government is committed to transparency and accountability through building a trusted data ecosystem that makes important and non-sensitive data open for anyone to access, use and share. The approach is outlined in the Queensland Government Open Data Policy Statement.

The Department of Communities, Housing and Digital Economy publicly releases relevant data sets routinely collected and held in the course of doing business, giving due consideration to legislative requirements with respect to individuals' privacy and commercial in confidence. The department releases this information considering its obligations under Queensland's *Information Privacy Act 2009* and the *Right to Information Act 2009*.

The department pursues best practice in protecting individuals' privacy and releases the confidentialised (de-identified) unit record data (raw data) that forms the basis of our reports, to increase transparency.

In response to the recommendations made by the Information Commissioner, in the report entitled *Privacy and Public Data: Managing re-identification risk*, the department has taken immediate and active steps to ensure published data sets include de-identified personal information and do not compromise the privacy of individuals through the risk of re-identification.

Relevant data sets are reviewed in line with the department's governance data policy prior to release on Open Data and processes are in place to ensure the published data sets do not compromise privacy.

The department publishes selected Housing and Homelessness Services data files twice annually on the Queensland Government's Open Data Portal, in particular:

- the source data that forms the basis of Queensland's input to the Report on Government Services.
- relevant departmental data sets for the recent financial year.

The department has sound methodical risk management arrangements in place to support effective privacy management when releasing de-identified data on public platforms.

The department is currently undertaking checks of the 30 June 2022 social housing register data to ensure compliance with privacy obligations, prior to the next release which is scheduled for September 2022.

## Community Support and Services Committee

### Estimates Question on Notice

#### No. 4

Asked on Wednesday, 13 July 2022

**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION:

Will the Minister outline how the Palaszczuk Government is investing to increase the supply of social and affordable housing in Queensland?

#### ANSWER:

The Queensland Government recognises the impact of current national housing market conditions are having on many people across the State. We are committed to ensuring Queenslanders have access to safe, secure and affordable housing.

This is why since 2015, the Government has commenced 4,882 and completed 3,917 social homes. This includes 98 dwellings that were planned to be delivered in 2021-2022 that were successfully completed ahead of schedule and completed late in 2020-2021 - providing more homes for vulnerable Queenslanders sooner.

The Queensland Government is investing \$2.9 billion in social and affordable housing - the largest concentrated investment in Queensland's history. This will increase the social and affordable housing supply by almost 10,000 over the life of the *Queensland Housing Strategy 2017-2027*, including 7,400 new social and affordable housing commencements of which 6,365 social homes will be commenced by June 2025 under our *Housing and Homelessness Action Plan 2021-2025* (the Action Plan).

The Action Plan will also deliver a pipeline of new social and affordable housing supply through the Queensland Housing Investment Growth Initiative (QHIGI). The QHIGI is delivered through three key initiatives that provide a framework to boost housing supply in response to specific local need:

- The Housing Investment Fund (HIF) – delivering 3,600 new social housing commencements funded from the annual returns of the Queensland Government's initial \$1 billion capital investment managed by Queensland Treasury.
- QuickStarts Qld – boosting social housing through 2,765 new commencements across Queensland, delivered through an integrated capital investment program to accelerate planned acquisition, new construction and redevelopment opportunities.
- Help to Home – a \$40 million investment over two years to deliver housing outcomes for up to 1,000 eligible households by headleasing private market properties.

In the first year of the Action Plan, the Government has:

- announced a pipeline of up to 1200 units of accommodation through the HIF, a partnership between the State, Brisbane Housing Company and Queensland Investment Corporation;

- exceeded our first-year target under QuickStarts Qld of 727 new social housing commencements by 30 June 2022, achieving the commencement of 832 new social homes across Queensland in 2021-2022; and
- launched our Help to Home initiative to deliver an additional 1,000 housing solutions in the private rental market through attractive headleasing arrangements and entered into headleasing arrangement for the first properties.

The Queensland Government has approved two Brisbane-based affordable housing projects under its Build-To-Rent Pilot initiative - Frasers Property Australia at 210 Brunswick Street, Fortitude Valley; and Mirvac at 60 Skyring Terrace, Newstead. Combined, these properties will offer almost 750 apartments in total with up to 240 dwellings to be offered at a discounted rent. Works have commenced on both of these developments, with construction completion and operations commencement anticipated in 2024. The Build-To-Rent initiative will stimulate the emergence of Build-To-Rent as a new asset class in Queensland and ensure inner-city residents have a new source of affordable housing close to their employment.

Given the pressures on supply chains and labour markets, the Government is also actively investigating all types of alternative housing supply options, including factory-built homes, to support the traditional construction program and to make homes available sooner.

The Queensland Government is also continuing its delivery of a comprehensive range of assistance to people across the housing continuum, including headleasing properties from the private rental market to respond quickly to customer need, and providing private rental and home ownership products to assist people with less complex needs to access or sustain private housing.



## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 5**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

Will the Minister outline for the Committee how the Palaszczuk Government is managing the Social Housing Register to best meet the needs of vulnerable Queenslanders?

#### **ANSWER:**

The Queensland Government has a long history of supporting the most vulnerable Queenslanders to access safe and stable housing. The Government, through the Department of Communities, Housing and Digital Economy (the department) provides a wide range of housing assistance and supports to Queenslanders most in need and the social housing register is a critical tool in identifying and allocating housing assistance and supports.

The department is one of the largest landlords in the State with over 74,000 properties, or 3.4% of housing in Queensland. Social housing tenants are staying in properties longer, with an average tenancy of 10 years, and similar to the current rental market the government owned and managed social housing vacancy rate is low at 1.3%.

The impact of the COVID-19 pandemic, including interstate migration, and the tightening of the private market, has seen the needs of Queenslanders change. More people seeking housing assistance who would not normally seek assistance from Government. In addition, broader and new housing products and services have been required to help people access and sustain temporary and private market accommodation, or move into home ownership.

The Queensland Government was focussed on stability and recovery during the pandemic. Through the COVID-19 public health response, the priority has been the safety and wellbeing of Queenslanders, with a focus on providing housing stability for some of the most vulnerable in the community.

Our frontline staff work with vulnerable Queenslanders every day to tailor housing options and supports to each individual or family's needs and circumstance. The social housing register is a point in time register of eligible social housing applicants. It is used as a critical tool by Housing Service Centres and non-government providers that enables them to identify and allocate social housing to those most in need.

To be eligible for social housing, applicants must meet citizenship and residency requirements, income, assets and property ownership requirements, have a need to move because their current housing is unsuitable and meet wellbeing indicators such as experiencing non-financial barriers to accessing secure housing. This wellbeing approach strengthens the needs assessment and aligns social housing with very high need applicants. This needs assessment ensures that we can prioritise the most vulnerable Queenslanders to support them into safe and stable housing.

Households on the social housing register, can also apply and access the Government's full range of housing products and services, or be referred to other agencies to help with support needs. Importantly, many of those who are on the social housing register received the assistance needed to address their immediate housing needs, including with solutions such as bond loans and rental grants.

In 2021-22, there were more than 199,000 forms of housing assistance provided to Queensland households or individuals, including emergency housing, social housing, private market assistance and homelessness services.

Since May 2021, the department has attempted to contact 98% of the applicants on the social housing register to review their applications and check on their wellbeing and housing needs. Updates were made to the social housing register following this process, to better reflect applicant's needs, including 21% of the households no longer being listed due to being uncontactable or no longer requiring social housing.

On 12 July 2022, the Queensland Audit Office released its report *Delivering social housing services* (the Report). The Report contained eight recommendations which are aimed at improving the department's housing register management, focusing on the application and allocation assessment process for social housing.

The report presents a number of opportunities for the department to improve its approach to the management of the social housing register to ensure it is the sharpest instrument possible. The department accepts all eight recommendations and has commenced, or already implemented many of the audit recommendations.

The Government is committed to ensuring the social housing register continues to be the sharpest instrument possible to ensure that housing assistance and supports are provided to those Queenslanders in greatest need.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 06**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

Will the Minister update the Committee on how the Palaszczuk Government is investing to ensure Queenslanders can find and sustain a tenancy during a period of historically low vacancy rates across Queensland's private rental market?

#### **ANSWER:**

Housing affordability challenges have increased significantly in recent years, with many low to moderate income households experiencing rental stress.

Over the 12 months to December 2021, Queensland had its highest net interstate migration since 1994, with 50,162 people moving to Queensland. The vacancy rate in Queensland has decreased from 0.95% in June 2021, to 0.57% in June 2022 (Source: SQM Research).

These factors have been exacerbated by recent severe weather and flooding in Queensland, in which 3,682 houses were moderately to severely damaged<sup>1</sup>. Displaced households are likely to seek assistance over a long period of time while their homes are being repaired.

Not all Queenslanders will require, or be eligible for social housing, so we are also continuing to support more Queenslanders with alternative forms of housing assistance.

The Queensland Government delivers a comprehensive range of flexible and scalable products and assistance options to people across the housing continuum to support them to access and sustain housing in the private market, including head-leasing properties from the private market to respond quickly to customer need, and providing private rental and ownership products to assist people with less complex needs to access or sustain private housing.

In 2021-22, there were over 199 000 forms of housing assistance provided to Queensland households or individuals, including emergency housing, social housing, private market assistance and homelessness services.

The range of private rental market products administered by the department include bond loans, rentals grants, rent connect services, a regional discretionary fund, headleases, and a rental security subsidy, which was further enhanced under the recently announced \$16 million Immediate Housing Assistance Package designed to specifically respond to Queensland families in urgent need of housing assistance.

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<sup>1</sup> Source: Queensland Reconstruction Authority Data as at 17 March 2022

In 2021-22, the Queensland Government invested more than \$29 million to support Queenslanders to find and sustain a private market rental property. Through our Housing Service Centres, government has delivered:

- Bond Loans to 12,469 households
- Bond Loan Plus to 1,943 households
- Rental Grants to 4,488 households
- Helping Hand Headlease to 177 households
- Rent Connect Services to 9,181 households
- Regional Discretionary Fund to 233 households
- Rental Security Subsidy to 214 households, including the new Emergency Response for Families

In addition to boosting the Rental Security Subsidy, the Immediate Housing Assistance Package is designed specifically to respond to Queensland families in urgent need of housing assistance, and provided \$6 million for additional emergency brokerage funding for short-term temporary accommodation; and \$3 million toward additional support workers in Specialist Homelessness Services.

Additionally, the department funds a number of key services to assist people to find or sustain a private rental property. During 2022-23, the department will provide:

- \$7.97 million for the Queensland State-Wide Tenants Advisory and Referral Service (QSTARS).
- \$0.3 million for the No Interest Loan Scheme (NILS) to provide an interest and fee free loans to cover the costs of removalists, key deposits, essential home furnishings, rent arrears and other expenses associated with obtaining or maintaining a private tenancy.
- \$1.81 million for Dollars and Sense, a training course which assisted to develop the tenancy and life skills of people in the private rental market.
- \$1.27 million for the Housing and Employment Program to provide a housing subsidy, if necessary, and support for education and training to people who can develop their skills to increase their independence.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 7**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

Will the Minister please advise the Committee how the Palaszczuk Government is investing in improvements to Queensland's cyber security?

#### **ANSWER:**

Since 2016, the Queensland Government has invested \$41.22 million in a specialised, whole-of-government Cyber Security Unit (CSU), within the Department of Communities, Housing and Digital Economy (the department), to provide policy and technical leadership and enhance the resilience to cyber threats across core Queensland Government agencies.

This includes funding of \$10.97 million over two years from 2021-22 provided to further enhance core departmental cyber capabilities and extend cyber services to Local Governments and Statutory Bodies.

Whilst all individual agencies remain responsible for their cyber posture and to invest adequately to manage cyber risk, the department cooperates and coordinates activities that benefit from economies of scale and/or provide enhanced outcomes from cooperation.

Since 2016 the department has enhanced the Queensland Government internet gateway and Security Operations Centre (SOC) with modern technologies and in 2021-22 alone, over 1.6 billion malicious activities were detected or blocked.

The Cyber Defence Centre (CDC) created in 2021, has processed over 1,518 Cyber incident reports received by the department from agencies, Local Governments and Statutory Bodies; operationalise a state-wide cyber hazard response capability and commenced beta trials of an advanced Cyber Threat Intelligence system.

The governance risk and compliance team has enhanced the core policy IS18:2018 to integrate global best practice (IS27001) governance with the Australian Signals Directorate (ASD) Essential 8 controls framework providing a comprehensive model to measure the baseline cyber resilience of agencies.

Executive level understanding is a key component of successful cyber defence and organisational resilience. In the past 12 months, 131 Queensland Government executives from across 37 Queensland Government agencies participated in sessions designed to support building board level executive understanding of cyber threats and risks to the services they deliver. This course was delivered in partnership with the Australian Institute of Company Directors (AICD).

The department is investing in skills that Queensland Government agencies need to meet increasing cyber security challenges. 172 Queensland Government executives attended a high-level executive briefing on the evolving cyber threat. 23 government staff have commenced a Certificate IV in Cyber Security with TAFE Queensland in 2022, building on the 33 graduates from previous years increasing the number of public servants able to undertake operational security roles, including threat monitoring and implementation of threat mitigating technologies.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 8**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

Will the Minister update the Committee on the work to improve transparency of the Digital Projects Dashboard?

#### **ANSWER:**

The Queensland Government is committed to transparency of its significant digital and ICT initiatives and investments across Government.

Queensland is one of only two states in Australia to develop a Digital Projects Dashboard (the Dashboard) to provide clarity and transparency on the technology enabled initiatives underway across government.

During COVID-19 some projects were paused or stopped. The Queensland Government re-prioritised resources across the sector to unite against and address the pandemic, ensuring the continuity of existing services and new COVID-19 response services to the community.

The Queensland Government Customer and Digital Group within the Department of Communities, Housing and Digital Economy provides directional oversight, agency support and channel management through the Dashboard.

In line with the whole-of-government Queensland Government Enterprise Architecture policy framework, all Queensland Government agencies are required to publish data on the digital projects dashboard.

Departmental Directors-General are accountable for the successful delivery of digital and ICT initiatives, as well as ensuring appropriate value for money and monitoring ICT risks.

In line with best practice, the Queensland Government takes a staged approach to approvals, and departments manage and fund each stage of work through an assurance process.

Projects on the dashboard, at a minimum, include the project and department name; investment objectives; project start date; key milestones; significant project journey events including scope change, cost re-evaluation, delivery delay events and reasons relating to any significant variations.

This information makes it easier for Queenslanders to gain a better understanding of the projects the Queensland Government is working on and how they are progressing.

Improvements are made to the dashboard to ensure it increases user ability, ensures better access to ICT tender information and improved information for each initiative and improves visibility of projects. Improvements are also made to address any recommendations from reports including the *Queensland Audit Office Report: 2018-19*.

Key improvements include:

- a “Priorities” tab was added, providing project mapping to Digital1st priorities to make key projects more visible to the public
- additional agency guidance and dashboard fields were added to provide greater clarity around each project’s journey
- a dataset review was completed to simplify and streamline the dashboard
- in response to the *Queensland Audit Office Report:2018-2019* the department implemented consistent agreed publishing criteria
- a new splash (entry) page was launched to help introduce the dashboard, including introductory video, and various headline tiles to help the user explore key aspects.



## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 9**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

Will the Minister update the Committee on the progress for the New Performing Arts Complex at QPAC?

#### **ANSWER:**

The \$175 million New Performing Arts Venue (NPAV) at the Queensland Performing Arts Complex (QPAC) will be transformational for Queensland, creating the largest performing arts centre in Australia. With five outstanding venues, when fully operational the new theatre has the potential to welcome an additional 300,000 visitors per year to QPAC which will further bolster the state's cultural vibrancy.

The new state-of-the-art venue will provide a world-class theatre experience for audiences and performers, supporting the growth of Queensland's arts organisations and attracting more blockbuster theatre productions to Queensland. The unique design of the theatre features an iconic rippled glass façade, which draws inspiration from the Brisbane River as an important meeting place for telling stories, and is set to be a striking centrepiece for the Brisbane 2032 Olympics and Paralympics.

First Nations public art will also be woven into the new theatre, with a two-stage Expression of interest process currently underway to secure a major public artwork in the external entry forecourt to the new theatre. This signature public artwork will enable the sharing of First Nations arts and cultures, expanding the new theatre's ability to connect visitors to inspiring stories.

The NPAV project is also demonstrating leadership in the delivery of sustainable construction solutions, with the new theatre rated as a 4 Star Green Star building that includes carbon neutral certification of construction, energy efficient technologies and the use of sustainable and low emission materials and technologies – including locally sourced timber.

The project is realising important employment and economic outcomes for Queenslanders including supporting 134 jobs during the design and construction period, plus numerous ongoing employment opportunities after opening. Other outcomes include:

- more than \$100 million worth of contracts to more than 50 local businesses, with a continuing commitment to using local consultancies, sub-contractors and products wherever possible
- more than 780 workers have been inducted on site, including providing opportunities for 29 apprentices to gain valuable work experience

- opportunities for First Nations peoples are being maximised through project delivery, with over 5,470 training hours provided to First Nations peoples as part of the construction workforce, apprentices and trainees.

Significant progress has been made on the construction of the project which, following the securing of all necessary approvals by mid-2020, has seen significant concrete pours occur to create the theatre's foundations, and the various levels and walls are taking shape with the theatre's silhouette clearly visible behind QPAC's Playhouse Theatre.

Like many major construction projects across the east coast of Australia, delivery of the project has been impacted due to the effects of the COVID-19 pandemic on workforces onsite and along the supply chain.

The NPAV site has also been significantly impacted by a series of weather events delaying concrete pours that were planned to occur in June to December 2021, with some only able to occur after rectification following the major SEQ flood event that deposited 30.5 million litres of water and sludge at the QPAC site in early 2022.

These significant weather events and the impact of COVID-19 on international supply chains and the construction workforce continue to impact delivery of this project. I am advised the project is currently forecast for practical completion in mid-2024, which allows for the likelihood of continued wet weather and supply challenges.

The Department of Energy and Public Works, the department leading the project on behalf of the Queensland Government, is working closely with LendLease, the Managing Contractor, to identify opportunities to accelerate works including bringing forward the procurement of goods and services, revising construction methodologies and pre-fabricating more building items offsite.

The cost of the project however is not impacted with Lendlease contracted to deliver the project within the \$175 million budget envelope.

QPAC is working closely with Queensland's leading performing arts organisations around planning for the opening of the new theatre to showcase this remarkable, world-class venue to the world.

## Community Support and Services Committee

### Estimates Question on Notice

No. 10

Asked on Wednesday, 13 July 2022

**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION:

Will the Minister advise what measures are in place to support the elevation of First Nations Cultures, communities, artists, and art workers in Queensland's Arts statutory bodies?

#### ANSWER:

Queensland's Arts Statutory Bodies (ASBs) have continued to work with First Nations artists, arts workers, organisations and communities to support the elevation of First Cultures and arts in Queensland.

The ASBs are advancing their important role in delivering on the Queensland Government's *Creative Together 2020-2030: A 10-Year Roadmap for arts culture and creativity in Queensland* (Creative Together) priority to Elevate First Nations arts.

This commitment includes a focus on increasing opportunities to engage First Nations peoples in decision making roles across these organisations.

Building on existing measures including First Nations representation on all ASB boards and the establishment of First Nations advisory groups for each ASB, new identified positions have been established across the ASBs to increase First Nations leadership opportunities.

During 2021-22, at the State Library of Queensland (SLQ), two new identified positions were created - Senior Program Officer, Public Library Engagement; and Director, First Nations Engagement. A new identified position of Regional Liaison Officer, with the support of the Neilson Foundation, was created and filled within Queensland Art Gallery | Gallery of Modern Art's (QAGOMA) Learning department.

Reconciliation Action Plans (RAP) which are critical to cultural competency and provide a structured approach to realising action on reconciliation are now in place for all ASBs.

Queensland Performing Arts Centre (QPAC), QAGOMA and Queensland Theatre launched new RAPs in 2021-22, with these plans developed in collaboration with their respective First Nations advisory groups.

ASBs also supported the development of draft *Cultural Engagement Framework - Working with Aboriginal and Torres Strait Islander arts and cultures in Queensland (The Framework)*. Co-designed by the First Nations Arts and Cultures Panel and Arts Queensland within the Department of Communities, Housing and Digital Economy, the Framework was developed to inform and guide respectful engagement with First Nations peoples, organisations and communities. The ASBs have each committed to putting its principles into practice within their organisations.

In line with *Creative Together*, all ASBs are also elevating First Nations arts by fostering the role of arts in celebrating and sharing the many cultures, languages and traditions of Aboriginal and Torres Strait Islander people in Queensland. Key highlights in 2021-22 include:

- *Clancestry: A Celebration of Country* festival presented in May 2022 at QPAC, with more than 150 First Nations artists from across Queensland in the two-week program of performance, conversation and events
- Bangarra Dance Theatre's season of *SandSong: Stories from the Great Sandy Desert* co-presented at QPAC
- *10th Asia Pacific Triennial of Contemporary Art* presented at QAGOMA, which featured the work of First Nations artists from Queensland including Grace Lillian Lee (Meriam Mir people) and Ken Thaiday Snr (Meriam Mir people)
- *Island Futures: What Lies Ahead for Zenadth Kes?* exhibited at Queensland Museum, South Bank; and *Connections Across the Coral Sea: a story of movement* exhibited at Museum of Tropical Queensland in Townsville)
- Queensland Theatre collaborated with the Cairns Indigenous Art Fair to present a tri-lingual (Kala Lagaw-Ya, Yumpla Tok and English) production of *Othello* set in the Torres Strait during World War II by Jimi Bani and Jason Klarwein at Bulmba-ja, Cairns
- Queensland Theatre commissioned or supported creative development of three new stories by First Nations playwrights: *Mudskipper* by Walter Waia and John Harvey, *don't ask what the bird look like* by Hannah Belanszky and *The Power of Bones* by Keelen Mailman, Deborah Mailman, Jacob Nash, Paige Rattray and Shari Sebbens
- SLQ acknowledged the 30th anniversary of 1992 Mabo High Court decision with a series of initiatives, including the *Legacy: Reflections on Mabo* exhibition
- SLQ, together with the Queensland Government, provided funding and support for 25 Indigenous Knowledge Centres in regional and remote Queensland through partnerships between local council and SLQ, including establishing a new Indigenous Knowledge Centre at Mapoon (May 2022) in partnership with Mapoon Aboriginal Shire Council.

As we continue on our Path to Treaty and as planning progresses to welcome the world to the 2032 Olympic and Paralympic Games, our Arts Statutory Bodies are working to elevate First Nations arts and Cultures across Queensland.

## Community Support and Services Committee

### Estimates Question on Notice

No. 11

Asked on Wednesday, 13 July 2022

**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION:

In relation to the Department's issues paper and survey relating to manufactured homes, what steps will the Government take to progress legislative change to ensure housing fairness for residents of manufactured homes after community feedback is finalised in August 2022, and particularly with regard to rent reviews?

#### ANSWER:

The Government is committed to delivering improvements for residential (manufactured home) parks to address concerns about site rent increases and unsold manufactured homes. This is why it has been identified as an action (Action 18) under the Queensland Government's *Housing and Homelessness Action Plan 2021-2025*.

To progress delivery on this action, the Department of Communities, Housing and Digital Economy (the department) released an issues paper on 17 June 2022, seeking views from stakeholders about issues associated with site rent increases in residential parks, including market rent reviews, and with the resale of consumers' homes.

In addition, a survey was also released to allow current and past manufactured home owners to share their experience with the matters raised in the issues paper as well as other matters.

The issues paper and survey are available on the department's website at <https://www.chde.qld.gov.au/about/initiatives/residential-parks-improvements>. Home owners without convenient internet access may also request a hard copy of the issues paper or survey by calling 13 QGOV (13 74 68). Consultation will remain open until 15 August 2022.

Feedback on the issues paper and survey will inform the development of a Consultation Regulatory Impact Statement (Consultation RIS), proposed for release in the latter half of 2022 or early 2023.

The Consultation RIS will be published for consumers, business, and the broader community to provide their feedback on the range of policy options identified.

Subsequent stages of the regulatory impact statement process will identify whether and why there is a need for intervention, identify policy options to address problems, and provide a cost-benefit analysis of options for resolving the identified issues.

The policy development process being undertaken by the department is being guided by the framework established under the *Queensland Government Guide to Better Regulation*. This will ensure that Government is provided with the necessary information and advice to make informed decisions about reforms to deliver improvements for residential (manufactured home) parks that strike an appropriate balance between home owner and park owner interests, including whether any legislative reform is required.

## Community Support and Services Committee

### Estimates Question on Notice No. 12

Asked on Wednesday, 13 July 2022

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### QUESTION:

In relation to the Queensland Audit Office Report 1: 2022–23 *Delivering social housing services* and the finding that all new social housing applicants since 2019 are ‘very high need’:

- a. Has the Social Housing Eligibility Criteria, as defined under s14 of the Housing Regulation 2015, changed since 2018 and, if so, when and in what ways have the criteria changed?
- b. What is the Department doing to address the recommendation that it “clearly communicates the needs assessment process it applies”, including a proactive campaign to key stakeholders and consistent and complete information on the Department’s website?

#### ANSWER:

Section 14 of the *Housing Regulation 2015* does not define the eligibility criteria for social housing, it establishes the requirement for community housing providers funded under the *Housing Act 2003* to implement the *Social Housing Eligibility Criteria (SHEC)*.

Social housing eligibility criteria has not changed since 2018.

The Department of Communities, Housing and Digital Economy (the department) has accepted all eight recommendations (including Recommendation 1 to which part b of the question relates) in the Queensland Audit Office Report 1: 2022–23 *Delivering social housing services*, in full. The department’s response to the recommendations includes information on actions the department will take to implement all eight recommendations and is included at pages 26-29 of the Final Report which is publicly available at <https://www.qao.qld.gov.au/reports-resources/reports-parliament/delivering-social-housing-services>.

## Community Support and Services Committee

### Estimates Question on Notice

No. 13

Asked on Wednesday, 13 July 2022

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### QUESTION:

In relation to the Queensland Audit Office Report 1: 2022–23 Delivering social housing services finding that the government’s planned social housing commencements of 6365 by 2025 will not meet community demand for social housing, and the Recommendation 4, that the department models future demand for social housing at the state and regional levels:

- a. What work is the Department doing to ensure that it meets its own targets, despite the slow pace of commencements; and
- b. Is the Department developing a strategy to accurately ascertain and meet future demand for social housing?

#### ANSWER:

Since 2015 the Queensland Government has commenced 4,882 and completed 3,917 social homes. This includes 98 dwellings that were planned to be delivered in 2021-22 that were successfully completed ahead of schedule and completed late in 2020-21 - providing more homes for vulnerable for Queenslanders sooner.

The Queensland Government has in fact exceeded its first-year target under QuickStarts Qld of 727 new social housing commencements by 30 June 2022, achieving the commencement of 832 new social homes across Queensland in 2021-22.

The Department of Communities, Housing and Digital Economy (the department) has accepted all eight recommendations in the Queensland Audit Office Report 1: 2022–23 *Delivering social housing services*, in full. The department’s response to the recommendations includes information on actions the department will take to implement all eight recommendations (including Recommendation 4 to which part b of the question relates). The department’s response is included at pages 26-29 of the report which is publicly available at <https://www.qao.qld.gov.au/reports-resources/reports-parliament/delivering-social-housing-services>.



## **Community Support and Services Committee**

### **Estimates Question on Notice**

#### **No. 14**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With respect to social housing tenancy arrears, will the Minister provide:

- a. The dollar value of arrears as at 30 June for each year from 2015 to 2022;
- b. The dollar value of arrears written off for financial year from 2015/16 – 2021/22; and
- c. The number of properties currently in arrears who have exceeded the income eligibility threshold.

#### **ANSWER:**

The Queensland Government is committed to supporting vulnerable Queenslanders to secure and sustain a safe, secure, and affordable place to call home. With this central commitment in mind the Department of Communities, Housing and Digital Economy (the department) takes a person-centred tenancy management approach and provides homes to some of the most vulnerable people in Queensland, many of whom require additional support to sustain a successful tenancy. The majority of households living in social housing are on low incomes.

Tenants are required to notify the department immediately if they are unable to make rent payments. This allows the department to proactively work with tenants to help them meet their obligation to pay rent through adopting an early intervention approach, referrals to support services, balanced repayments that meet the need of the tenant and the department and that do not contribute to additional financial stress on the tenant.

The average rent arrears as a percentage of public housing rent invoices for the period 30 June 2015 to 30 June 2022 is 0.54%. The dollar value of arrears for current tenants in government owned and managed properties for the period 30 June 2015 to 30 June 2022 is outlined below:

- |                             |                             |
|-----------------------------|-----------------------------|
| • 30 June 2015, \$663,617   | • 30 June 2019, \$1,951,979 |
| • 30 June 2016, \$901,448   | • 30 June 2020, \$3,437,733 |
| • 30 June 2017, \$1,261,724 | • 30 June 2021, \$3,362,619 |
| • 30 June 2018, \$1,308,262 | • 30 June 2022, \$3,334,018 |

In March 2020, the Government implemented Social Housing Hardship measures to support the financial and housing stability of social housing tenants through the COVID-19 pandemic, including supporting households to manage financial concerns regarding rent arrears recovery and debt management activity. This included, amongst other things, a pause on rent arrears recovery and debt management activities.

Arrears recovery action may span many financial years dependent on the circumstances and when a debt may become eligible for write-off. Accordingly, data related to write-offs for rent arrears in a specific year could be attributed to prior financial years rather than the year the arrears were applied.

The department is required to periodically review and write off unrecoverable debts in accordance with section 13 (3b) of the Financial and Performance Management Standard 2019, relevant Australian accounting standards and the Financial Accountability Handbook.

Writing off unrecoverable debts is an accounting transaction and does not waive the customer's liability for the debt.

The average rent arrears written off as a percentage of public housing rent invoices for the period 2015-16 to 2021-22 is 0.27%. The dollar value of arrears written off\* in government owned and managed properties for the period is outlined below:

- 2015-16 is \$42,585.01.
- 2016-17 is \$505,629.62.
- 2017-18 is \$3,677,787.65^.
- 2018-19 is \$274,217.04.
- 2019-20 is \$955,519.84.
- 2020-21 is \$727,853.20.
- 2021-22 is \$808,530.14.

\*refers to the value written off in a financial year rather than the year the debt was applied..

^ includes debts returned to the department from an external debt collection agency that were written off. The contract with the external debt collection agency was terminated.

As at 30 June 2022, there were 33 or 0.06% of government owned and managed current tenants with four weeks or more in rental arrears, where the gross assessable income of tenant/s and/or spouse was \$80,000 or greater, per annum.

**Community Support and Services Committee**

**Estimates Question on Notice**

**No. 15**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

**QUESTION:**

With respect to the Help to Home initiative, will the Minister provide the number of properties currently tenanted under the initiative?

**ANSWER:**

Help to Home is a \$40 million dollar investment, under the Queensland Governments \$1.8 billion Queensland Housing Investment Growth Fund, aiming to secure 1,000 private market properties - providing more housing solutions for vulnerable Queenslanders sooner.

The initiative was publicly launched on 24 July 2022, with the announcement of the first 18 properties secured under headlease. Ten families have been offered housing in 10 of these properties. If this offer is accepted, tenancy agreements for each property could start to commence in August 2022. Pre-allocation processes to tenant the remaining eight properties have also commenced. The department continues to work with property owners who have lodged an expression of interest in the initiative.

Expressions of interest for the Help to Home initiative will remain open until 31 October 2022. Interested property owners can find out more information on how they be part of the initiative by visiting [www.qld.gov.au/housinginvestment](http://www.qld.gov.au/housinginvestment) or emailing [qhigi@chde.qld.gov.au](mailto:qhigi@chde.qld.gov.au).

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 16**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With respect to social housing tenancies paying minimum rent, will the Minister provide:

- a. The number of tenancies currently paying minimum rent; and
- b. The number of tenants currently incarcerated paying minimum rent.

#### **ANSWER:**

The Department of Communities, Housing and Digital Economy (the department) provides housing solutions to some of the most vulnerable people in Queensland, many of whom require additional support to sustain a successful tenancy.

The department's minimum rent policy recognises that customers, from time-to-time, may face particular circumstances during their tenancy where they either have additional housing costs or may temporarily be without an income source through other circumstances.

Tenants can be charged a minimum rent amount in the circumstance where the tenant is taking an approved absence from the property, such as hospitalisation or undergoing rehabilitation, temporarily living in a shelter due to domestic and family or sexual violence, or due to incarceration with a probable release date of five months or less. The policy also can be applied in exceptional circumstances to assist a household in severe financial hardship.

As at 30 June 2022, there were 47 or 0.09% of tenancies paying minimum rent, of which 11 or 0.02% of tenancies were single tenants incarcerated.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 17**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With reference to Social Housing tenant behaviour, will the Minister provide the following broken down by each of the last five financial years:

- a. The dollar value of wilful or malicious damage caused to Social Housing properties; and
- b. The dollar value of wilful or malicious damage repair, repaid by tenants.

#### **ANSWER:**

The Department of Communities, Housing and Digital Economy (the department) provides homes to some of the most vulnerable people in Queensland, many of whom require additional support to sustain a successful tenancy.

With 54,864 households in government owned and managed properties (as at 30 June 2022) the Department expects that a level of unfair wear and tear will occur due to the size of the portfolio and the needs of customers.

It is important to acknowledge that most tenants take good care of the property. This is evident in the data below that shows that wilful or malicious damage is caused by an extremely low percentage of tenancies.

The dollar value of wilful or malicious damage to social housing properties in 2017/18 is \$62,652 for 33 properties (0.06% of tenancies); in 2018/19 is \$44,100 for 26 tenancies (0.05% of tenancies); in 2019/20 is \$61,770 for 33 tenancies (0.06% of tenancies); in 2020/21 is \$74,757 for 42 properties (0.07% of tenancies); and in 2021/22 is \$56,659 for 38 properties (0.07% of tenancies).

Debt repayments received from tenants are applied against the total debt and are not apportioned to specific components of a tenants debt. It would require an unreasonable use of Departmental resources to extract, and ensure the accuracy of, the value of wilful or malicious damage repair, repaid by tenants.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 18**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With respect to Social Housing dwellings managed by the Department, will the Minister provide the following as at 30 June 2021, broken down by Housing Service Centre:

- a. How many dwellings managed by the department are currently uninhabited;
- b. How many dwellings managed by the department have been uninhabited for 30 days, or more; and
- c. Of those dwellings currently uninhabited, the longest time a dwelling has remained uninhabited.

#### **ANSWER:**

The Department of Communities, Housing and Digital Economy (the Department) provides homes to some of the most vulnerable people in Queensland, many of whom require additional support to sustain a successful tenancy.

The Department actively manages the portfolio to minimise the length of time social housing is vacant, ensure people in high housing need receive timely assistance, minimise financial costs through loss of rent and maximise the use of Government assets.

Vacant maintenance is performed in accordance with the department's Vacant Maintenance policy. The vacant maintenance program ensures that the property is fit to live in, is in good repair, and provides a healthy, secure, and safe home. Where possible, maintenance work is undertaken within benchmarked timeframes to reinstate the property to a lettable standard.

Vacancy turnaround times can be impacted by:

- difficulties in tenanting properties in hard-to-let locations
- delays in completing maintenance work
- significant maintenance requirements, e.g. asbestos removal
- requirement for a significant upgrade.

The capacity to action vacant maintenance work has been impacted by COVID-19, this includes critical shortages in the availability of building materials and skilled trades that are being experienced across the construction sector nationally. These challenges have been further exacerbated by the severe weather and flooding in South-East Queensland.

As at 30 June 2021, 1.5% of government-owned and managed social housing properties were vacant. Details of vacant properties as at 30 June 2021, by Housing Service Centre is outlined below:

- Bayside Housing Service Centre catchment area, 34.
- Bundaberg Housing Service Centre catchment area, 13.
- Buranda Housing Service Centre catchment area, 67.
- Cairns Housing Service Centre catchment area, 81.
- Chermside Housing Service Centre catchment area, 45.
- Emerald Housing Service Centre catchment area, 39.
- Fortitude Valley Housing Service Centre catchment area, 30.
- Gladstone Housing Service Centre catchment area, 12.
- Gold Coast Housing Service Centre catchment area, 57.
- Inala Housing Service Centre catchment area, 34.
- Ipswich Housing Service Centre catchment area, 109.
- Logan Housing Service Centre catchment area, 39.
- Mackay Housing Service Centre catchment area, 20.
- Maroochydore Housing Service Centre catchment area, 20.
- Maryborough Housing Service Centre catchment area, 22
- Moreton Bay Housing Service Centre catchment area, 88.
- Mount Isa Housing Service Centre catchment area, 19.
- Rockhampton Housing Service Centre catchment area, 13.
- Toowoomba and South West Housing Service Centre catchment area, 45.
- Townsville Housing Service Centre catchment area, 38.
- Aboriginal and Torres Strait Islander Housing Delivery Housing Service Centre catchment area, 2.

Of the vacant dwellings as at 30 June 2021, 0.4% of the portfolio was vacant for 30 days or more, as outlined below:

- Bayside Housing Service Centre catchment area, 5
- Bundaberg Housing Service Centre catchment area, 0
- Buranda Housing Service Centre catchment area, 18
- Cairns Housing Service Centre catchment area, 10.
- Chermside Housing Service Centre catchment area, 6
- Emerald Housing Service Centre catchment area, 15.
- Fortitude Valley Housing Service Centre catchment area, 7.
- Gladstone Housing Service Centre catchment area, 1.
- Gold Coast Housing Service Centre catchment area, 9.
- Inala Housing Service Centre catchment area, 0.
- Ipswich Housing Service Centre catchment area, 41.
- Logan Housing Service Centre catchment area, 5.
- Mackay Housing Service Centre catchment area, 4.
- Maroochydore Housing Service Centre catchment area, 3.
- Maryborough Housing Service Centre catchment area, 3.
- Moreton Bay Housing Service Centre catchment area, 27.
- Mount Isa Housing Service Centre catchment area, 8.
- Rockhampton Housing Service Centre catchment area, 1.
- Toowoomba and South West Housing Service Centre catchment area, 22.
- Townsville Housing Service Centre catchment area, 6.
- Aboriginal and Torres Strait Islander Housing Delivery Housing Service Centre catchment area, 1.

As at 30 June 2021, a dwelling in Birdsville had been vacant for 6.7 years as there was no demand for social housing in the area. This property was tenanted during 2021-2022 financial year.



## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 19**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With respect to vacant land (land without a dwelling) managed by the Department, will the Minister provide the following as at 30 June 2021, broken down by Housing Service Centre:

- a. How many vacant blocks are currently managed by the Department; and
- b. Of those blocks currently vacant, the longest period of time a block has been left vacant.

#### **ANSWER:**

The Department actively reviews its land holdings and utilises parcels that are suitable for social housing.

A proportion of the vacant land held by the department is already programmed for short to medium term delivery through the capital works rolling program, such as the Queensland Housing Investment Growth Initiative. This includes land that is being readied for social housing construction, or considered for future social housing development.

Some of the vacant land within the portfolio may be considered unsuitable due to locational and demand considerations and/or site related issues such as, topography, mine subsidence and under mining, flooding issues, infrastructure, environmental and tenure issues constraining some of the sites and their ability to be sold.

As at 30 June 2021:

- |   |   |
|---|---|
| • Bayside Housing Service Centre catchment area, 12.          | • Gold Coast Housing Service Centre catchment area, 20.   |
| • Bundaberg Housing Service Centre catchment area, 15.        | • Inala Housing Service Centre catchment area, 41.        |
| • Buranda Housing Service Centre catchment area, 70.          | • Ipswich Housing Service Centre catchment area, 159.     |
| • Cairns Housing Service Centre catchment area, 83.           | • Logan Housing Service Centre catchment area, 85.        |
| • Chermside Housing Service Centre catchment area, 16.        | • Mackay Housing Service Centre catchment area, 36.       |
| • Emerald Housing Service Centre catchment area, 35.          | • Maroochydore Housing Service Centre catchment area, 20. |
| • Fortitude Valley Housing Service Centre catchment area, 14. | • Maryborough Housing Service Centre catchment area, 45.  |
| • Gladstone Housing Service Centre catchment area, 30.        | • Moreton Bay Housing Service Centre catchment area, 21.  |

- Mount Isa Housing Service Centre catchment area, 46.
- Rockhampton Housing Service Centre catchment area, 53.
- Toowoomba Housing Service Centre catchment area, 48.
- Townsville Housing Service Centre catchment area, 73.

The social housing portfolio was primarily administered under the *State Housing Act 1945* and more recently the *Housing Act 2003*. Under the *State Housing Act 1945*, the Queensland Housing Commission was established, and land was acquired or set apart for future social housing use or redevelopment. Land parcels set apart in the 1940s and 1950s remain in the portfolio where they are unable to be used for social housing. It would require an unreasonable use of Departmental resources to accurately determine which of these parcels is the oldest.

## **Community Support and Services Committee**

### **Estimates Question on Notice**

**No. 20**

**Asked on Wednesday, 13 July 2022**

**THE COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—**

#### **QUESTION:**

With respect to Question on Notice 254, will the Minister provide the following for the 2020/21 and 2021/22 financial years, broken down by each financial year:

- a. The number of households supported through hotel brokerage;
- b. Median customer time spent in hotel brokerage; and
- c. The longest period of a time a customer has spent in hotel brokerage.

#### **ANSWER:**

The Department of Communities, Housing and Digital Economy provides temporary accommodation solutions and services for impacted members of a community during a disaster, including the COVID-19 pandemic and recent flood events through an Emergency Housing Assistance Response (EHAR).

Depending on the scale of a disaster event, the volume of households impacted by the disaster and the available housing options, the department may utilise emergency, short term housing options such as hotels while supporting affected members of the community to transition back to their homes or to longer-term housing solutions.

In 2020/2021, there were 1,148 households supported through hotel brokerage as part of the department's EHAR COVID-19 response. In 2021/2022, there were 656 households supported as part of the department's EHAR COVID-19 response, and the Severe Rainfall and Flooding Event South-East Queensland (SEQ) response through hotel brokerage.

The median time a customer spent in hotel brokerage was 14 days in 2020/2021 and 10 days in 2021/2022.

For privacy reasons, the department is unable to release data for the longest period of time customers spent in hotel brokerage due to risk of identification.

During the recovery phase of an event or incident, the department works actively with customers (some with complex needs), local services and across government agencies to assist people to access safe and secure temporary accommodation and to transition them to longer-term housing pathways with support.

**Pre-hearing Questions on notice and responses – Minister  
for Seniors and Disability Services and Minister for  
Aboriginal and Torres Strait Islander Partnerships**

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**Question on Notice  
No. 1  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Can the Minister advise:

- a. How many Queenslanders with a disability continue to receive departmental delivered and/or funded specialist disability support services due to ineligibility for the NDIS and
- b. If the department is continuing to process new applicants and recipients of departmental delivered and/or funded specialist disability support services, in circumstances where Queenslanders with a disability do not meet the NDIS eligibility criteria.

**Answer:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships provides ongoing disability supports for clients aged under 65 years, who previously received state funded disability supports, but do not meet National Disability Insurance Scheme (NDIS) access requirements. These supports are provided through the Queensland Government's Continuity of Support (CoS) Under 65 program.

The department also provides direct disability support to clients who were ineligible for the NDIS when it was rolled out as they were over 65 years old at that time. This funding is separately provided by the Commonwealth Department of Health and Aged Care Disability Support for Older Australians (DSOA) program.

- a. As at 30 June 2022, **14** clients were funded by the Queensland Government through the CoS Under 65 program.

The CoS program aims to:

- ensure that people are able to achieve similar outcomes to the outcomes they were achieving prior to the introduction of the NDIS
- support clients to access other support systems to meet disability needs
- support people to build their capacity towards reducing the need for supports
- ensure supports are provided to people with significant ongoing disability needs to prevent hardship and enhance wellbeing
- adapt to the changing needs of people over time.

As at 30 June 2022, **29** clients were funded by the Commonwealth Government through the DSOA program.

The DSOA program aims to ensure older people with disability who were receiving state-administered specialist disability services, but who were ineligible for the NDIS (65 when NDIS rolled out), are not disadvantaged.

- b. The CoS program is a grandfathered arrangement and is limited to clients:
- who received funded disability supports from the former Disability Services prior to Queensland's transition to the NDIS
  - found ineligible for the NDIS
  - determined as having a significant and ongoing need for disability supports that cannot be met by other services and systems
  - whose services were attributed to a program or service that ceased when the NDIS was introduced; and
  - who require ongoing funded specialist disability supports to maintain wellbeing and prevent hardship.

The CoS program is not open to new applications.

The DSOA program is also a grandfathered arrangement. There will be no new entrants to the program and once all existing clients transition out the program will cease.

Where the department becomes aware that an individual requires supports that are not able to be available through the NDIS, the CoS Program or the DSOA program, the department works collaboratively with other mainstream agencies with the aim of ensuring supports are provided to the person.

**Question on Notice  
No. 2  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

Can the Minister advise how many clients have accessed the government's 11 centre-based respite services (separated by centre); and how COVID has impacted these centres?

**Answer:**

Over the 12-month period of 1 July 2021 to 30 June 2022, 252 children and adults accessed centre-based respite. The breakdown of clients by centre is below:

<b>Accommodation Support and Respite Services (AS&amp;RS) Respite Centres</b>	<b>Number of clients who accessed respite in 2021-22</b>
Ashgrove Respite Centre	13
Deception Bay Respite Centre	36
Gold Coast Yalburu Respite Centre	28
Ipswich Thorn Street Respite Centre (Adult)	55
Ipswich Thorn Street Respite Centre (Children)	16
Ipswich Robertson Rd Respite Centre (Jeffs Place*)	0*
Loganholme Respite Centre	27
Maryborough Ka'wan Respite Centre	18
Townsville Nangare Respite Centre	20
Toowoomba Respite Centre	16
Yandina Respite Centre	23
<b>Total</b>	<b>252</b>

\* Jeffs Place has not been operational as respite and transitioned to a Supported Independent Living arrangement in April 2022.

Due to clients and their decision makers exercising choice and control with how they utilise their NDIS plan funding, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships Accommodation Services and Respite Services (AS&RS) has seen a decline in respite clients over the past financial year.

Like many other industries, the department experienced significant impacts from the COVID pandemic from December 2021 through to April 2022. This impact included a high percentage of staff being furloughed due to COVID as well as clients contracting COVID.

As part of the department's service delivery continuity plan the decision was taken to temporarily suspend the delivery of respite services from late January to mid-April 2022. This enabled the department to ensure there was sufficient workforce to provide 24-hour care to clients living across its 199 accommodation houses who rely on AS&RS for their daily living supports.

From March 2022, the impact on staff lessened and an assessment of need led to the re-opening of most centres from early April to provide support during Easter and school holidays which are often peak demand times.



**Question on Notice  
No. 3  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

Can the Minister advise:

- a. The number of former Disability Services clients who actively sought access to the NDIS, and
- b. Of these, the total number of clients who were successful and who were unsuccessful?

**Answer:**

The Queensland Government has supported former Disability Services clients to seek NDIS access by working directly with the National Disability Insurance Agency to create a special pathway to fast-track their access.

As at 30 June 2022:

- a. Approximately 30,650 Disability Services clients formerly funded or directly supported by the department under the *Disability Services Act 2006* had actively sought access to the NDIS.
- b. Of these:
  - i. Almost 29,880 clients have met NDIS access requirements, with another approximately 120 clients currently seeking access or engaged with the National Disability Insurance Agency.
  - ii. Approximately 650 clients were deemed by the National Disability Insurance Agency as not having met its requirements for access to the NDIS.

Most former Disability Services clients who did not meet NDIS access requirements were not seeking or receiving Disability Services funded supports at the time their NDIS access decision was made.

Former Disability Services clients who did not meet NDIS access requirements continue to be eligible to receive state funded mainstream supports, including through the Queensland Community Support Scheme.

The Queensland Government has committed \$5.7 million in 2022-23 to support Queenslanders, including any former Disability Service clients, to access the NDIS.

**Question on Notice  
No. 4  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Can the Minister advise what the Queensland Government is doing for Seniors who are at risk of social isolation and loneliness.

**Answer:**

As identified in the Parliamentary Inquiry into Social Isolation and Loneliness, older Queenslanders can be more vulnerable to social isolation and loneliness because of loss of friends and family, living alone, diminishing mobility or restricted income.

The Queensland Government supports all 14 of the recommendations of the Inquiry and is committed to developing a whole-of-government strategy to address the drivers of social isolation and loneliness, promote inclusion and access to programs and services, and foster safe and connected communities.

In 2022-23, the Government has committed \$3.9 million to 43 social isolation services across the state to help older Queenslanders stay connected and engaged with their community, as a means of supporting ageing well.

Activities vary across each location and are tailored to demand and need. For the 25 per cent of Queensland seniors who live alone these are important opportunities to connect.

Initiatives are tailored to the local community and include:

- promoting active ageing
- increasing awareness of healthy lifestyle options
- providing opportunities to extend and strengthen social connectedness
- improving linkages between older people, other agencies and their community.

For example, the Southern Gold Coast 60 and Better Program offers: low impact senior exercises, strength and balance, exercise physiology classes, falls prevention, chair exercises, yoga, Pilates, tai chi, qi gong, table tennis, men's fitness, walking group, cards and games, card making, craft and chat, conversation circle, iPad workshops, technology assistance, as well as information, referrals and advice.

The Rockhampton 60 and Better Program offers: strength and balance, chair dancing, tai chi, cards, golf, ten pin bowling, easy yoga, aqua exercise classes and lunches, coffees and day trips.

The Barcaldine 60 and Better Program offers: weekly exercise classes, tai chi sessions, croquet, a monthly health talk, morning teas, games mornings, lunches and visits to other towns and other groups. There are also books and puzzles for use at the centre or to borrow. Carpet bowls, boules, disc bowls and table tennis are some of the other games available, as well as computers and access to computer courses.

The services can be accessed directly, or through referral from the Seniors Enquiry line on 1300 135 500.

**Question on Notice  
No. 5  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

Can the Minister advise how the Queensland Government is providing Seniors with Legal and Support Services to raise awareness and prevent elder abuse.

**Answer:**

The Queensland Government has committed \$6.6 million for Seniors Legal and Support Services in 2022-23, as well as \$406,000 for Seniors Financial Protection Services.

This includes \$2.8 million of new recurrent funding which will be invested in:

- services in areas where high levels of need have been identified, including the Logan/Beaudesert region, Ipswich and Moreton Bay North; an outreach service is being established for Outback Queensland and the Cape York and Torres region
- increasing funding through the current contractual arrangements with each of the 11 existing services that are located in Brisbane, the Gold and Sunshine Coasts, Toowoomba, Hervey Bay, Gladstone, Bundaberg, Rockhampton, Mackay, Townsville and Cairns.

In the financial year to March 2022, the Seniors Legal and Support Services helped 6,258 seniors prevent and respond to elder abuse.

**Question on Notice  
No. 6  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Can the Minister provide an update on the whole-of-government implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy?

**Answer:**

The Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP) is a key whole-of-government policy that aims to increase the value of Queensland Government contracts awarded to Aboriginal and Torres Strait Islander owned businesses. It supports the development, sustainability and growth of Aboriginal and Torres Strait Islander owned businesses across Queensland.

The QIPP sets a target that procurement with Aboriginal and Torres Strait Islander owned businesses will be 3 per cent of the value of addressable Government spend by 2022.

It recognises that an agency-led, category-management approach will ensure Procurement Officers can determine how their agency can contribute to increasing the value of addressable Queensland Government procurement spend awarded to Aboriginal and Torres Strait Islander owned businesses, while balancing the commercial realities of current and emerging markets across Queensland.

In 2014-15 the Queensland Government spend with Indigenous business was \$47 million from 49 Indigenous businesses.

The data for the final quarter of the 2021-22 financial year is not yet available. However, during the first three quarters of the 2021-22 financial year, the Queensland Government procured goods and services to the value of \$338 million from 475 Aboriginal and Torres Strait Islander owned businesses.

Growing Aboriginal and Torres Strait Islander owned businesses is great for the economy and for employment of First Nations people, given Aboriginal and Torres Strait Islander owned businesses are more likely to employ Aboriginal and Torres Strait Islander people.

A key recent achievement under the QIPP is the Queensland Government's procurement in 2021-22 of over \$50 million worth of COVID-19 Rapid Antigen Tests from two separate Aboriginal and Torres Strait Islander owned businesses. This contributed to the third quarter spend of \$140.54 million from 315 Aboriginal and Torres Strait Islander owned businesses, by the Queensland Government.

This demonstrates both the Queensland Government's commitment to the QIPP, and the capabilities of Aboriginal and Torres Strait Islander owned businesses to meet urgent supply chain needs.

My department further supports the implementation of the QIPP across government through:

- enhancing and developing capacity and capability of Aboriginal and Torres Strait Islander owned businesses to successfully compete for Queensland Government procurement contracts
- working across Queensland Government to develop tools and procedures that align with the Queensland Procurement Policy and give procuring officers confidence in applying the Queensland Indigenous Procurement Policy
- consulting with agencies and whole-of-Government category leads to identify the best opportunities for increasing procurement with Aboriginal and Torres Strait Islander owned businesses.

**Question on Notice  
No. 7  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Can the Minister explain how funding land and Infrastructure program planning initiatives in remote Aboriginal and Torres Strait Islander communities will achieve better outcomes for Aboriginal and Torres Strait Islander people?

**Answer:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnership, through the Remote Indigenous Land and Infrastructure Program Office (department), has achieved positive outcomes for 34 Aboriginal and Torres Strait Islander communities in Queensland since its inception in 2009.

The department provides critical strategic and expert built-environment technical advice to remote and discrete Aboriginal and Torres Strait Islander Councils and State Government agencies to achieve economic, social and environmental outcomes, and meet legislated built-environment requirements.

Initiatives include built-environment planning that supports and creates home ownership opportunities, open recreation spaces, transport, commercial and public buildings, land administration, town planning zoning, streets, footpaths, and essential community infrastructure.

The department's programs enable essential capital investment by providing quality land administration and Native Title services to Trustees, increasing access to home ownership, and advancing small business growth by assisting Trustees and Aboriginal and Torres Strait Islander owned businesses to secure tenure for commercial or business activities.

The department's support includes negotiating Indigenous Land Use Agreements, home ownership, environmental and economic precinct planning, cadastral survey, master planning, town planning, as well as State and Commonwealth infrastructure investment coordination.

The department has completed 26 Urban Master Plans and 6 Master Plans across Queensland's Aboriginal and Torres Strait Islander communities. Five Precinct Plans were completed, including:

- three in Mapoon, the Economic and Tourism Strategies; Cullen Point Campground and Street Landscaping
- the Tourism Precinct in Aurukun
- initiatives including tourism activities, residential and recreational development and cemetery facilities in Cherbourg.

With respect to home ownership, the department made 38 houses available in 2021-2022 for home ownership by Aboriginal and Torres Strait Islander peoples in targeted communities through Queensland Government investment. This outcome exceeded its target for this period which was 30. In addition, the department created 232 job placements for Aboriginal and Torres Strait Islander job seekers in social housing and infrastructure projects across the National Partnership on Remote Housing communities, and other capital works in remote and discrete Aboriginal and Torres Strait Islander communities.

In land administration, the department undertook the land tenure resolution process for the proposed Rural Fire and State Emergency Services Station at Bamaga. The department also provided specialist tenure, Native Title and planning advice for the Coen supermarket and fuel depot development and facilitated the registration of 40-year social housing leases to enable social housing investment in the communities of Aurukun, Doomadgee, Kowanyama and Pormpuraaw.

As outlined in the 2022-23 budget, \$16.7 million has been committed across the forward estimates, and \$4.4 million ongoing to continue these programs, providing pathways for continuous and sustainable localised employment and economic opportunities for First Nations Queenslanders.

**Question on Notice  
No. 8  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Can the Minister explain how funding for Alcohol Management Plans can increase community health and wellbeing?

**Answer:**

The Queensland Government, through the Renewed Approach to Alcohol Management (renewed approach), is committed to community leadership driving the alcohol management arrangements in remote and discrete Aboriginal and Torres Strait Islander communities. The renewed approach prioritises community safety and emphasises a need for alcohol management arrangements that are developed and implemented in partnership with communities, with the aim of ensuring communities and individuals are safe, thriving and self-empowered to manage and reduce alcohol-related harm.

Through the renewed approach, all 15 Local Government Areas with alcohol restrictions have developed tailored and locally led community safety plans to improve safety and wellbeing, reduce demand for alcohol, and address sly grog and home brew activities.

The community safety plans outline strategies to promote a positive alcohol culture, including services to address the underlying causes of alcohol misuse such as mental health challenges and domestic and family violence. They map a holistic and staged approach towards a healthy relationship with alcohol that supports community health and wellbeing.

The Queensland Government is delivering \$4.276 million over two years from 2022-23 to support the implementation of community safety plans and to ensure services and supports are culturally sensitive, targeted and accessible.

A further \$1.5 million has been allocated in the 2022–23 budget focused on addressing sly grog and homebrew, and local programs to strengthen a positive alcohol culture.

The community safety plans include a range of measures to support local health and wellbeing, such as:

- new alcohol carriage limits in the Mornington and Kowanyama Shires to help combat home brew and sly grog respectively, with positive feedback from local leadership on progress to date
- workshops on Mornington Island to support domestic and family violence prevention, health promotion and demand and harm reduction, including mental health first aid training



- supporting community members in Mapoon to offer crisis support, relationship counselling and conflict resolution assistance
- introduction of a community social club venue in Lockhart River to promote safe, regulated access to alcohol
- support for the Men's and Women's groups, a positive parenting campaign and mental health programs in Kowanyama.

**Question on Notice  
No. 9  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

Can the Minister update the Committee on the total cost per hour of policy provided for Aboriginal peoples and Torres Strait Islander peoples and explain how that is measured?

**Answer:**

The 2022-23 target/estimated total cost per hour of policy provided for Aboriginal peoples and Torres Strait Islander peoples is \$103.

The department is progressing a significant program of policy reform to reframe the relationship with Aboriginal and Torres Strait Islander peoples, including by progressing the Path to Treaty, Local Thriving Communities, and Indigenous Voice, and continuing to improve outcomes for First Nations Queenslanders through the National Agreement on Closing the Gap

This service standard assesses the department's efficiency in delivering social and economic participation policy and development by monitoring trend data over time in relation to the total cost per hour of policy advice and development delivered.

The calculation methodology for the total cost per hour is:

$$\frac{\text{Employee expenses and allocation of support costs}}{\text{Number of Policy FTEs} \times \text{working days per year} \times \text{standard public service core hours}}$$

Noting that:

- **Employee expenses and allocation of support costs:** includes salaries, operating costs such as telecommunications, office accommodation, and corporate services charges for information services, payroll, finance transactions and systems, based on full-time equivalent (FTE) employee numbers
- **Policy FTEs:** includes employees providing routine social and economic participation policy, policy development and policy advice.

**Question on Notice  
No. 10  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

Can the Minister update the committee on the cultural heritage services provided by the department and the overall customer satisfaction?

**Answer:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (the department) provides information from the Aboriginal and Torres Strait Islander Cultural Heritage Database and Cultural Heritage Register (Database and Register) to land users seeking to comply with duty of care requirements established under the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003* (the Cultural Heritage Acts).

The public can access the Database and Register through the Cultural Heritage Online Portal (Online Portal).

Over 33,000 search requests are currently processed annually through the Online Portal.

Land users who undertake large volumes of searches through the Online Portal can register for special access (registered users) to a self-service function that enables them to conduct their own searches of the Database and Register.

Since 2017, Enhance Research has been commissioned to undertake an annual online survey, designed to measure registered users' experience and satisfaction with the Online Portal and the services provided by the department in association with the Online Portal.

A total of 102 surveys were completed in 2022.

The proportion of satisfied registered users has remained high. The 2022 survey returned a 78 per cent overall satisfaction rate.

Each year, Enhance Research provides the department with a report on the survey's findings, which is uploaded onto the department's website.

Registered users' satisfaction with the Cultural Heritage services provided by the department is a measure in the Service Delivery Statement for 2021-22, with a target of 75 per cent satisfaction. This information is included in the department's Annual Report.

**Question on Notice  
No. 11  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

In relation to the \$300 million Path to Treaty Fund described in the 2021-22 Queensland budget:

- a. What returns have been generated to date?
- b. What activities have been completed to date from the Fund to ensure the future of treaties in Queensland?

**Answer:**

- a. Questions regarding returns for the Path to Treaty Fund should be directed to the Treasurer and Minister for Trade and Investment.
- b. The Queensland Government is progressing the Path to Treaty reform in co-design with Aboriginal and Torres Strait Islander peoples and non-Indigenous people.

In February 2021, the Treaty Advancement Committee (the Committee) was established to provide further detail and advice to the Queensland Government on how to implement the next steps for Path to Treaty.

On 12 October 2021, the Committee members handed their report to the Queensland Government. The Committee's report has been considered carefully by the Queensland Government to inform the next steps toward our goal of achieving a treaty or treaties in Queensland. This includes clarification on the types of treaty related activities that the Path to Treaty Fund should cover.

While this process is underway, an Independent Interim Body is being established to maintain momentum and conduct priority actions of truth telling and healing, research and co-design. The work of the Independent Interim Body will be funded from initial returns from the Path to Treaty Fund. An Expression of Interest was released for the selection of members of this body on 14 June 2022 and closed on 18 July 2022.

No funding has been accessed from the Path to Treaty Fund to date, with activities currently being funded from existing allocations.

**Question on Notice**  
**No. 12**  
**Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

With reference to planning to support Queenslanders during natural disasters and emergencies—

What work has the Department conducted to reflect on the devastating impact of 2022 flooding events on Queenslanders with a disability, and particularly to address the vulnerability of those people who found themselves stranded in their home?

**Answer:**

The Queensland Government has a well-established and nationally recognised disaster management system. Queensland's disaster management arrangements are characterised by and implemented through strong partnerships between government, government-owned corporations, non-government organisations, commerce and industry sectors, and the local community.

The needs of vulnerable people, including people with disability, are specifically considered across all levels of disaster management planning and response.

In October 2021, in conjunction with the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, I announced new resources to support disaster preparedness for Queenslanders with disability. This included a suite of new resources developed through the Disability Inclusive Disaster Risk Reduction project (<https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/>).

The Queensland government partnered with Community Services Industry Alliance, Queenslanders with Disability Network and the University of Sydney on this important project.

The Person-Centred Emergency Preparedness (P-CEP) plan (<https://www.getready.qld.gov.au/prepare-disaster-disability>) is one of many resources available. Additional resources include the P-CEP Peer Leadership Program and material to support community capacity to improve preparedness for people with disability.

The department continues to promote these resources and encourage people with disability to work with their formal and informal supports to prepare for disaster events.

During the 2022 flooding events, the department implemented its business continuity plan which included considering the impacts on the services it delivers and/or funds.

Specifically, the department contacted its funded disability advocacy organisations and peak and representative bodies to seek advice on the impacts of the flooding on them and their service delivery to clients. The department also approved extensions to reporting deadlines to enable funded organisations to prioritise support for their clients.

Minimal issues were reported but where concerns for NDIS participants were identified, the department liaised with the National Disability Insurance Agency (NDIA) senior executives as the entity responsible for service delivery to them. The NDIA advised it was responding to and prioritising participants impacted by floods. The NDIA was able to coordinate alternate accommodation for participants who were unable to remain at their homes. The NDIA also fast-tracked funding for equipment.

The department is an active member of the State Human and Social Recovery Group led by the Department of Communities, Housing and Digital Economy.

This group aims to enable people to manage their own recovery through access to information and a range of services and/or practical assistance including financial assistance for those individuals and households who are most vulnerable and do not have the means to finance their own recovery.

The group continues to monitor the impact of disasters and severe weather events to ensure continuous improvement in preparedness and future response. A “lessons learned” activity is being planned to review actions undertaken and identify any learnings to be applied to future responses.

**Question on Notice  
No. 13  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

Following a forum hosted by Queenslanders with a Disability Network (QDN) in June, including representatives of your Department as well as the Department of Transport and Main Roads, and the Taxi Council, where people with disability spelt out the impacts of being reliant on taxi services which can arbitrarily decline to assist them, and what work is the Department doing to ensure people with disability have access to the transport services they need?

**Answer:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (department) is working with the Department of Transport and Main Roads and the Commonwealth, states, and territories to ensure people with disability can access the transport services they need.

Since July 2017, the Queensland Government has continued to provide taxi subsidies for National Disability Insurance Scheme (NDIS) participants due to shortfalls in transport supports provided by the NDIS. Under these arrangements, the Commonwealth Government is reimbursing the Queensland Government to deliver the Taxi Subsidy Scheme to enable longer-term arrangements to be agreed on to ensure that participants can access reasonable and necessary transport supports under the NDIS.

Disability Reform Ministers have committed to co-designing a long-term approach to how transport supports are included in NDIS participants' plans and work alongside public transport. Ministers have also agreed in principle (subject to consultation with Transport Ministers) to extend current Taxi Subsidy Scheme arrangements while these broader policy reforms are completed.

The department is working with other states and territories to ensure any proposals that arise out of this longer-term work include the views of Queenslanders with disability.

As part of the 2022–23 Budget, the Queensland Government is providing increased funding of \$27.2 million over four years for the Taxi Subsidy Scheme, to deliver an increase in the subsidy cap from \$25 to \$30 per trip and to meet increased costs associated with lift payments.

In addition, the Department of Transport and Main Roads is taking a series of immediate actions to try to improve the level of service for passengers with disability requiring wheelchair accessible taxi services, including by:

- starting conversations directly with taxi booking companies about the issue and the need for them to take steps to improve the accessible services that they are providing to their customers
- taking steps to educate drivers and the taxi industry about the importance of their role in supporting people with disability to stay connected and access appointments and events, as well as their regulatory requirement not to refuse a service to any passenger requiring a wheelchair taxi, to try to ensure that wheelchair trips are being prioritised by taxi drivers
- investigating complaints and considering compliance action in relation to drivers who are found to have breached the regulations.

To address the issue over the longer term, the Department of Transport and Main Roads has commenced a review of the taxi licensing framework, which will include consideration of accessible taxi service levels.

In addition, the Department of Transport and Main Roads is contributing to the Australian Government led reform of the *Disability Standards for Accessible Public Transport (2002)*. The Transport Standards were developed to make public transport accessible, and the reform aims to deliver better accessible passenger transport outcomes for people with disability.

The department and the Department of Transport and Main Roads are also working to improve the experiences of people with disability in the transport system more broadly, through implementation of *Australia's Disability Strategy 2021–2031*. Policy priorities under the Strategy include that transport systems are accessible for the whole community and that community attitudes support equality, inclusion, and participation for people with disability. Queensland is implementing the Strategy through a range of mechanisms including through Targeted Action Plans released with the Strategy. Current relevant actions include the Department of Transport and Main Roads' "Move Together" campaign to improve the public transport experience. Further actions will be developed as the Targeted Action Plans are updated.

The department also administers the Queensland Disability Advocacy Program, which funds advocacy organisations across the state to help Queenslanders with disability to understand their rights, navigate the NDIS and other mainstream services, address discrimination, conflict and unfair treatment, and build capacity to advocate for themselves.



**Question on Notice  
No. 14  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

With reference to Elder Abuse funding detailed on page 3 of the SDS:

- a. Will the Minister advise how much has been spent on advertising and education programs for the last two financial years, 2020-2021 and 2021-2022?
- b. How much funding has been allocated for advertising and education programs over the next four financial years, 2022-2023, 2023-2024, 2024-2025 and 2025-2026?

**Answer:**

Page 3 of the SDS refers to the increase in funding for the Seniors Legal and Support Service (SLASS).

The Queensland Government will deliver increased funding of \$12.2 million over the next four years, and \$2.8 million ongoing to support seniors in Queensland, for information advice and referrals, case management and community support and funding for the annual Elder Abuse Prevention Campaign held in June.

The Queensland Government is committed to reducing elder abuse, supporting older people and their families and carers, and raising awareness of available supports. Education and awareness raising is included in the overall annual expenditure for seniors legal and support services.

I would refer the member to <https://www.dsdsatsip.qld.gov.au/campaign/stop-elder-abuse> which provides elder abuse campaign materials that promote community awareness.

At Seniors Events held across the state, the department also ensures that Elder Abuse is a matter that is discussed by Queensland police and the organisation that oversees the Elder Abuse Prevention Unit, UnitingCare Community.

Importantly, officers from the Seniors Legal and Support Services are also in attendance to provide advice to older Queenslanders who may be facing legal matters including complex family issues.

- a. The department spend on Elder Abuse Prevention campaigns (including advertising) for the last two financial years is noted in the table below:

<b>Elder Abuse Prevention Campaign</b>		
Total campaign spend (including advertising)	2020-21	\$150,767
	2021-22	\$173,247

- b. The provisional 2022-23 budget to deliver the Elder Abuse Prevention campaign is \$250,000. As budget is allocated annually, figures for forward years beyond 2022-23 are yet to be apportioned, however funding increases over the period 2020-21 to 2022-23 are indicative of what the approximate allocations over the forwards to 2025 are likely to be.

**Question on Notice  
No. 15  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

With reference to seniors on page 1 of the SDS will the Minister detail:

- a. What cost of living assistance is being given to seniors in rebates, concessions, and seniors cards?
- b. What is the increase in financial assistance for 2022-2023 compared to 2021-2022?

**Answer:**

- a. The Queensland Government provides a wide range of concessions including subsidies, rebates and discounts across a variety of services and products. These concessions provide Queenslanders with cost-of-living support for essentials like electricity, transport, health, housing, education, and training services.

Of note are the following concessions and rebates administered by the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

**Electricity Asset Ownership Dividend and Cost of Living Rebate**

As part of the 2022-23 Budget, Queenslanders, including seniors, will automatically receive a \$175 Cost of Living Rebate on their next electricity bill. This will be the sixth rebate provided through electricity bills since 2017-18 and will be credited on customers' bills from September 2022, depending on individual billing cycles.

**Electricity Rebate Scheme**

The Electricity Rebate Scheme provides a rebate of up to approximately \$372 per annum, to assist with the cost of domestic electricity supply to the home of eligible holders of a Pensioner Concession Card, a Queensland Seniors Card, Commonwealth Health Care Card, Department of Veterans' Affairs Gold Card (who receive a War Widow/er Pension or special rate Totally or Permanently Incapacitated Pension), and asylum seekers.

**Queensland Seniors Card**

The Queensland Seniors Card offers access to a range of Queensland Government concessions and discounts at more than 7,000 participating businesses across the state.

Queensland Seniors Card holders (and Seniors Card +go) and pensioners may be eligible to access up to 18 concessions and rebates on important cost of living

expenses such as electricity, gas, rates, motor vehicle registration, spectacles, dental services, medical aids and recreational activities.

**Reticulated Natural Gas Rebate Scheme**

The Reticulated Natural Gas Rebate Scheme provides a rebate of up to approximately \$81 per annum to assist with the cost of reticulated natural gas supplied to the home of eligible holders of a Pensioner Concession Card, Queensland Seniors Card, or a Department of Veterans' Affairs Gold Card (who receive the War Widow/er Pension or special rate Totally or Permanently Incapacitated Pension).

**Pensioner Rate Subsidy Scheme**

The Pensioner Rate Subsidy Scheme offers a 20 per cent subsidy (up to a maximum of \$200 per annum) to lessen the impact of local government rates and charges on pensioners, thereby assisting them to continue to live in their own homes.

**Southeast Queensland Pensioner Water Subsidy Scheme**

The Southeast Queensland (SEQ) Pensioner Water Subsidy Scheme provides a subsidy of up to \$120 per annum to eligible pensioner property owners in the SEQ Water Grid to lessen the impact of water prices. This subsidy is in addition to the Pensioner Rate Subsidy Scheme.

- b. This year the Queensland Government has committed \$725 million in concessions and rebates that will help older and vulnerable Queenslanders on fixed or low incomes to address cost of living pressures. This is a substantial increase of over \$300 million on the \$420 million committed in the previous year as it includes the one-off \$175 Cost of Living Rebate.

**Question on Notice  
No. 16  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

With reference to an Age-friendly Community page 1 of the SDS will the Minister provide an update of the Age-friendly Community action plan implementation:

- a. The total number of initiatives implemented,
- b. The total number of initiatives not implemented, and
- c. When the remaining initiatives will be implemented?

**Answer:**

The *Queensland: an age-friendly community Action Plan* had 114 initiatives which were the responsibility of various government agencies. A review of the status of those initiatives based on advice from relevant agencies is that:

- a. 110 have been completed
- b. four have not been completed
- c. the four incomplete initiatives will not be implemented due to changed priorities or cessation in funding for those initiatives since the Strategy was launched in 2016.

**Question on Notice  
No. 17  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

With reference to the NDIS page 1 of the SDS, will the Minister advise:

- a. The total number of applications to access the NDIS for 2021-2022,
- b. The total number of applications approved, and
- c. The total number of Queenslanders with a disability who will continue to receive department delivered and / or funded disability support services due to ineligibility for the NDIS?

**Answer:**

In response to a. and b.

The Commonwealth Government administers and is responsible for the effective operation of the National Disability Insurance Scheme (NDIS).

The National Disability Insurance Agency (NDIA) publishes quarterly reports to Disability Ministers. The reports include broad information in relation to NDIS performance and operations nationally and by jurisdiction and are available online at <https://www.ndis.gov.au/about-us/publications/quarterly-reports>. The numbers of people who have sought to access the NDIS and who have met eligibility are detailed in the report in that link titled Report to disability ministers for Quarter 4 of Year 9 Full Report at table H.2 at page 375.

The latest report published by the NDIA is the Quarter 4 report for 2021-22.

In response to c.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships provides ongoing disability supports for clients aged under 65 years, who previously received state funded disability supports, but do not meet NDIS access requirements. These supports are provided through the Queensland Government's Continuity of Support (CoS) Under 65 program.

The department also provides direct disability support to clients who were ineligible for the NDIS when it was rolled out as they were over 65 years old at that time. This funding is separately provided by the Commonwealth Department of Health and Aged Care Disability Support for Older Australians (DSOA) program.

As at 30 June 2022, 14 clients were funded by the Queensland Government through the CoS Under 65 program. The CoS program aims to:

- ensure that people are able to achieve similar outcomes to the outcomes they were achieving prior to the introduction of the NDIS
- support clients to access other support systems to meet disability needs
- support people to build their capacity towards reducing the need for supports
- ensure supports are provided to people with significant ongoing disability needs to prevent hardship and enhance wellbeing
- adapt to the changing needs of people over time.

As at 30 June 2022, 29 clients were funded by the Commonwealth Government through the DSOA program.

**Question on Notice  
No. 18  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

With reference to page 4 of the SDS, Forensic Disability Service, for 2021-2022 will the Minister advise:

- a. The number of FTE in the Forensic Disability Service, including position titles,
- b. The number of staff voluntary and involuntary departures over the last three years listed separately,
- c. How many involuntary departures have been appealed and how many are currently still in process, listed separately,
- d. The number of times staff have called Police to attend the FDS,
- e. The number of investigations carried out,
- f. The total number of unlawful conduct / breaches identified by the investigations?

**Answer:**

- a. The number of FTE in the Forensic Disability Service, including position titles –

<b>Position</b>	<b>1/07/2021 to 7/11/2021 FTE</b>	<b>8/11/2021 to date FTE</b>
Administrator	1	1
Senior Service Manager	1	1
Principal Clinician	1	1
Principal Program Officer	1	1
Clinical Team Leader	2	2
Clinician - Program Specialist	4	4
Business Officer	1	1
Senior Administration Officer	1	1
Administration Officers	2	2
Administrative Officer	1	1
Forensic Disability Worker Clinician	11	*10
Forensic Disability Worker Clinician backfill	1	1
Operational Team Leader	6	6
Forensic Officer	22	22
Forensic Officer backfill	1	1
<b>TOTAL</b>	<b>56</b>	<b>55</b>

\* A review of clinician rosters identified 1 FTE above requirements. This funding will be transferred to Forensic Disability Service's service procurement for external purchased psychiatric and nurses services in 2022-23.

- b. The number of staff voluntary and involuntary departures over the last three years listed separately –
- 2019-2020 – **4** separations, of which all were voluntary
  - 2020-2021 – **2** separations, of which all were voluntary
  - 2021-2022 – **23** separations, of which **19** were voluntary and **4** were involuntary
- c. How many involuntary departures have been appealed and how many are currently still in process, listed separately –
- **2** involuntary departures were appealed in 2021-22
  - **0** are currently in process.
- d. The number of times staff have called Police to attend the FDS –
- The Queensland Police Service attended the FDS a total of **52** times during the reporting period. This was mainly due to a particular client who has deteriorated causing significant harm to himself and others.
- e. The number of investigations carried out –
- There were **15** Investigations received in the time period.

Note: an investigation includes matters where a formal Terms of Reference was issued to Ethical Standards, or where under initial assessment sufficient evidence was identified by Ethical Standards to identify and substantiate the allegation/s on the balance of probabilities. Those matters were forwarded directly for discipline or other management action as appropriate.

- f. The total number of unlawful conduct / breaches identified by the investigations –
- There were **11** substantiated allegations related to unlawful conduct.

Unlawful conduct allegations include allegation which are assessed as either corrupt conduct (Section 15 Crime and Corruption Act 2001) or Category 3b (Conduct and Performance Excellence (CaPE) Framework) which include criminal elements.

There were **10** substantiated allegations related to misconduct breaches which are assessed under the CaPE framework Category 2 and Category 3a.



**Question on Notice  
No. 19  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE  
MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C  
CRAWFORD)**

**Question:**

With reference to page 3 of the SDS, Infrastructure Program Planning initiatives, will the Minister provide:

- a. A list of all infrastructure program planning initiatives over the next four years, 2022-2023, 2023-2024, 2024-2025 and 2025-2026,
- b. Expected completion dates or duration dates, and
- c. Total cost of all programs broken down by each program?

**Answer:**

- a. The Infrastructure Program Planning initiatives over the next four Financial Years are:
  - Indigenous Land Use Agreements
  - Town Planning and Development Applications
  - Home Ownership
  - Land Feasibility and Master Planning
  - Survey
  - Environmental Planning.
- b. The goal of the Infrastructure Program Planning initiatives is to have equitable outcomes across all of Queensland's remote, discrete Aboriginal and Torres Strait Islander communities. The Infrastructure Program Planning initiatives over the next four years are programmed with a base allocation, with an allowance for Consumer Price Index (CPI) increases.

Each community's needs with respect to these program initiatives vary significantly and evolve as new infrastructure projects are proposed. Base allocations for each program area enable flexibility for funding for infrastructure initiatives as they are proposed, developed and planned in partnership with Aboriginal and Torres Strait Islander communities, over the next four years.

Currently, there are Infrastructure Program Planning initiatives planned for the current Financial Year of 2022-23 that have specific completion dates or duration dates provided below. For the forward years of 2023-24, 2024-25 and 2025-26, Infrastructure Program Planning initiatives are not yet determined for completion dates to be set.

Expected completion dates or duration dates for the current Financial Year of 2022-23:

- Indigenous Land Use Agreements: funding will be used to address Native Title for the Commonwealth's Social Housing Program being delivered by the

Department of Communities, Housing and Digital Economy, to ensure public housing can be constructed within the required timeframes. Native Title processes to be completed by 30 June 2023.

- Town Planning and Development Applications: will underpin the delivery of Social Housing and Home Ownership with the 2022-23 program being scheduled for completion by 30 June 2023.
- Home Ownership: While no longer a deliverable under the SDS in the 2022-23 period, the Queensland Government's target for home ownership in this period is to make 30 houses available for ownership by Aboriginal and Torres Strait Islander peoples in targeted communities through Queensland Government investment.
- Land Feasibility/Master Planning: will ensure sustainable planned development determined by Home Ownership, Social Housing and associated service development needs with the 2022-23 program being scheduled for completion by 30 June 2023.
- Survey: Subdivision survey will describe new lots, road and infrastructure needs determined by program outcomes focused on Home Ownership, Social Housing and associated service development with the 2022-23 program being scheduled for completion by 30 June 2023.
- Environmental Planning: will be carried out to facilitate informed decision making to carry out land development in support of Home Ownership, Social Housing and associated service development with the 2022-23 program being scheduled for completion by 30 June 2023.

- c. The total funding (cost) for all programs broken down by each program over the next four years, 2022-23, 2023-24, 2024-25 and 2025-26 is:

<b>Infrastructure Program Planning Initiatives</b>	<b>2022-23 (\$)</b>	<b>2023-24 (\$)</b>	<b>2024-25 (\$)</b>	<b>2025-26 (\$)</b>	<b>Total (\$)</b>
Indigenous Land Use Agreements	500,000	510,000	521,000	535,000	<b>2,066,000</b>
Town Planning and Development Applications	300,000	306,000	313,000	321,000	<b>1,240,000</b>
Home Ownership	50,000	51,000	52,000	53,000	<b>207,000</b>
Land Feasibility/Master Planning	400,000	408,000	417,000	428,000	<b>1,653,000</b>
Survey	120,000	122,000	125,000	128,000	<b>496,000</b>
Environmental Planning	75,000	77,000	78,000	80,000	<b>310,000</b>

**Question on Notice  
No. 20  
Asked on 13 July 2022**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE ASKED THE MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)**

**Question:**

With reference to page 3 of the SDS, Aboriginal and Torres Strait Islander homeownership opportunities, will the Minister advise:

- a. How many Aboriginal and Torres Strait Islanders purchased their own home in 2021-2022,
- b. What was the government's target for home ownership in 2021-2022, and
- c. What is the government's target for home ownership for 2022-2023?

**Answer:**

- a. During the 2021-2022 period, 38 Aboriginal and Torres Strait Islander people purchased their own home.
- b. The government's target for home ownership in the 2021-2022 period was to make 30 houses available for ownership by Aboriginal and Torres Strait Islander peoples in targeted communities through Queensland Government investment and, as such, this target was exceeded.
- c. While no longer a deliverable under the SDS in the 2022-2023 period, the government's target for home ownership in this period is to make 30 houses available for ownership by Aboriginal and Torres Strait Islander peoples in targeted communities through Queensland Government investment.

**Pre-hearing Questions on notice and responses – Minister  
for Children and Youth Justice and Minister for  
Multicultural Affairs**

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## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 1

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister advise on the Palaszczuk Government's progress in combatting overrepresentation of Aboriginal and Torres Strait Islander Families in the child protection system, and what steps have been taken to address this important issue?

#### ANSWER

The Palaszczuk Government is committed to delivering better services and better outcomes for Aboriginal and Torres Strait Islander children and families, including by addressing the disproportionate representation of First Nation's families in the child protection system.

To date, the Queensland Government has invested an estimated \$535 million to address disproportionate representation across 10 years from 2016-17 to 2025-26.

Queensland has one of the lowest rates of disproportionate representation in Australia. The recent Australian Institute of Health and Welfare *2020-21 Child Protection Australia* report shows that 43.4 per 1,000 Aboriginal and Torres Strait Islander children in Queensland are in out-of-home care, compared to the national average of 57.6. Similarly, the rate of Indigenous children who were the subject of substantiations in Queensland was 21.9 per 1,000 children in 2020-21, which was below the national average of 43.4 and the second lowest of all jurisdictions.

The most recent quarterly data from March 2022 shows that for the fourth consecutive quarter, the proportion of children in care who are Aboriginal and Torres Strait Islander has remained relatively stable (around 44%), a reversal of the pre-reform (2012-13) trend of growing disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system.

Despite Queensland's strong comparative performance, the COVID-19 pandemic has placed additional demand pressure on the child protection system, and additional efforts are required to address and reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children and young people in out-of-home care.

*Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families 2017–2037* (Our Way strategy) and its seven action plans set the strategic foundations to eliminating the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system within a generation.

The Queensland First Children and Families Board, established in 2018, provides strong cultural leadership, strategic oversight and advice and guidance to the department on the implementation of the Our Way strategy and supporting action plans.

*Changing Tracks: An action plan for Aboriginal and Torres Strait Islander children and families 2020-2022* (Changing Tracks), the second action plan under the Our Way strategy, maintains our long-term commitment to set the foundations for change across the child protection system. The Palaszczuk Government has invested \$311.5 million to deliver initiatives under *Changing Tracks*, with an allocation in 2022-23 of \$50 million.

Co-design of the third action plan, *Breaking Cycles 2023-25*, is underway in partnership with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak on behalf of Family Matters Queensland.

The Palaszczuk Government is also investing in 34 community controlled Aboriginal and Torres Strait Islander Family Wellbeing Services across the State to provide culturally responsive child and family support to Aboriginal and Torres Strait Islander children and families when needed.

These services have proven highly effective. More than 20 per cent of Aboriginal and Torres Strait Islander families subject to a child concern report are subsequently investigated by the department within six months. For First Nation's families who are able to work with Family Wellbeing Services to have their needs met however, this drops to just 11 per cent. In 2022-23 the Government will invest \$43.4 million in Family Wellbeing Services.

Another key element of our Government's commitment to deliver improved outcomes for Aboriginal and Torres Strait Islander children and their families is the implementation of delegated authority in two locations to delegate the powers and functions of the Chief Executive Officer for an Aboriginal or Torres Strait Islander child, to the Chief Executive Officer of an Indigenous community-controlled entity, to provide a more culturally appropriate response and outcome for Indigenous children and families.

As at 1 June 2022, 40 delegated authority arrangements have been approved, and the support provided by Central Queensland Indigenous Development and REFOCUS has enabled 11 children to be reunified with family. The remaining children are in the process of being reunified or reconnected with family, culture and community.

A further important reform has been the ongoing implementation of the Aboriginal and Torres Strait Islander Child Placement Principle across practice, policy and program development, and service delivery across the department.

The *Child Protection Reform and Other Legislation Amendment Act 2022* passed on 10 May 2022 and provides that a person involved in administering the *Child Protection Act 1999* must make active efforts to apply the Aboriginal and Torres Strait Islander Child Placement Principle. This entrenches the current practice of the department by making active efforts a statutory requirement for decision-makers when applying the child placement principle.

Active efforts mean efforts that are purposeful, thorough and timely.

This legislative requirement will commence on a date to be proclaimed.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 2

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister advise of the Palaszczuk Government's progress in implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse?

#### ANSWER

The Queensland Government remains dedicated to implementing the recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission).

I would like to acknowledge the valuable work of the Truth, Healing and Reconciliation Taskforce (Taskforce) in providing ongoing advice to the Palaszczuk Government to support the delivery of these recommendations. I wish to thank Taskforce members with lived experience of institutional childhood sexual abuse for their commitment and insight, and I acknowledge the dedication and commitment of the Taskforce Chair and former Commissioner of the Royal Commission, Mr Bob Atkinson, AO APM.

The Royal Commission concluded on 17 December 2017 with the release of their Final Report and made 409 recommendations. These recommendations seek to prevent child sexual abuse and ensure institutions respond to child sexual abuse in a child-focused, accountable and transparent manner. A total of 317 recommendations are directed to the Queensland Government, either in full or in part.

On 15 June 2018, the Queensland Government response to the Royal Commission's recommendations was tabled in Parliament. This response accepted or accepted in principle 244 of their recommendations, with 89 requiring further consideration and noting 76.

As noted in the *Queensland Government fourth annual progress report Royal Commission into Institutional Responses to Child Sexual Abuse* that I tabled in Parliament on 8 April 2022, the Queensland Government has completed 183 of the 317 recommendations directed towards it. Implementation of the remaining 134 recommendations is continuing to progress.

Achievements throughout 2021 include:

- The adoption of the eSafety Commissioner's online safety framework and development of a range of resources to support online safety education, awareness and incident prevention within Queensland schools.
- Commencement from 5 July 2021 of new Criminal Code offences of failure to report belief of a child sexual offence and failure to protect a child from a child sexual offence.
- Ongoing participation in, and commitment to, the National Redress Scheme, with the Queensland Government allocating \$500 million to participate in the Scheme in 2018. Further work continues with the Australian Government in response to the recommendations of the *Second-year review of the National Redress Scheme: Final Report* to ensure the Scheme is accessible, survivor focussed and trauma-informed.

In addition, the Queensland Government continues to work with the Australian Government alongside state and territory governments on national strategies, including:

- implementation of the first action plan for 2022-2026 under the *Safe and Supported: The National Framework for Protecting Australia's Children 2021-2031*; and
- implementation of the first National Action Plan 2021-2024 under the *National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030*.

At the heart of these reforms are the lived experiences of thousands of courageous Queenslanders who have come forward to share their experiences, determined to make a difference in the lives of children today.

I assure Queenslanders that the Palaszczuk Government remains committed to participating in the National Redress Scheme and supporting the many Queenslanders who have experienced institutional childhood sexual abuse. In supporting this commitment, the 2022-23 Budget provides increased funding of \$24.6 million over four years to continue operationalising the National Redress Scheme for survivors of institutional child sexual abuse in Queensland.

The Queensland Government has allocated approximately \$500 million for Queensland Government participation in the Scheme, including redress payments, facilitation of Direct Personal Responses and counselling support through the Scheme. As at 30 June 2022, the Queensland Government had paid more than \$120 million in Redress payments invoiced by the Commonwealth Government. As at 30 June 2022, 1,793 people have accepted counselling and psychological care services, with 153 having commenced the service.

Prior to the National Redress Scheme, the Queensland Government led the country in recognising the needs of people who were abused in government and non-government run institutions. This included funding for individual and community services, establishing the Forde Foundation, supporting memorials, the issuing of broad apologies, and the establishment of the \$100 million redress scheme in 2007, which provided over 7,000 ex-gratia payments.

The Forde Foundation continues to support Forgotten Australians and care leavers through a practical and targeted grants program supporting a range of health and wellbeing needs. I am pleased to say that as at 30 June 2022, more than \$3 million in individual grant funding has been provided through the Foundation.

The Palaszczuk Government will continue to progress the delivery of Royal Commission recommendations in 2022. Priorities include:

- continuing the development of options to support implementation of child safe standards across Queensland;
- continuing our participation in the National Redress Scheme, including our work with the Australian Government and state and territory governments to improve the scheme and encourage non-government institutions to join the scheme; and
- continuing to embed trauma-informed approaches to the delivery of services to Queenslanders, including the training of Queensland police officers.



## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 3

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Given the Palaszczuk Government is in the final phase of embedding the Supporting Families Changing Futures reforms sparked by the 2013 Child Protection Commission of Inquiry, is the Minister able to provide advice on the future strategic direction of child safety?

#### ANSWER

Since the commencement of *Supporting Families Changing Futures* in 2014, there has been a period of intense reform for the child safety portfolio within the Department of Children, Youth Justice and Multicultural Affairs.

The Palaszczuk Government is now in the final phase of embedding the *Supporting Families Changing Futures* reform program, which has seen more families have access to support through a statewide network of family support services and Aboriginal and Torres Strait Islander Family Wellbeing Services. These services have effectively diverted vulnerable families from the statutory child protection system.

In the remaining two years of the reform program, the department is embedding and consolidating the significant work undertaken and will use this as a base to continue improving the way in which we work with children and young people, and their families. This shift marks a fundamental move towards breaking cycles of intergenerational disadvantage and providing family support services to children and families in the right way, at the right time.

Over the coming years, two key priorities will enact the strategic direction of the department:

- Priority One: Focus on supporting families and enabling the safety and wellbeing of children, especially those in care.
  - In addressing this priority, the department will work with its partners to ensure that assessments, court processes and supports prioritise child wellbeing and family reunification.
  - The department will also look at ways to improve the family support system to continue moderating the demand on the statutory child protection system and work with parents, families, carers and communities to promote health and wellbeing outcomes for children and young people in care.
  - A concerted focus on increasing kinship placements and decreasing the proportion of children and young people in residential care is key to this priority. Importantly, supports for kin to care for children and young people, wherever possible, will be a key departmental effort.
  - Building on the new strengths-based practice framework, the department will continue to support Child Safety Officers to create more meaningful connections with children and young people and their families who are in need and strengthen prevention and early intervention to provide the right services at the right time for vulnerable families.

- Priority Two: Eliminating the disproportionate representation of Aboriginal and Torres Strait Islander children and young people in the child protection system by 2037.
  - While Queensland has one of the lowest rates of disproportionate representation in Australia, it is important to acknowledge the rates of Aboriginal and Torres Strait Islander children and young people in care in Queensland remains unacceptable.
  - The department is committed to addressing the drivers of disproportionate representation through continued implementation of the *Our Way* Strategy.
  - The next stage of *Our Way*, through the upcoming *Breaking Cycles* 2023-25 action plan, will change the way that services are designed and delivered to ensure cultural safety and support self-determination. The department will continue to expand the Aboriginal and Torres Strait Islander service sector in the delivery of family support, placement, placement support and after care services. Acknowledging that Aboriginal and Torres Strait Islander peoples are best placed to make decisions that affect their children the department will continue to work with Aboriginal and Torres Strait Islander Community Controlled Organisations to expand delegated authority and embed active efforts in applying all five elements of the Aboriginal and Torres Strait Islander Child Placement Principle across all areas of the child protection system.

Over the coming year, we will also be working closely with children and young people in care and key stakeholders, such as the CREATE foundation and our NGO partners regarding the Palaszczuk Government's commitment to extend support to young people transitioning from out-of-home care until they turn 21.

While the specifics of this commitment will be co-designed with young people, generally it will mean that the Fortnightly Caring Allowance will be extended for the carers of young people until they turn 21, supporting them to remain living with their carer. For young people exiting residential care, or who choose to leave their family-based placement, culturally appropriate non-government case worker support will be provided, alongside financial assistance to obtain suitable housing.

Key to all of these reforms are the voices of children and young people in the system. Earlier this year, we passed the Child Protection Reform and Other Legislation Amendment Bill 2021. This legislation reinforces the rights of a child and amplifies their voice.

This means children, young people and their families are included in the decisions that impact their lives and their voices are listened to.

We have always known that the way we deliver services should be led by the children with lived experience of the child protection system.

As the *Supporting Families Changing Futures* reforms conclude in 2024, the department's future strategic direction will be one that focuses on continual improvement to better address the needs of vulnerable Queensland children and young people and families and eliminates the disproportionate representation of Aboriginal and Torres Strait Islander children and young people in care. This work will be guided by the voices of those with a lived and ongoing experience of the child protection system.

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 4**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister provide advice on the department's response to the COVID-19 pandemic, and any ongoing impacts of the pandemic on demand for child protection services?

#### **ANSWER**

The Department of Children, Youth Justice and Multicultural Affairs has continued to provide critical frontline child protection work throughout COVID-19 pandemic, and over the past twelve months has continued to respond to COVID-19 impacts while ensuring Queenslanders receive the services they need.

The department continues to maintain the necessary precautions to limit the spread of COVID-19, including workplace risk assessments, mandatory vaccination policies, wearing of face masks and other personal protective equipment, alternative working arrangements, increased cleaning and sanitisation of surfaces, physical distancing, good personal hygiene; and staff staying home if unwell and getting tested if symptomatic.

During the Omicron variant wave in early 2022, central office staff were deployed to assist in regional service centres which had been impacted due to staff illness or isolation requirements. This involved a small number of staff working in regions to support their regional colleagues to provide continuity of services to the vulnerable children, young people and families we work with.

The department continues to support foster and kinship carers and our care service agencies to increase sector responsiveness to the needs of children and young people and foster and kinship carer assessments have been able to continue during the pandemic through the implementation of COVID safe assessment processes.

Queensland's foster and kinship carers have continued to respond to the needs of children and young people throughout the pandemic restrictions, as they continue to support children and young people to remain connected to family and friends.

The department has continued to provide advice and support to funded non-government organisations to assist them to manage the effects of the pandemic, maintaining regular communication with the non-government sector through its peak bodies. This includes practical guidelines and resources about managing the health of clients and staff through successive waves of COVID-19 infection, in addition to financial support as required.

In addition, the department implemented an approach to support residential care services recoup extraordinary COVID related costs such as specialised personal protective equipment and fit testing, infection control training and costs associated with altering models of care using an Individualised Flexibility Agreement or other industrial arrangement to meet isolation requirements and direct care staffing rosters.

Non-government organisations have reported the COVID-19 measures developed in partnership with the sector, government and industry partners enable them to maintain continuity of care for vulnerable children and young people.

The impact of the COVID-19 pandemic has increased the demand for child protection services in Queensland. As the impact of this pandemic continued, we saw more Queensland families and children with complex and multiple concerns presenting to child safety.

The rising demand in notifications requiring an investigation was driven by increasing family complexities, reduced access to extended family support and greater pressures on families, which were exacerbated by the COVID-19 pandemic particularly for those already experiencing vulnerability.

This trend of increased demand in notifications requiring an investigation is continuing, with an increase of 3162 (11.3 per cent) in notifications in the 12 months to 31 March 2022.

The numbers of children at the tertiary end of the child protection system also increased since the pandemic commenced, with the number of children in care growing from 10,190 as at 31 March 2020 to 11,299 as at 31 March 2022. The increase in the number of children entering care, combined with increases in the length of time children stayed in care, placed significant pressure on the system and it is only since 30 June 2021 that the department has seen a gradual decrease in the numbers of children entering out-of-home care, back toward pre-COVID-19 levels.

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 5**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister provide an update on the secondary support services funded by the Palaszczuk Government to support struggling families and divert them from the statutory child protection system?

#### **ANSWER**

The Palaszczuk Government is committed to delivering better services to improve the lives and wellbeing of Queensland families. In 2022-23 we will invest \$128.7 million in the secondary support sector that works with vulnerable families to help keep children safe and supported in their home.

Secondary family support services provide access for families to early intervention support so Queensland children can thrive and grow up safely with their family.

Queensland has a strong family support system built in collaboration with the non-government sector. Services are tailored for diverse community needs and are accessible – provided at no cost to clients and available across the State.

The following range of community-based services are available:

- 17 Family and Child Connect (FaCC) services can connect families to the right services quickly if and when challenges arise. Experienced staff can provide advice and support for a wide range of issues including managing children's behaviour, building stronger family relationships or addressing violence at home.
- 34 Aboriginal and Torres Strait Islander Family Wellbeing Services (FWS) delivered by Aboriginal and Torres Strait Islander community-controlled organisations offer practical, confidential and culturally-sensitive support for First Nations families.
- 43 Intensive Family Support (IFS) services assist families who need support to safely care for and nurture their children and reduce the need for Child Safety to intervene. Experienced case managers work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services.
- 14 Assessment and Service Connect (ASC) services partner with Child Safety and help to connect families to appropriate support services early when an Investigation and Assessment of a child's protection needs is required to help children remain safely at home.

As an indication of the demand for secondary family support services, for the year ending 31 March 2022:

- FaCC received 30,531 enquiries;
- IFS services received 6,301 referrals;
- Aboriginal and Torres Strait Islander FWS received 4,774 referrals; and
- 940 notifications requiring investigation had an ASC co-response completed and ASC made 1,389 referrals to secondary support services.

Evidence shows investment in the family support system stops children entering the statutory child protection system. More than 20 per cent of Aboriginal and Torres Strait Islander families subject to a child concern report were investigated by the department within six months. Where families were able to engage with FWS and have their needs met, only 11 per cent were investigated.

Families interviewed as part of the recent evaluation of the FWS program indicated that the services helped them to feel more in control of their lives, and to develop strategies for raising their children and coping with their circumstances. Services also helped them to improve their self-confidence and their capacity to form healthy relationships.

Queensland is leading the nation in this important work.

The Australian Institute of Health and Welfare's *2020-21 Child Protection Australia Report* showed that in the 2020-21 financial year Queensland had the second highest number of families in Australia who commenced intensive family support services.

To promote the FaCC and the Aboriginal and Torres Strait Islander FWS, the Department of Children, Youth Justice and Multicultural Affairs has invested \$828,562 in promotional campaigns to increase public awareness and uptake of these important services.

In November 2021, the FaCC campaign was launched in time for the festive and summer holiday season which is often when families experience added pressures and stresses. A key message was that the FaCC offers someone to listen and provide advice during tough times.

In March 2022, the Aboriginal and Torres Strait Island FWS campaign was launched to encourage more parents and carers to reach out in times of need. The campaign used a mix of Indigenous health centre advertising, press and community radio, digital video and display, search engine marketing and social media advertising.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 6

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister advise of the current trends in youth crime in Queensland?

#### ANSWER

Since 2015 the Palaszczuk Government has invested more than \$750 million into the youth justice system. Evidence shows that the reforms are working as the number of young people who offend continues to decline.

The following data represents trends for youth crime:

- Data for the year ending 31 March 2022 shows there has been a **28%** decrease in the number of 10-17 year old young people who offend from the 12 months ending 31 March 2019 and a **37%** decrease in the number of 10-16 year old who commit offences from the 12 months ending 31 March 2012.
- While there are fewer young people offending, there is a small cohort of young people who are responsible for almost half the crime committed by young people. These are referred to as the serious offender cohort. For the 12 months ending 31 March 2022, the average daily number of Serious Repeat Offenders was **352**.
- **43%** of young people do not ever return to the youth justice system after their first finalised court appearance.

Reducing youth crime requires finding a balance between a focus on community safety and working to help young people turn their lives around. While we keep young people accountable, we also need to address the causes of their offending with long term reform.

Evaluations of the following initiatives show positive outcomes including:

- **77%** of young people who went to a restorative justice conference either did not reoffend or reduced the magnitude of their reoffending
- **67%** of young people who completed a course through Transition 2 Success did not offend or reoffend within 12 months of completing the course.

Evidence tells us there are clear connections between childhood trauma, family violence, drug and alcohol misuse, untreated mental health issues, inconsistent schooling and youth offending. These are complex issues that contribute to offending and cannot be fixed quickly.

The 2021 Youth Justice Census results explain further why young people continue to offend, and indicate areas where progress is being made:

- 52% disengaged from education, employment/training (55% in 2020);
- 19% used ice or other methamphetamines, a decrease from 21% in 2020;
- ice or other methamphetamine use related to the largest level of impairment in daily life at 88%, compared to 89% in 2020;
- in youth detention, usage and impact of Ice or other methamphetamine was proportionately higher – 41% reported usage, with 94% of users reporting being impacted in their daily life;

- 31% had parents who had been held in adult custody (either on remand or sentence) at some point in time, compared to 30% in 2020; and
- 51% had experienced or been impacted by domestic and family violence compared to 60% in 2020.

We need to continue providing the responses that are working to reduce the number of youth offenders.

The *Working Together Changing the Story: Youth Justice Strategy 2019–2023* (the Strategy) set an ambitious reform agenda. The four pillars identified by Mr Bob Atkinson, AO, APM provide a clear strategy to take a long-term approach and address the underlying causes of offending. The four pillars are: intervene early; keep children out of court; keep children out of custody; and reduce re-offending, with public safety and community confidence as foundations.

The Strategy set the framework for the Queensland Government to invest in programs and services that are evidence-based and will have an impact in the long term.

Early intervention approaches for young people at risk of being part of the system and support services for young people who are offending are addressing the underlying causes of offending for young people and diverting young people out of the system.

The Queensland Government's approach to serious repeat offenders is being overseen by a dedicated Taskforce. We need to continue to focus our efforts on this cohort, building on the work of the Taskforce, to provide young people with the high levels of supervision and support they need to keep the community safe and deal with their multiple risks and needs.

The work this Government is doing under the Strategy, the Youth Justice Action Plan, the Youth Justice Taskforce, and the broader Youth Justice reforms since 2015 is all about doubling down on what we know works – working closely with young people and their families and communities and our partners in Government and the wider community to keep the community safe.



## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 7

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister provide an update on the Palaszczuk Government's initiatives and investments focused on addressing serious repeat offenders across the State, including the work of the Youth Justice Taskforce?

#### ANSWER

Serious repeat offenders must be held accountable, but they must also be given the opportunity to turn their lives around.

In February 2021, the Palaszczuk Government announced tough new measures to further address youth crime, focus on serious repeat offenders and strengthen bail laws for young people. This included legislative changes to strengthen how young people who offend are dealt with in the court system, such as:

- a presumption against bail for children who commit certain offences while on bail for a prescribed indictable offence (eg. driving a stolen vehicle, robbery);
- courts having the ability to consider whether parents, guardians and others are willing to support the child to comply with bail conditions before bail is granted;
- a new principle in the *Youth Justice Act 1992* that stresses the community must be protected from recidivist high-risk offenders; and
- legislating the requirement that in sentencing young people, courts consider whether offences were committed while on bail.

Further, the Government established the Youth Justice Taskforce (the Taskforce), to focus on serious repeat offenders and these new reforms.

The Taskforce is a joint approach taken by the Queensland Police Service and the Department of Children, Youth Justice and Multicultural Affairs, to hold these young people accountable and address the long-term underlying causes of their offending.

The *Working Together Changing the Story: Youth Justice Strategy 2019–2023* (the Strategy) outlines the four pillars identified by Mr Bob Atkinson, AO APM and is a clear strategy to take a long-term approach and address the underlying causes of offending. The four pillars are: intervene early; keep children out of court; keep children out of custody; and reduce re-offending, with public safety and community confidence as foundations.

The Strategy set the foundations for this Government to invest in programs and services that are evidence-based and will have an impact in the long term. Evidence tells us there are clear connections between childhood trauma, family violence, drug and alcohol abuse, untreated mental health issues, inconsistent schooling and youth offending. These are complex issues that contribute to offending and cannot be addressed quickly.

The Government is providing increased funding of \$5 Million over four years and \$1.3 Million per annum ongoing to repurpose Specialist Multi-Agency Response Teams into Statewide Multi-Agency Collaborative Panels (the panels) to address serious repeat offenders. As at 30 June 2022, 368 young people have been engaged through these panels.

The Taskforce is focused on building these panels for the management of the cohort of serious repeat offenders and will include each agency coming together to seek to address the

individual and underlying causes that contribute to each young person's offending, including education, employment, health, accommodation, and family supervision, to support long-term, meaningful change for the young people.

The Taskforce's purpose is to improve the integration of Government and other agency representatives that deliver services into the youth justice system, to provide oversight and leadership, implement and further the youth justice legislative reforms and to address other pertinent youth justice issues.

This cohort has very complex social and family dysfunction which will require a more tailored and intensive case management approach to ensure the intervention is effective, not just with young people but also with their families and community.

On 1 March 2022, the newly established 72-hour release plans commenced across Queensland ensuring better information sharing and structured engagement of young people exiting youth detention centres.

The 72-hour release plans are designed to ensure the immediate needs and supports are in place as a young person exits youth detention.

As at 30 June 2022, 293 plans were completed by young people across the state since the commencement of the process on 1 March 2022.

These plans will be constantly reviewed including their effectiveness to ensure they are having an impact on young people and their offending behaviours.

The Department of Children, Youth Justice and Multicultural Affairs also provides several offender-based programs including Intensive Case Management and Intensive Bail supports to provide high risk young people on bail and their families with intervention and after-hours services, intensive case work, follow-ups and referrals.

The work the Queensland Government has implemented under the Strategy, the Taskforce, the Youth Justice Action Plan and the broader youth justice reforms since 2015 are all about doubling down on what we know works – working closely with young people and their families, communities, partners in government and the wider community.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 8

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister advise what the Palaszczuk Government is doing to work with the majority of young people who come into contact with the youth justice system and do not continue to reoffend?

#### ANSWER

The *Working Together Changing the Story: Youth Justice Strategy 2019–2023* (the Strategy) set an ambitious reform agenda. The four pillars identified by Mr Bob Atkinson, AO APM provide a clear strategy to take a long-term approach and address the underlying causes of youth offending. The four pillars are: intervene early; keep children out of court; keep children out of custody; and reduce re-offending, with public safety and community confidence as foundations.

The Strategy set the framework for the Palaszczuk Government to invest in programs and services that are evidence-based and will have an impact in the long-term.

Evidence tells us there are clear connections between childhood trauma, family violence, drug and alcohol misuse, untreated mental health issues, inconsistent schooling and youth offending. These are complex issues that contribute to offending and cannot be fixed quickly.

We know fewer young people are offending but those offending have more challenging behaviours and some are committing more offences.

We also know that a large number of young people who come into contact with the youth justice system do not return to the system following early intervention. Specifically, among young people who aged out of Youth Justice in the 12 months to 31 March 2022, **43%** never returned to the youth justice system after their first finalised court appearance.

This demonstrates the programs, services and interventions designed to intervene early, identify the underlying causes of offending and address those issues, are having an impact.

These programs include:

- **Transition to Success program** - expanded to 20 locations - is an evidence-based program effective in reducing youth offending. The program uses a vocational training and therapeutic service model to deliver programs in the community to young people.
- **Restorative Justice Conferencing** - is a justice process that acknowledges the impacts and consequences of crime for victims and the community; requires a young person to take responsibility for their actions; and can help to repair the harm caused to the victim.
- **Youth Co-responder Teams** - 24/7 teams of police and youth justice staff diverting at-risk young people after hours. These teams work proactively with young people and their families to build relationships with at-risk families.
- **Aboriginal and Torres Strait Islander Family Wellbeing Services** - provide family support to children and young people, and their families to address the underlying causes of, and prevent offending.
- **Family Led Decision Making** - for Aboriginal and Torres Strait Islander families has been trialled at four sites.

- The **Queensland Youth Partnerships Initiative** engaged corporate partners in youth crime prevention initiatives.
- **Community Youth Response and Diversion** is a place-based, multi-faceted approach that includes after-hours diversion and support, cultural mentoring, bridging education and family-focused case management for young people.
- **The Mount Isa Transitional Hub** provides an integrated and culturally appropriate safe place outside standard business hours to divert young people at risk of offending.
- **Bail Support** - investment in bail support and legal advocacy services to provide young people on bail and their families with intervention and after-hours services, intensive case work, follow-ups and referrals.
- **Navigate Your Health** supports young people in the youth justice system to address their underlying health needs and issues that can lead to offending.

The work the Queensland Government has implemented under the Strategy, the Youth Justice Taskforce, the Youth Justice Action Plan and the broader Youth Justice reforms since 2015 are all about intensifying the focus on what we know is getting results – working closely with young people and their families, communities and our partners in government to keep the community safe.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 9

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister outline the programs being delivered to young people while they are detained in detention facilities and watchhouses and what is being delivered to support the transition to community post release?

#### ANSWER

Youth detention centres (YDC) are complex and challenging environments with the safety of staff and young people of paramount importance.

While in youth detention, young people must be held accountable for their offending but must also be provided with specialised support services aimed at addressing their offending behaviour.

This includes detailed case planning to successfully reintegrate their transition to community, including access to education, training, a job, and referral to health and other support services that address their respective needs.

The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA), provides a range of programs, services and supports for young people in youth detention, in watchhouses and as they transition to the community.

#### Programs in Youth Detention Centres

Upon admission to a YDC, young people are assessed by multi-disciplinary teams that include primary health and mental health practitioners, speech and language pathologists, psychologists, case workers and education staff. These assessments are conducted regardless of the young person's legal status and are undertaken with a view to tailoring appropriate services and interventions for the young person.

Programs provided for young people in youth detention cover:

- educational, vocational training and skills offered through the on-site education team run by the Department of Education;
- speech and language programs;
- life skills programs targeting social and domestic skill development;
- targeted health programs offered through the Health team including mental health education, group therapy programs and substance use intervention, and sexual health awareness;
- behavioural change programs focussed on key issues, including domestic and family violence, emotional regulation and aggression replacement programs; and
- targeted cultural programs (including dedicated time with Elders), and sport and fitness programs promoting teamwork, health, and motor skill development are also delivered.

Programs are designed at a level commensurate with young people's age, experience, physical ability, cognitive development, social and emotional development and educational background.

In February 2022, the Department of Education expanded the delivery of education services in YDCs from 40 weeks a year to 48 weeks a year. This has significantly improved the capacity of YDCs to re-engage young people with the education system, further supporting their successful rehabilitation.

### Supports in watchhouses

A young person can be held in a watchhouse for a short period as part of normal processing, which includes arranging transport to a YDC and awaiting court appearances. In exceptional circumstances they can be held for longer periods, which occurred as per health advice in response to the COVID-19 pandemic or where admission to a YDC is not possible or practicable within the constraints of transport, capacity of YDCs, distance to a YDC and in-person court appearance requirements.

While watchhouses are managed by the Queensland Police Service (QPS), DCYJMA work with QPS and are committed to working together to ensure the safety and wellbeing of young people in watchhouses.

A range of supports are available to young people in watchhouses as part of usual operations. This includes support from regional Youth Justice staff and funded supports including legal advocacy, bail supports and cultural services.

Where longer stays occur, DCYJMA works closely with regions to initiate local arrangements for additional safety and wellbeing checks and other supports, which are available on both weekdays, weekends and after-hours as required.

### Transition Work

DCYJMA commence casework for each young person as they enter youth detention, with a view to actively plan for the young person's supported release from a YDC.

Programs are targeted to plan for their transition and release back into the community including consideration for education, health, training, family and cultural support as required.

On 1 March 2022, the newly established 72-hour release plans process commenced across the State ensuring better information sharing and structured engagement of young people exiting YDCs.

The 72-hour release plans are designed to ensure the immediate needs and supports are in place as a young person exits youth detention.

As at 30 June 2022, 293 plans have been completed since the process started on 1 March 2022.

Given these 72-hour release plans are new, there will be ongoing reviews to ensure they are having the intended impact on young people and their offending behaviours.

### Process for 72-hour transition plans

Youth Justice will consult with the young person, their parent/carer(s), relevant stakeholders and Youth Justice personnel to commence the 72-hour release plan process. Youth Justice will find, identify and make an assessment of the young person's risk/need factors, strategies to address these factors, and appropriate support people. Youth Justice will then develop a detailed schedule that provides a clear plan of how the young person will spend the first 72-hours upon exiting detention.

Young people, their parent/carer(s) and relevant stakeholders (including QPS) are provided with a detailed schedule.

The Queensland Government is committed to understanding each young person's risk factors and coordinating the delivery of essential services while they are in youth detention, in a watchhouse and effectively transitioning back into the community.

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 10**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister advise the Committee of the work the Palaszczuk Government is doing to remove barriers to economic participation for Culturally and Linguistically Diverse communities across Queensland?

#### **ANSWER**

The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) is committed to working in partnership with industry, communities and government to develop effective solutions for economic participation of culturally and linguistically diverse communities in Queensland.

DCYJMA has worked closely with the Department of Employment, Small Business and Training (DESBT) to prepare for and deliver on outcomes from the Queensland Workforce Summit 2022. Focus areas include maximising workforce participation and attraction and retention strategies that recognise the skills of migrant and refugee communities in Queensland.

For instance, collaborations with Engineers Australia, Consult Australia and DESBT have led industry and community roundtables to inform better employment pathways for skilled migrant and refugee engineers who continue to struggle to get jobs in their profession. This responds to numerous research findings identifying barriers to employment in such regulated industries.

The Palaszczuk Government is aware of long-standing concerns of workers in precarious forms of employment, with migrants, refugees and temporary visa holders being particularly vulnerable and has committed to 'fund community organisations to provide education on workers' rights to new Queenslanders and assistance to vulnerable migrant workers about issues'.

Migrant small business owners make a significant contribution with national data showing one in three Australian small businesses are owned by migrants. In May 2022, I opened a Multicultural Small Business Expo in the Brisbane Metro region for the Minister for Employment, Small Business, Minister for Training and Skills Development, Di Farmer MP, which aimed to support potential and current culturally diverse business owners to navigate the legislative needs and obligations associated with running a small business.

My department's work with DESBT in relation to supporting migrant small business has included facilitating links to sector advisors and culturally diverse communities to increase the participation of mentors and mentees from diverse backgrounds in the Mentoring for Growth program. Engagement in Brisbane, Toowoomba, Logan, Cairns and the Gold Coast has focused on gaining insights on barriers and opportunities for migrant small businesses to engage with program.

As part of ongoing grassroots community engagement work, DCYMA has worked with DESBT and other relevant agencies to facilitate reach into diverse communities who may have limited awareness of the significant training, employment and business support opportunities offered by the Palaszczuk Government.

This work has included facilitating links between DESBT, non-government- organisations and culturally and linguistically diverse communities in Toowoomba and Townsville to maximise attendance at employment workshops which provide information pathways to employment, including access to vocational training.

Through this work, some people who have long had difficulty gaining employment are now making great contributions in jobs they have secured through the support of our DESBT colleagues.



## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 11

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to youth detention centre capacity, will the Minister advise (reported separately by facility) what capacity have youth detention centres been operating at each month from January 2022 to now including (a) bed capacity and (b) safe capacity?

#### ANSWER

Youth detention centres (YDCs) are complex and challenging environments with the safety of staff and young people of paramount importance.

Safe operating capacity is standardised nationally at 85% of built capacity, in recognition that operating at 100% capacity limits the ability of YDCs to manage operational risks. These risks include safety concerns, mixing and dynamic issues, management of self-harm and suicide risk, medical conditions, gender, age and room maintenance and repairs.

The Queensland Government has invested in youth detention infrastructure, which has increased from 230 beds to 306 beds, an increase of 76 beds (33%).

Systemic and/or individual issues outside the department's control may affect remand in custody rates. These include policing practices, judicial sentencing and decision-making, resource capacity, efficiency of the judicial process, and the seriousness of offences. There has been an increase in the number of young people remanded in custody since the commencement of the legislative amendments in 2020 and 2021. While the numbers are within capacity, there has been an increase and YDCs are now consistently operating above 'safe operating capacity'.

A target safe operating capacity of 85% has been applied in Queensland YDCs to provide appropriate flexibility to manage these considerations.

With reference to youth detention centre capacity from January 2022 to June 2022, please see Table 1 below:

**Table 1. Figures for January - June 2022**

Youth Detention Centre	Month	Built bed Capacity	Average daily number of young people in detention per month	Safe bed Capacity (85% of built bed capacity)
Brisbane Youth Detention Centre	Jan-22	162	143	137
	Feb-22	162	145	137
	Mar-22	162	147	137
	Apr-22	162	155	137
	May-22	162	151	137
	Jun-22	162	148	137
Cleveland Youth Detention Centre	Jan-22	112	105	95
	Feb-22	112	102	95
	Mar-22	112	92	95
	Apr-22	112	93	95
	May-22	112	94	95
	Jun-22	112	91	95

Youth Detention Centre	Month	Built bed Capacity	Average daily number of young people in detention per month	Safe bed Capacity (85% of built bed capacity)
West Moreton Youth Detention Centre	Jan-22	32	31	27
	Feb-22	32	32	27
	Mar-22	32	32	27
	Apr-22	32	29	27
	May-22	32	23	27
	Jun-22	32	23	27

1. Safe capacity is standardised nationally at 85 per cent of built capacity.
2. Figures for the average daily number of young people in detention from 1 January 2022 - 31 March 2022 are based on the latest available corporate data snapshot (30 April 2022). Figures may differ to previously published figures.
3. Figures for the average daily number of young people in detention from 1 April 2022 - 30 June 2022 are based on the latest available operational data snapshot (30 June 2022) as the corporate data is not yet available for this period. Figures are likely to change; are not directly comparable to corporate data; and may differ to previously published figures.

**2022 ESTIMATES PRE-HEARING  
QUESTION ON NOTICE**

**No. 12**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

**QUESTION**

Regarding the trial of electronic monitoring devices for young people on bail, how many orders for one of these devices have been made from March 2022 to now, by LGA, age and Indigenous status?

**ANSWER**

To target serious repeat offenders, the Queensland Government made amendments to the *Youth Justice Act 1992* to strengthen accountability and introduced electronic monitoring as a potential condition of bail where appropriate. This has given the courts a further option when considering bail for young people aged 16 and over, in certain circumstances.

The electronic monitoring trial is being run in Townsville, Brisbane North, Moreton, Logan and the Gold Coast. Since commencement, across these locations, six young people have been fitted with an electronic monitoring device.

In accordance with requirements of the *Youth Justice Act 1992*, any information that could identify individual young people in the youth justice system, such as the age, location or indigenous status of these six young people, would not be appropriate.

A joint agency internal review of the 12-month electronic monitoring trial, led by the Department of Children, Youth Justice and Multicultural Affairs has now commenced. The review is expected to be completed toward the end of 2022, with Mr Bob Atkinson, AO, APM undertaking a peer review of the final report.

**2022 ESTIMATES PRE-HEARING  
QUESTION ON NOTICE**

**No. 13**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

**QUESTION**

In relation to human rights in youth detention centres:

- a. How many alleged incidents in youth detention centres have included actions from staff that were potentially incompatible with human rights from July 2021 - June 2022?
- b. How many of the alleged incidents related to:
  - i. Access to food and water
  - ii. Access to fresh air
  - iii. Use of seclusion
  - iv. Children being abused or unfairly punished
  - v. Access to education
  - vi. Children being prevented from staying connected with their culture or religion (including speaking their own language)
  - vii. Children being prevented from accessing medical help?
- c. How many of the alleged incidents:
  - i. Were resolved through local management action?
  - ii. Were resolved through other action?
  - iii. Were investigated and unsubstantiated?
  - iv. Were investigated and substantiated?
  - v. Are subject to ongoing investigation?

**ANSWER**

The Department of Children, Youth Justice and Multicultural Affairs ensures the promotion and protection of human rights, especially for those most vulnerable, is at the forefront of its service delivery.

No formal human rights complaints were received for YDCs nor referred to or from the Human Rights Commission between July 2021 – June 2022.

In relation to human rights in youth detention centres (YDCs) staff are obliged to: identify actions and decisions that engage human rights, including whether those rights have been limited or protected; consider the balance between limitations and protections; in circumstances where rights have been limited, consider whether those limitations are reasonable and justified; and through dialogue and shared learning, identify opportunities for continual improvement. This process is directly informed by the *Human Rights Act 2019* and has been embedded into operational policies and procedures.

Incidents within YDCs regarding alleged staff treatment are always assessed from a human rights perspective, rather than relying on young people themselves making human rights complaints. Most finalised complaints are either resolved through local management action, or unsubstantiated following investigation, meaning they either did not involve human rights limitations, or involved limitations that were justified and reasonable.

- (a) Although, no formal human rights complaints were received for YDCs between July 2021 – June 2022, DCYJMA identified 219 incidents that were potentially incompatible with human rights.

- (b) Of the incidents where a potential human rights issue was proactively identified by DCYJMA, the following were incidents that specifically related to the categories referenced in the member's question:

Access to food and water	1
Access to fresh air	0
Use of seclusion	13
Children being abused or unfairly punished	196
Access to education	0
Children prevented from staying connected with their culture or religion (including speaking their own language)	1
Children being prevented from accessing medical help	8

In relation to the potential human rights issues identified, the abuse or unfairly punished category involves a broad range of issues from concerns like young people not being permitted to cook food independently, through to allegations related to staff making inappropriate comments to young people and alleged use of excessive force as part of an incident response.

In relation to the 196 alleged incidents of children being abused or unfairly punished, these could be further broken down into the following categories:

- 2 related to accommodation room maintenance issues
- 3 related to authorised search practices
- 4 related to other food issues, including issues with cooking independently
- 9 related to clothing, including fit of garments
- 39 related to young people management issues, such as accommodation unit allocation
- 59 related to physical interventions by staff as part of an incident response
- 80 related to inappropriate staff conduct and/or verbal interactions

Complaint numbers have increased since last year. Several factors were identified to have contributed to these numbers, including:

- a small number of young people making a high number of complaints. For example, three young people made 63 complaints between them; and
- a high number of complaints were made by young people in one section about a particular staff member, with the aim of having that staff member moved. This triggered a successful local restorative practice response aimed at repairing these relationships.

- (c) Of the 219 alleged incidents identified:

- (i) 29 were resolved through local management action;
- (ii) 3 were resolved through other action;
- (iii) 66 were investigated and unsubstantiated;
- (iv) 13 were investigated and substantiated; and
- (v) 108 are subject to ongoing investigation.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 14

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Can the Minister provide the number of children who have had one or more stays in a commercial accommodation setting paid for by Child Safety by year for the last three years, broken down by region, age group, and whether the stay was for a family contact visit?

#### ANSWER

Commercial accommodation, such as motels and hotels, is used by the Department of Children, Youth Justice and Multicultural Affairs in a variety of circumstances when caring for young people in the child protection system.

These circumstances include emergency accommodation, respite accommodation and family contact accommodation requirements. It has also been used in some circumstances for children and young people in care for quarantine purposes in line with relevant health directives as part of the Queensland Government's COVID-19 response.

The specific data regarding age group and if the stay was for a family contact visit is not part of standard corporate reporting and would require manual extraction of data from individual case files, which would divert resources from frontline service delivery.

However, following a review of local registers held by the regions, the number of children where commercial accommodation was used, and the number of nights commercial accommodation was used, by the last three financial years is summarised below (noting the regional boundaries changed in the 2020-2021 period):

Region	2019-2020	
	Number of children	Number of nights
North Queensland	25	360
Central Queensland	14	96
Moreton	5	204
South East	45	1,245
South West	12	71
<b>Totals</b>	<b>101</b>	<b>1,976</b>

Region	2020-2021	
	Number of children	Number of nights
Far North Queensland	36	641
North Queensland	2	18
Sunshine Coast and Central	48	317
Brisbane and Moreton Bay	23	389
South East	84	614
South West	46	1,750
<b>Totals</b>	<b>239</b>	<b>3,723</b>

Region	2021-2022	
	Number of children	Number of nights
Far North Queensland	31	193
North Queensland	11	562
Sunshine Coast and Central	35	353
Brisbane and Moreton Bay	62	1,156
South East	132	1,505
South West	36	133
<b>Totals</b>	<b>307</b>	<b>3,902</b>

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 15**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Could the Minister provide how many offences against a child known to Child Safety have been

- a. alleged by any party and
- b. prosecuted by QPS?

#### **ANSWER**

The definition of 'a child known to child safety' includes any child about whom the Department is aware of alleged harm or risk of harm (including through any contact, phone call, email, referral from a support service, report or investigation) as well as children who are in the statutory child protection system.

For the year ending 31 March 2022, the Department of Children, Youth Justice and Multicultural Affairs received 130,183 reports about a child's safety or wellbeing. The majority of these do not meet the statutory threshold for the department to conduct an investigation and many of the notifications that do meet the threshold do not contain any allegations of criminal offences against a child.

Questions regarding the prosecution of offenders should be referred to the Minister for Police and Corrective Services and Minister for Fire and Emergency Services.

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 16**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Can the Minister provide the number of QCAT reviews relating to Child Safety decisions for the last five years, broken down by year, region, whether successful or unsuccessful, type of review, and position held by the party requesting review (e.g., foster carer, parent, organisation etc.)?

#### **ANSWER**

The most recent Queensland Civil and Administrative Tribunal (QCAT) Annual Report states that in 2020-21 there were 198 child protection related reviews lodged (p19) and 94% of reviews were resolved prior to a final hearing.

Applicants in QCAT often seek to review more than one decision, so it is important to distinguish between numbers of applications and actual decisions subject to review.

The specific data requested is not part of standard corporate reporting and would require manual extraction of data from individual case files.

The operational data that is available to the department (through Court Services, who oversee QCAT matters) shows:

- that most applications are resolved during a compulsory conference process, negating the need for a final determination by QCAT.
- that parents are the predominant category of applicant in QCAT.
- they mainly seek to review decisions relating to contact with their child/ren (such as restrictions on contact or the imposition of conditions on their contact), followed by placement decisions (where their children are placed).
- that family members aggrieved by contact decisions account for just over half of all reviewable decisions lodged with QCAT. It also shows that annually only a very small number of matters (less than 10) ever proceed to a final hearing and of these the majority result in the departmental decision being affirmed.



## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 17

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Can the Minister provide the rate of compliance for mandatory staff suicide prevention training for Child Safety staff by region, with a separate breakdown for the Cleveland Youth Detention Centre, Brisbane Youth Detention Centre and West Moreton Youth Detention Centre by year for the last three years?

#### ANSWER

The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) provides a range of training on suicide prevention for different staff groups across youth detention, youth justice and child safety.

Youth Justice and Child Safety staff who work with children and young people in the community are not required to complete a mandatory suicide prevention course. Instead they have access to the voluntary training course – Working with young people: Understanding Suicide.

Operational staff working in youth detention centres (YDCs) complete two mandatory training courses: Youth Detention Suicide Risk Awareness and Management, and the Suicide Response Workshop.

Mandatory training for YDC operational staff ensures they are able to respond to self-harm and suicide attempts safely and effectively. The training includes both theoretical and practical components covering suicide and self-harm risk factors and triggers, how to protect young people from self-harm and respond to suicide risk and attempts.

The training complements other professional development and supervision available to operational staff and aims to:

- promote the safety and wellbeing of young people in YDCs
- support compliance with policy and legislation
- facilitate and support staff needs with effective training and development programs
- ensure contemporary training and development strategies support staff to promote positive outcomes for young people in youth justice/YDCs
- promote and support quality service delivery to young people in YDCs
- enable staff to work from a trauma-informed and culturally appropriate perspective.

The percentage of front line operational YDC staff who have completed training:

Region	2019-20	2020-21	2021-22
Brisbane Youth Detention Centre	53%	39%	94%
Cleveland Youth Detention Centre	83%	13%	98%
West Moreton Youth Detention Centre	N/A*	62%	100%

\*the West Moreton Youth Detention Centre commenced a staggered opening in December 2020

A number of operational and workforce factors impact training rates, including:

- long-term staff leave arrangements
- injuries, unplanned absences, secondments or other issues preventing staff participation
- operational and emergent demands
- other training requirements, noting that YDC operational staff are required to complete a range of mandatory training requirements each year.

The rates in 2020-21 are lower due to decreased recruitment and inductions to YDCs during that year associated with pandemic implications and the rates are significantly higher in 2021-22 due to increased recruitment of a casual workforce who are also required to undertake the mandatory training.

**2022 ESTIMATES PRE-HEARING  
QUESTION ON NOTICE**

**No. 18**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

**QUESTION**

Can the Minister provide the latest Transition to Success (T2S) evaluation data, including:

- a. the number of participants who have completed the course by year for the last three years
- b. the percentage of participants who completed the course of all those who started by year for the last three years
- c. the percentage of all T2S participants who completed a course and did not offend or reoffend within 12 months of completion and
- d. the percentage of participants with a prior offending history who completed T2S who did not reoffend within 12 months of completing their course.

**ANSWER**

T2S is an evidence-based program effective in reducing youth offending. The program uses a vocational training and therapeutic service model to deliver programs in the community to young people.

T2S has expanded to 20 locations across the state and is achieving excellent results.

All T2S sites were impacted by the COVID-19 pandemic in 2020-21 with many being unable to deliver a traditional T2S program due to COVID restrictions. However, while some of these interruptions are evidenced in the data below, staff continued to provide a valuable service to T2S clients through one-on-one training or small group activities.

**a. the number of participants who have completed the course by year for the last three years**

- 2019-20 – 92
- 2020-21 – 169
- 2021-22 – 145

**b. the percentage of participants who completed the course of all those who started by year for the last three years.**

- 2019-20 – 49%
- 2020-21 – 45%
- 2021-22 – 30%

*\*this includes those enrolled, not all referrals.*

**c. the percentage of all T2S participants who completed a course and did not offend or reoffend within 12 months of completion; and**

- For those that completed between 1 July 2019 and 31 March 2021, 55% did not offend or reoffend within 12 months of completing their course.

**d. the percentage of participants with a prior offending history who completed T2S who did not reoffend within 12 months of completing their course.**

- For those with a previous offence that completed between 1 July 2019 and 31 March 2021, 33.3% did not offend or reoffend within 12 months of completing their course.

Youth Justice commissioned Deloitte Access Economics to conduct an outcome evaluation that looked at the effectiveness of T2S in improving outcomes for young people. The final report, *Deloitte Access Economics Transition to Success: Evaluation Report* was published in 2019 and is publicly available.

The external evaluation provided the following key outcomes:

- 67% of all T2S participants who completed a course did not offend or reoffend within 12 months of completing their course;
- 42% of T2S participants with a prior offending history who completed a course did not reoffend within 12 months of completing their course;
- 41% of participants with a prior offending history who completed T2S saw a substantial decrease in their offending magnitude; and
- In the 12 months prior to participating in the program, T2S participants spent an average of 1.8 nights in custody per month. This reduced to 1.1 nights in custody per month in the 12 months following completion of T2S.

Both the evaluation completed by Deloitte Access Economics, and the program data provided above evidence the importance of this program to reducing offending or reoffending by young people.

## 2022 ESTIMATES PRE-HEARING

### QUESTION ON NOTICE

#### No. 19

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Can the Minister provide the number of reunifications of First Nations children known to Child Safety with their immediate family or kin, by year for the last three years? Of these reunifications, could the Minister provide the number of children reunified who needed subsequent placements outside of kin by the Department?

#### ANSWER

Reunification is highly desirable for children and families if safe. When considering reunification, the Department of Children, Youth Justice and Multicultural Affairs critically considers the issues that prompted the child to be placed in out-of-home care and whether these concerns have been satisfactorily addressed

The department works in partnership with the family during and after reunification to achieve safe, timely and sustainable reunification.

Safe reunification is achieved when the child or young person can return to their parents for an extended period without returning to out-of-home care.

The department publicly reports safe reunification results every quarter via the Our Performance website, including by Indigenous status. This data measures the number and proportion of children subject to a child protection order while in care who were reunified with their parent or parents during the year and who did not return to care within the following six or 12 months. Data is therefore not available until 12 months after the end of the reference period (i.e. data for the year ending 31 March 2022 will become available after 31 March 2023).

Number of Aboriginal and Torres Strait Islander children reunified		
year ending 31 March 2019	year ending 31 March 2020	year ending 31 March 2021
191	199	174

Number of Aboriginal and Torres Strait Islander children reunified who returned to a primary placement (other than kinship care) within the following 12 months		
Reunified during year ending 31 March 2019 and returned to non-kin care within the following 12 months (up to 31 March 2020)	Reunified during year ending 31 March 2020 and returned to non-kin care within the following 12 months (up to 31 March 2021)	Reunified during year ending 31 March 2021 and returned to non-kin care within the following 12 months (up to 31 March 2022)
24	30	16

## **2022 ESTIMATES PRE-HEARING**

### **QUESTION ON NOTICE**

#### **No. 20**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

With reference to page 7 of the SDS, will the Minister advise;

- a. A list of specific programs to support people from culturally and linguistically diverse backgrounds seek and maintain employment
- b. Location of programs
- c. Number of participants in each program for 2021-2022 and forecast participant numbers for 2022-2023
- d. Cost of each program?

#### **ANSWER**

With reference to page 7 of the SDS, Multicultural Affairs works with community, sector, industry and government partners to support the economic inclusion of people from migrant, refugee, and asylum seeker backgrounds.

Employment programs are delivered by the Department of Employment, Small Business and Training (DESBT) and questions regarding employment should be referred to the Minister for Employment and Small Business and Minister for Training and Skills Development.

The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) is working collaboratively with the DESBT to facilitate opportunities for program participation and to support equitable access to employment pathway opportunities more broadly for culturally diverse communities. This has included supporting DESBT to link in with culturally and linguistically diverse communities and service providers to help facilitate access to a range of programs, such as Mentoring for Growth and Skilling Queenslanders for Work.

DCYJMA manages a number of programs that support increased social and economic participation outcomes for culturally diverse Queenslanders, some of which include elements of employment support.

The Asylum Seeker and Refugee Assistance (ASRA) program provides financial and material aid, case management and coordination support, including employment assistance, to vulnerable people seeking asylum and people with temporary protection visas or no visa residing in Queensland. Examples of employment assistance facilitated through the ASRA program include employment assistance sessions; vocational training; paid or unpaid work experience including volunteering; skills development training; provision of weekly employment related newsletters; and employment liaison.

The Community Action for a Multicultural Society (CAMS) program funds 19 locally based organisations to deliver economic and social inclusion outcomes for people from culturally and linguistically diverse backgrounds in 21 program areas across 17 Local Government Areas. CAMS funded organisations deliver a range of projects, activities and initiatives that seek to address local barriers to economic and social inclusion and build sustainable opportunities for inclusion in employment, services, networks and industries.

DCYJMA is also working with community partners to develop a program to address long-standing concerns of workers in precarious forms of employment. The Palaszczuk Government remains committed to supporting community organisations to provide workers' rights education to new Queenslanders and vulnerable migrant workers.

## Documents tabled at hearing – 4 August 2022

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Documents tabled at the hearing – 4 August 2022	
1.	Tabled by Michael Berkman MP, Member for Maiwar Web page titled 'Check your Eligibility, Homes and Housing', Queensland Government, 4 August 2022
2.	Tabled by Hon Leeanne Enoch MP, Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts. Queensland Government: Report titled 'Creative Together 2020-2030, A 10-year Roadmap for arts, culture and creativity in Queensland', August 2022
3.	Tabled by John-Paul Langbroek MP, Member for Surfers Paradise Email, dated 4 July 2022, regarding Taxi Disservice for the Disabled
4.	Tabled by Hon Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships. Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships: All Abilities Queensland: Opportunities for All, State Disability Plan 2017-20, Final Progress Report
5.	Tabled by John-Paul Langbroek MP, Member for Surfers Paradise Question on Notice and response no. 630-2022, asked on 22 June 2022 - Remote Indigenous Land Infrastructure programs
6.	Tabled by John-Paul Langbroek MP, Member for Surfers Paradise Article from the Midwest Times, dated 13 June 2022, titled 'Qld Indigenous to be handed more control'

Tabled by Michael Berkman MP  
At Estimates Public Hearing  
Date 4/08/22 at 9.35 AM  
Signature [Signature]

Home > Homes and housing > Eligibility for housing > Check your eligibility

## Check your eligibility

Social housing is available to provide housing stability to vulnerable people who aren't able to access and sustain housing in the private market. You must meet all of the eligibility criteria to receive social housing.

### 1. Australian citizenship and residency status

You (the person signing the tenancy agreement) need to either be:

- an Australian citizen
- a permanent resident of Australia
- have a Permanent Protection Visa or a Resolution of Status Visa
- qualify for permanent residency status through agreements between Australia and another country
- have a Safe Haven Enterprise visa
- have a Bridging Visa and have applied for a Protection Visa or a Resolution of Status Visa
- on a Temporary Protection Visa; or
- on a Bridging Visa if you previously held a Temporary Protection Visa which has expired.

If you have applied for permanent residency, a Permanent Protection Visa or a Resolution of Status Visa, but are not yet a permanent resident, you can still apply for social housing.

### 2. Queensland residency

You (the person signing the tenancy agreement) must live in Queensland. We may make an exception if you're applying from another Australian state or territory and can provide us with evidence that you are moving to Queensland.

### 3. Property

You and all household members must not own or part-own property within Australia or overseas, including:

- a residential home (house, flat, unit or townhouse)
- vacant land including rural property



- manufactured or transportable home
- improved or unimproved commercial or industrial property
- property owned through a Property Trust.

Some exceptions may apply, for example:

- in the case of domestic and family violence, marriage breakdown, extreme hardship
- if the vacant land is in a natural disaster area
- if you own or part-own property and need social housing on a temporary basis.

Talk to your nearest [Housing Service Centre](https://www.qld.gov.au/housing/public-community-housing/housing-service-centre) (<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre>), about your situation as you may still be eligible.

## 4. Liquid assets limit

The liquid assets of all applicants and household members added together must not equal more than:

- single-person household: \$116,375.00
- 2 or more household members: \$148,625.00

Liquid assets include but are not limited to:

- money
- shares, fixed investments, managed funds
- property trusts
- superannuation payouts (if the person has reached the preservation age)
- the value of caravans, mobile homes and live-aboard boats.

## 5. Independent income

You must earn an independent income in Queensland—at least one person who will sign the tenancy agreement must:

- receive an independent income of \$226.81 or more every week
- have received this income for (at least) the 4 weeks leading up to applying for social housing.

Any other household member who has no income, a very low income or cannot identify or verify their income will be assessed as having an income based on the equivalent Centrelink payment.

The equivalent Centrelink payment is the payment that would match your circumstances even if you do not qualify for or meet Centrelink's payment requirements. The equivalent Centrelink payment is based on:

- your age

- marital status
- whether you live at, or away from home
- whether you have children.

If you hold a Temporary Protection Visa or are in a correctional facility

([https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-](https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/leaving-prison-detention)

[housing/leaving-prison-detention](https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/leaving-prison-detention)), and do not yet have an independent income, you may apply for housing assistance.

If you're eligible, you will be added to the housing register—you will not be offered housing until you receive an independent income.

## 6. Household income

You will need to show evidence of the total income for all people in your household before any deductions such as tax and superannuation are taken out—this is called your gross weekly income. Some income, such as certain payments from Centrelink, are not included when assessing a household's income.

To check if a payment you receive is included when we assess your eligibility, contact your local housing service centre (<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre>).

The household's combined gross weekly assessable income must be less than:

**\$609:**

- single person, no children

**\$755:**

- single person with 1 child
- couple with no children
- 2 single people

**\$877:**

- single person with 2 children
- couple with 1 child
- couple and 1 single person
- 2 single people and 1 child
- 3 single people

**\$999:**

- single person with 3 or more children
- couple with 2 children
- 3 single people and 1 child
- 2 single people with 2 children
- 4 single people

**\$1121:**

- couple with 3 or more children
- 5 single people
- 1 couple with 2 children and 1 single person
- 2 couples with 1 or more children
- 1 couple with 1 single person and 2 or more children
- other households with 5 or more people including at least 2 adults

## 7. Wellbeing

You must have a need to move because your current housing does not meet your needs, and have multiple and complex factors that mean you are unable to independently access and sustain stable housing.

Need to move reasons include:

- being homeless or at risk of homelessness
- unsuitable location of current housing
- physical amenity of current housing does not meet household needs
- rent in current housing is unaffordable

Complex wellbeing factors include:

- being long term unemployed or experiencing periods of unemployment, being unable to work with high living expenses, or being employed and earning within the income eligibility limits for your household, and
- have a long term serious medical issue/disability, and/or
- currently experiencing homelessness or have a history of being homeless on at least one other occasion within the last 3 years.
- have had a tenancy that ended due to being evicted two or more times in the last three years, and/or
- have had multiple unsuccessful private rental applications, and/or
- there is no supply of appropriate housing in the private rental market

## Applying for housing assistance

Contact your nearest **Housing Service Centre** (<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre>) to talk about your housing and wellbeing needs, including:

- the types of housing assistance you are eligible for
- where you want to live and how many bedrooms you're entitled to
- any specific housing features you or your household members may require.

We will advise which documents you need to bring to the interview.

It is an offence under the *Housing Act 2003* to knowingly provide false or misleading information that may influence decisions about your eligibility for housing services.

## Helpful resources

- **Apply for housing** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/applying-for-housing>).
- **Waiting for housing** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/waiting-for-housing>).
- **Your housing offer** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/your-housing-offer>).
- **Past housing debts** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/eligibility-for-housing/past-housing-debts>).
- **Maintenance debts** (<https://www.qld.gov.au/housing/public-community-housing/public-housing-tenants/ending-your-tenancy/maintenance-debts>).
- **Help with proof of income** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/applying-for-housing/help-with-proof-of-income>).
- **Centrelink Rent Assistance**  
(<http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>)
- **National Redress Scheme** (<https://www.chde.qld.gov.au/about/initiatives/national-redress-scheme>).

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<https://www.qld.gov.au/about/rights-accountability/right-to-information>

**Right to information** (<https://www.qld.gov.au/about/rights-accountability/right-to-information>).

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# Creative Together

## 2020–2030

August 2022

A 10-Year Roadmap for arts, culture and  
creativity in Queensland

Tabled by Hon L Enoch MP  
At Estimates CSC Public Hearing  
Date 4/8/22 at 11:44 AM  
Signature Lyndie Smith



Queensland  
Government







This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

## Artwork

Artwork adapted from original designs with permission from the artists.



### Chern'ee Sutton Artwork

Chern'ee Sutton is a contemporary Aboriginal artist from the Kalkadoon people of Mount Isa. Her artwork represents the Department of Communities, Housing and Digital Economy (DCHDE) commitment to a journey together with First Nations people; building long lasting relationships that embed truth telling, healing and self-determination at the heart of our systems and services.



### Laurie Nona Artwork - 'Urgabaw' (Oo[r]-Ga-Baw Gu-wa)

Laurie Nona is a proud Badhulayg, Maluyligal, Guda Maluyligal and Meriam Nation man from Badu Island in the Torres Strait. His artwork represents DCHDE's commitment to real change through partnerships and collaboration, placing 'people' at the heart of its systems and service delivery. Laurie has articulated this through Urgabaw Guwa (Sweet Potato Garden) that for there to be good yield, the sweet potato needs to be cared for by the community, service providers and government. The better everyone works together, and the more effort put into watering and maintaining the sweet potato crop, the better the outcome of the produces will be.

## Acknowledgement

The Queensland Government respectfully acknowledges the Traditional Owners and Custodians of this land. We extend our respect to Elders, past and present, and Aboriginal and Torres Strait Islander peoples, as First Peoples of this country.

We acknowledge the continuation of diverse cultural practices and knowledge systems of Aboriginal and Torres Strait Islander peoples.

We acknowledge that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples.

*The Queensland Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.





## Premier's message

*Creative Together 2020-2030: A 10-year Roadmap for Arts, Culture and Creativity in Queensland* sets a strategic path to success and is helping to provide more jobs, better services, and a great Queensland lifestyle.

The first action plan under *Creative Together* was *Sustain 2020-2022* which took us through the first two years of the Roadmap, strengthening access to the arts through the regions and supporting critical recovery initiatives through the Covid pandemic.

The 2022-23 State Budget includes an additional investment of \$50 million over four years, underpinning the second *Creative Together* action plan - *Grow 2022-2026*.

This new funding brings the total new investment in *Creative Together* to almost \$80 million.

As we move from a period of recovery to a focus on the future and the potential of the 2032 Brisbane Olympic and Paralympic Games, we have reframed *Creative Together* to capture the unlimited opportunities before us, as Queensland steps onto the world stage.

This includes fostering partnerships and collaborations to strengthen and celebrate culture and country, and to acknowledge Queensland's Aboriginal and Torres Strait Islander arts as unique and powerful expressions of cultural identity.

By investing in cultural infrastructure, supporting arts organisations, and providing a solid foundation for imagination to thrive, we can secure a thriving creative future for Queensland.

### **The Honourable Annastacia Palaszczuk MP**

Premier of Queensland

Minister for the Olympics



## Minister's message

In its first two years, *Creative Together* has already demonstrated the positive changes that arts, culture and creativity can make in our state.

New programs and initiatives, enabled through new investment, have increased and expanded the opportunities available for Queenslanders and broader audiences to engage in Queensland stories through live and digital experiences, in dedicated cultural spaces, non-traditional spaces and online.

Arts and creativity has continued to bring us together, strengthening our communities and breaking down social isolation.

As we move to the next stage of *Creative Together*, it is time to build on our achievements and continue to broaden and deepen the role of arts, culture and creativity across Queensland. This will see us grow rich and engaging arts and cultural experiences in our communities and position our artists and stories on the global stage.

Our focus on First Nations led arts will continue to see the sector grow and foster story-telling and truth-telling, supporting the Queensland Government's reframed relationship with First Nations peoples and to sharing and celebrating Aboriginal and Torres Strait Islander arts and cultures with the world.

While cross-sector approaches embedded in *Creative Together* will see arts and cultural initiatives engage all Queenslanders, strengthen our diverse communities, grow regional development and drive cultural vibrancy.

### **The Honourable Leeanne Enoch MP**

Minister for Communities and Housing

Minister for Digital Economy and Minister for the Arts





*The Wider Earth* by David Morton - a production by Dead Puppet Society with Queensland Theatre, Trish Wadley Productions and Glass Half Full Productions. *The Wider Earth* recounts the tales of scientific visionary Charles Darwin's voyage on the HMS Beagle. Image: Mark Douet.

# ***Creative Together 2020–2030 is the Queensland Government's 10-year vision to see Queensland renewed and transformed – socially, culturally and economically – through arts, culture and creativity.***

From ancient and enduring Aboriginal and Torres Strait Islander cultures to new and emerging communities across our state, Queensland is rich in arts, culture and creativity. For audience members, participants in arts activities in communities, users of online streaming services, or the tens of thousands of Queenslanders who work in the sector, arts, culture and creativity are an integral part of our everyday lives.

*Creative Together 2020-2030: A 10-Year Roadmap for arts, culture and creativity in Queensland* outlines where Queenslanders want arts, culture and creativity to be by 2030, and how to get there. It sets a strategic path to the future, where arts, culture and creativity have an increasingly important role in enriching Queensland and securing a prosperous and creative future for the state.

This strategy responds to the significant opportunities the Brisbane 2032 Olympic and Paralympic Games present for Queenslanders, acknowledges the continuing impacts of the global pandemic, and supports the Queensland Government's journey to reconciliation through Path to Treaty.

A strong and sustainable sector remains at the core of *Creative Together*, with key priorities comprising:

- Embrace Brisbane 2032 across Queensland
- Elevate First Nations arts
- Activate Queensland's places and spaces
- Drive social change and strengthen communities
- Share our stories and celebrate our storytellers.

*Creative Together* is a whole-of-government Roadmap shaped through consultation with Queenslanders, the arts, cultural and creative sector and government. It is led by Arts Queensland within the Department of Communities, Housing and Digital Economy, in partnership with the sector, other levels of government, key stakeholders and the Queensland public.

## **Our vision**

A state renewed and transformed by arts, culture and creativity.

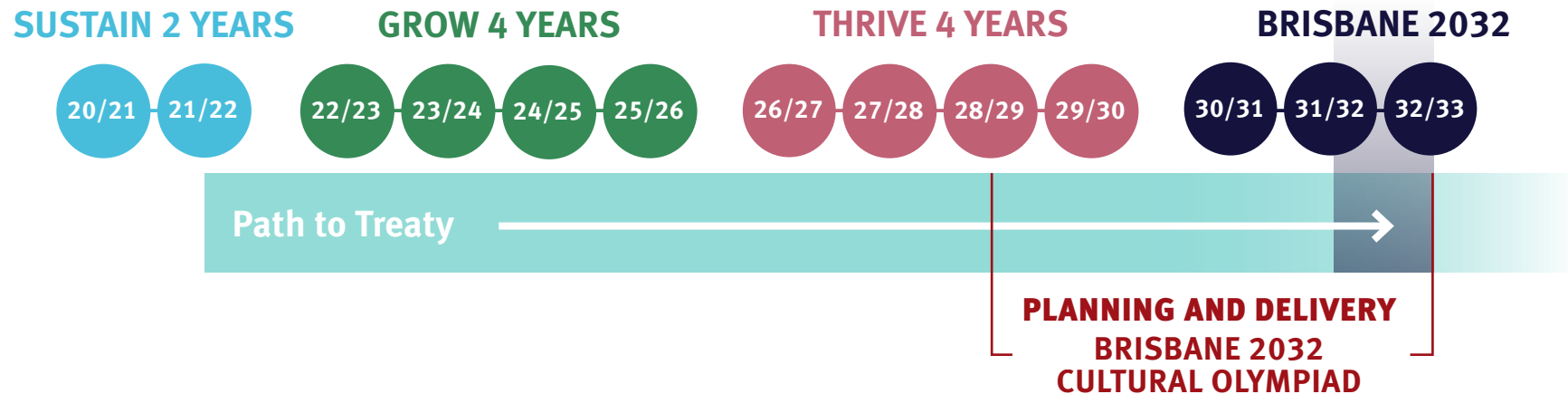
## **The Queensland Government's objectives for the community**

Delivery of *Creative Together* aligns with the Queensland Government's objectives for the community, specifically: **More jobs in More Industries, Protecting Our Lifestyle; and Better Services.**



# Towards 2030

## Journey so far



### In 2020, the Queensland Government released *Creative Together*, setting a strong vision for the state's future with arts, culture and creativity at its core.

The Roadmap was released during a period of significant challenge and uncertainty in Queensland with the arts and cultural sector one of the most impacted by the global pandemic.

*Creative Together's* delivery is designed to be responsive to the changing priorities of Queensland communities and the sector, and emerging opportunities, and will be realised through consecutive action plans. The plans introduce and build on initiatives that enable a focused and strategic approach to rebuilding and strengthening the arts, cultural and creative sector. This approach will enable the growth of the critical skills, capacity, quality and talent to enable communities to thrive by 2030 and beyond.

### *Sustain 2020-2022*

*Sustain 2020-2022*, the first action plan to deliver *Creative Together*, focused on sector recovery, viability, sustaining employment, and activating Covid-safe creative and arts engagement opportunities for Queenslanders. Its key actions were underpinned by the Queensland Government's two-year \$22.5 million Arts and Cultural Recovery Package and a further \$7 million in 2021-22 specifically for the live music industry.

*Sustain 2020-2022* established a strong foundation for growth. Initiatives have accelerated the sector's ability to adapt and change how they develop work and engage audiences. A focus on First Nations arts practice has increased the number of Queensland Government funded Indigenous Arts Centres and growth in new works by First Nations artists. Investment in touring and the activation of outdoor and non-traditional spaces fostered employment opportunities and engaged Queenslanders across the state. The creation of new high-quality digital programming has leveraged audience demand for digital content and grown market reach.



## Reimagined priorities to embrace growth

*Creative Together* has been reimagined to ensure Queensland's sector and audiences are positioned to embrace the Brisbane 2032 Olympic and Paralympic Games.

The inclusion of the new priority Embrace Brisbane 2032 across Queensland, and the reframing of other priorities will ensure a strong cultural focus in the lead up to, during the event and as significant legacy past 2032. Aligned with the Queensland Government commitment to a climate positive and inclusive games, priorities will focus on environmentally responsible approaches to cultural experience delivery. It will also ensure all Queenslanders and visitors (regardless of physical limitation, disabilities or age) can actively engage with cultural programming.

Through the *Creative Together* priorities, in particular, Elevate First Nations arts, greater focus will be given to aligning the Roadmap and its action plans with the Queensland Government's Statement of Commitment to a reframed relationship with Aboriginal and Torres Strait Islander Queenslanders. Acknowledging the principle of self-determination and local decision making, First Nations-led and co-designed initiatives will be fostered to support the sharing of stories, truth telling and healing. Actions will also focus on the production and distribution of ethical First Nations arts products and work to strengthen First Nations cultural experiences and tourism.



Ghost nets at Erub Arts - Darnley Island. Erub Arts is recognised internationally for its large-scale sculptures using ghost nets and featuring marine animals. The sculptures are featured in galleries across the world, raising awareness about the impact of pollution from abandoned ghost nets, or fishing nets on Australian marine life and seas. Image: Lynnette Griffiths. Courtesy of photographer and Erub Arts.



## Role of arts, culture and creativity in renewing and transforming Queensland

The impact of arts, culture and creativity – socially, culturally and economically – is well documented.



The sector contributed \$8.5 billion directly and \$3.8 billion indirectly to the Queensland economy in 2016-17.<sup>1</sup>



Engagement in arts and cultural experiences fosters social connection and builds thriving communities.<sup>2</sup>



Arts play an important role in connecting Queenslanders with culture and Country and understanding other people and cultures.<sup>3</sup>



Access to arts and recreational facilities and services is important for many in deciding where to live.<sup>4</sup>



Arts engagement can increase help seeking behaviours, reduce loneliness and support greater engagement in health and social services.<sup>5</sup>



Arts and culture strengthen the ability to think creatively - a critical skill for the future.<sup>6</sup>



Arts in education has been linked to increased self-esteem, increased positive behaviour and enhanced academic achievement.<sup>7</sup>



Approximately 67,000 Queenslanders are employed in the sector with a further 25,500 Queenslanders working in a job supported by it in 2016-17.<sup>8</sup>



Laura Quinkan Indigenous Dance Festival: Image courtesy Laura Quinkan Indigenous Dance Festival.





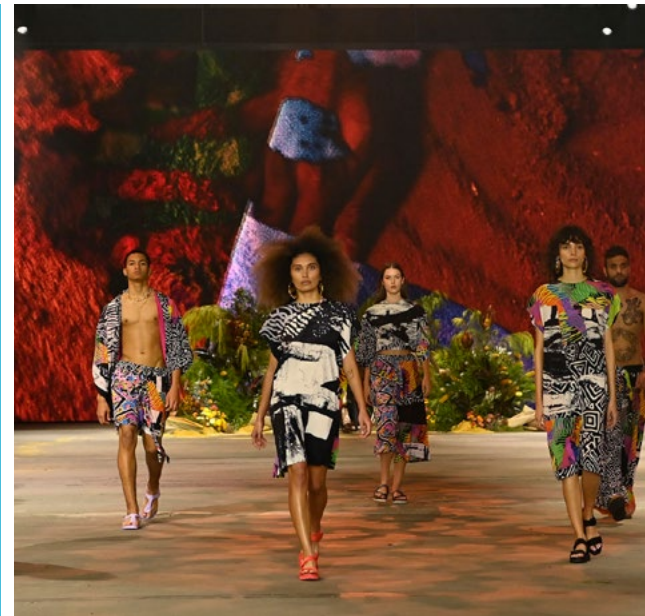
**QMF's Queensland Music Trails** linked regional events from the Opera at Jimbour to the Big Red Bash in Birdsville, showcasing local music, creating employment opportunities and engaging over 14,000 Queenslanders and visitors across the state in 2021.



**Street Serenades: At Our Place** projects delivered as part of 2021 Brisbane Festival used arts and creativity to connect local communities with their neighbourhood and community centres, building community connection.



**North Australian Festival of Arts**, established in 2018, has become a signature cultural event in Townsville, attracting visitors, providing employment for local artists and delivering a boost to the local economy.



**First Nations fashion** - The work of First Nations designers such as Grace Lillian Lee are walking the national runways showcasing Indigenous fashion and celebrating culture.

- (1) Big Red Bash 2021, Birdsville. Image courtesy Tourism and Events Queensland.
- (2) Queensland Ballet at Street Serenades: At Our Place, Brisbane Festival 2021. Image: Atmosphere Photography.
- (3) Crowd shot at Tropic Sounds, as part of North Australian Festival of Arts 2022. Image courtesy NAFA.
- (4) First Nations Fashion: Walking In Two Worlds. Brisbane Festival 2021. Image: Atmosphere Photography.



# Building a strong and sustainable sector

A strong and sustainable sector is essential to delivering *Creative Together*. Enabling the sector to adapt to meet shifts in audience demand, embrace innovative delivery models, attract investors and build financial viability is critical to delivering the vision: to renew and transform Queensland through our arts, culture and creativity.

Queensland has a dynamic arts, cultural and creative ecology fuelled by the unique mix of local talent and rich and diverse artistic practice. Queensland's sector, from individual artists to arts companies and commercialised businesses, is passionate, talented, hardworking and recognised internationally.

Queensland Government investment has played an important role in building the capability and capacity of artists, arts organisations and creative businesses. *Creative Together* continues this commitment while also acknowledging that the sector continues to face a changing environment including new technology, changing audience expectations and environmental sustainability.

The arts, cultural and creative sector was one of the first impacted by the global pandemic, and it is anticipated it will be one of the last to fully recover. While investment through the \$22.5 million Arts and Cultural Recovery Package and the dedicated \$7 million for live music supported the sector through *Sustain 2020-2022*, new focus is required to rebuild and reinvigorate the sector to embrace growth opportunities and drive arts-led outcomes.

*Creative Together* will support recovery by securing critical skills, talent and supply chains. It will drive the necessary new thinking and new skills, approaches and business model innovation required to secure future success. It will focus on supporting the sector to continue to develop and thrive.





*Humans*. Circa Contemporary Circus is one of the world's leading performance companies, performing in 40 countries to over a million people since 2015. In 2019, Circa was named Queensland's top Creative Industries exporter at the Premier of Queensland's Export Awards. Image: Sarah Walker.

## Focus areas:

- **Support** the sector to grow its skills base and increase capacity to seek opportunities, diversify into new markets and realise innovative creative practice.
- **Build** sector agility to adapt to and leverage changing community needs and support delivery of government priorities.
- **Continue** to invest in the adoption of best-practice governance and business models in organisations and businesses.
- **Enhance** access and understanding of data to support business model and programming decisions.

## Towards 2030:

- The Queensland sector:
  - is resilient and able to adapt to change and meet audience demand
  - is driven by a strong evidence base that demonstrates audience demand and social, cultural and economic value of arts, culture and creativity
  - has the capacity, scale, and established supply chains of high-quality arts and cultural experiences to meet demand
- Queensland grows and retains its local creative talent within the state.



Wayfinder, Dancenorth Australia, 2022. Commissioned by North Australian Festival of Arts (NAFA) and Brisbane Festival, Wayfinder weaves together dance, music and visual arts. The development of the brightly coloured finger knitting featured in the new work was created by over 100 volunteers from Townsville (Gurambilbarra) who were brought together through 'knitting sittings'. Image: Amber Haines.

## Embrace Brisbane 2032 across Queensland

**Brisbane 2032 presents an unprecedented opportunity to showcase Queensland and our unique cultural identities, the depth of our creative talent, and the quality of our bold and rich arts and cultures on a global stage.**

Brisbane 2032 Olympic and Paralympic Games will create significant legacy for Queenslanders, enhancing social and economic outcomes, with arts and culture central to regional development, employment growth, cultural vibrancy and inclusive communities. It has the potential to be a powerful celebration of First Nations arts and cultures in Queensland.

In showcasing the state's arts and cultures to the world in the lead up, during and as legacy outcomes of Brisbane 2032, significant opportunity exists for Queensland's creative businesses, arts companies, artists and artworkers who will be critical to ensuring the full potential of the Games is realised.

*Creative Together* will focus on activating communities with high quality and accessible arts and cultural experiences that celebrate what is uniquely Queensland. A strategic approach to investing and enabling partnerships will support signature cultural events and experiences that grow the state's experience economy and reputation as a global cultural tourism destination.

## Focus areas:

- ✓ **Nurture** the development of Queensland's pipeline of creative talent and celebrate and showcase Queensland's unique artists and artworkers.
- ✓ **Support** the sector to develop and present new quality work and develop new signature cultural experiences in Queensland.
- ✓ **Strengthen** creative businesses' capacity to drive cultural tourism outcomes, including enabling partnerships that grow access to new audiences and markets.
- ✓ **Celebrate and showcase** Queensland's unique creative talent, artists and artworkers.
- ✓ **Activate** Olympic-related infrastructure with engaging cultural experiences.

## Towards 2030:

- Cultural programming for Brisbane 2032 will feature inclusive cultural programming that showcases Queensland's arts, culture and creativity.
- Queensland arts and culture attracts new audiences and visitors to communities that grow economic outcomes.
- Queensland is recognised nationally and internationally for its talented artists, and rich arts and cultural experiences.
- Queensland communities are culturally vibrant and well positioned to leverage Brisbane 2032 legacy.
- First Nations arts in Queensland are celebrated, attracting new audiences and accessing growing international markets.

### Business case for First Nations Cultural Centre

For more than two decades there has been an ambition to establish a First Nations Cultural Centre in Brisbane to celebrate and showcase stories, traditions and cultures of First Nations peoples of Queensland.

Through *Creative Together*, the Queensland Government will continue to consider options for the delivery of a First Nations Cultural Centre that could represent First Nations cultures across Queensland and showcase Aboriginal and Torres Strait Islander peoples stories.



Jumoo, Brisbane Festival 2020. Image: Atmosphere Photography.





Uncle Josiah Omeenyo (Umpila Dance Leader from Lockhart) with Pryce Centre's Baiwa Kazil Youth Company, Bulmba-ja, Cairns, 2020. Image: Marc McCormack.

## Elevate First Nations arts

**The First Nations arts sector in Queensland is built on thousands of years of practice. As home to both Aboriginal cultures and Torres Strait Islander cultures, we have a unique opportunity to elevate the awareness, understanding and contributions of First Nations arts.**

First Nations arts and cultural expression are an intrinsic part of Queensland's culture and identity. They play a fundamental role in cultural maintenance, economic empowerment, community connectedness, truth telling and wellbeing among First Nations communities.

First Nations arts are a thriving force in Queensland, with our artists, creative talent and performers recognised nationally and internationally. First Nations fairs and festivals attract audiences from all over the world and our network of Indigenous Art Centres and Indigenous Knowledge Centres, influenced by Country, culture, languages, stories and experiences of local artists, provides perspectives that cannot be found anywhere else.

*Creative Together* will elevate the First Nations arts sector in Queensland, building and strengthening its position on the national and global stage.

Aligning with the principles of the Queensland Government's Statement of Commitment, *Creative Together* will focus on First Nations-led, localised and co-designed approaches. First Nations peoples will play a larger role in decision making related to arts, cultures and heritage policy and investment. First Nations creative talent will also be supported to access new opportunities and markets all over the world.

Strengthening the links between communities and other sectors, such as education and tourism, will provide more opportunities for engagement in Aboriginal and Torres Strait Islander arts and cultures, increasing employment and sharing First Nations cultures with broader audiences.

## Focus areas:

- ✓ **Engage** and partner with local First Nations peoples and communities to design and deliver arts, culture and creative services.
- ✓ **Increase** career and development opportunities for Aboriginal and Torres Strait Islander practitioners across the state at all levels.
- ✓ **Support** and grow the ethical production and distribution of First Nations arts products.
- ✓ **Grow** opportunities for audiences to experience authentic First Nations arts and cultures.
- ✓ **Foster** the role of arts in celebrating and sharing the many cultures, languages and traditions of Aboriginal and Torres Strait Islander peoples in Queensland.

## Towards 2030:

- First Nations arts and cultures strategies and investment are led by Aboriginal and Torres Strait Islander peoples.
- Aboriginal and Torres Strait Islander practitioners are employed in arts, culture and creativity at all sector levels.
- Queensland is home to strong and sustainable creative businesses owned and led by First Nations peoples.
- Queensland is internationally known for the quality, uniqueness and ethical distribution of First Nations arts.
- Aboriginal and Torres Strait Islander arts and cultures is prominent, appreciated and valued, influencing state and national policy across a range of delivery areas.
- First Nations artists and communities realise economic outcomes, with Brisbane 2032 a celebration of Aboriginal and Torres Strait Islander arts and cultures.



Art camp at Woorabinda in 2019. Image: Julie Barratt.





*Sweaty Saturday*, temporary public artwork by Brisbane-based artist Catriona Drummond that ran June-July 2021. The exhibition is part of *Location, location, location* by Outer Space at the Judith Wright Arts Centre (Brisbane). Image: Cian Sanders.

## Activate Queensland's places and spaces

**Activating Queensland's places and spaces with arts and culture enhances the vibrancy of local communities, strengthening their attractiveness and liveability and providing more opportunities for Queenslanders to engage in arts, culture and creativity.**

Queensland is home to vibrant places and spaces, from traditional cultural buildings and infrastructure to 'pop up' and programmed events. These spaces are shaped by First Nations history, culture, and varied natural geography, fostering distinctive experiences which stimulate the cultural vitality, support regional development and engage and inspire audiences and visitors.

The state's significant investment in cultural infrastructure, including our state cultural institutions, provides a strong platform to showcase the incredible product of Queensland artists and arts companies, and grow cultural tourism across the state.

Evolving audience expectations around access to digital experiences continue to challenge how Queenslanders define cultural places and spaces, and how and when they want to engage in arts and culture. While engagement in live performing arts remains high, Queenslanders are increasingly seeking digital cultural experiences or all-hours activation or a combination of digital and live experiences.

*Creative Together* will activate Queensland's local places and digital spaces, providing opportunities for our creative talent and engaging wide audiences, be it live or from their own homes. It will ensure the foundations are in place, both physical and online, so local artists and practitioners can develop and present quality content that audiences can engage with. Key actions will also foster a greater understanding of the value of arts, culture and creativity in activating spaces, so they become a priority in planning.

## Focus areas:

- ✓ **Support** programming and spaces that recognise the diversity of Queenslanders.
- ✓ **Support** the sector to develop and showcase creative work that activates spaces and places in Queensland communities.
- ✓ **Foster** the development and distribution of quality Queensland digital content.
- ✓ **Grow** opportunities and pathways for local artists within their communities.

## Towards 2030:

- Arts, culture and creativity rejuvenate spaces and places, fostering development and enhancing attractiveness.
- Audiences can engage in quality arts and cultural experiences in places that are meaningful, sustainable and accessible.
- Queensland online content is quality and audience driven, providing additional income for Queensland artists, creatives and arts workers.
- Digital content enhances community and audience access to and engagement with the arts.



*Prickles the Unhuggable Bear* by Dion Parker and Andrew Cullen, SWELL Sculpture Festival 2018. Swell Sculpture Festival connects people, art and place through their annual outdoor sculpture exhibition set along Currumbin Beach, Gold Coast, attracting a large audience of locals and visitors. Image: Leximagery.



## Building transformational infrastructure to secure Queensland's future



### **New theatre at Queensland Performing Arts Centre**

The new \$175 million state of the art theatre at the Queensland Performing Arts Centre, presents a significant investment in the next generation of great stories and creative talent.

The addition of the new 1500-capacity theatre will create the largest performing arts centre in Australia, with five outstanding venues, welcoming an additional 300,000 visitors per year.

The new theatre will incorporate significant First Nations public artwork and will bolster the state's cultural vibrancy, support the local arts sector, and drive cultural tourism and economic return for the state.

Concept design for the new theatre being constructed at Queensland Performing Arts Centre.



## Rockhampton Museum of Art

The new \$36.5 million Rockhampton Museum of Art, realised with a \$15 million investment from Queensland Government, opened in February 2022 and positions Rockhampton as a leading cultural tourism location.

As home to one of Australia's best regional art collections, the new Museum of Art is a world class venue that hosts nationally significant works and exhibitions, and will deliver a comprehensive program of events, providing an active, vibrant and inclusive space for the local community and visitors.

Rockhampton Museum of Art. Photo courtesy of Rockhampton City Council.



## Thomas Dixon Centre

Queensland Government investment in the heritage-listed Thomas Dixon Centre has created a world-class performing arts destination and cultural precinct.

The revitalised space is supporting home company Queensland Ballet to grow its dancer ensemble and program offering, with more dance studios and a performance theatre, as well as providing access to spaces for community engagement and enabling broader arts sector collaborations and tenancies.

Concept design for the activation of the heritage-listed Thomas Dixon Centre. Image: Conrad Gargett.





Families enjoying *First 5 Forever – Dive into Books* before a swim at Rosewood Pool. *Dive into Books* is an initiative of Ipswich Libraries. *First 5 Forever* is a Queensland Government initiative providing strong early literacy foundations for Queensland children aged 0–5 years. Image: State Library of Queensland.

## Drive social change and strengthen communities

### **Arts, culture and creativity will support and drive social change, benefiting Queenslanders and strengthening their communities.**

Arts, culture and creativity can be powerful catalysts, offering new and different ways of responding to the social challenges faced in Queensland, from individual health and wellbeing to community connectedness, participation and rejuvenation. Engagement in cultural and creative activities also supports the development of creative minds, which are needed to develop and implement innovative solutions to these challenges.

Queenslanders are strong supporters of arts and culture and appreciate the benefits of arts engagement and participation. Queenslanders' acknowledge its important role in connecting people and communities, delivering positive health and wellbeing outcomes, enabling positive ageing and growing youth engagement. Evidence also shows the value of arts in developing skills in problem solving, risk taking, empathy, critical thinking and teamwork, especially in an education setting.

*Creative Together* will support arts, cultural and creative engagement that drives positive change for Queenslanders and their communities. It will align with the Queensland Government's planned *Communities 2032* strategy, by supporting and empowering every person to connect, participate, contribute and thrive. It will foster collaborations across and between the sector, all levels of government, the private sector and other industries to develop creative solutions.

## Focus areas:

- ✓ **Strengthen** wellbeing, social cohesion and creativity in Queensland through cultural and creative engagement.
- ✓ **Foster** partnerships between the sector, other industries, philanthropists, local governments and communities to support local outcomes.
- ✓ **Ensure** Queensland artists and practitioners are skilled to work with and bring their creative practice to other sectors.
- ✓ **Build** and share the evidence base for the value of arts, culture and creativity.

## Towards 2030:

- Queensland is recognised for its innovative approaches to solving societal challenges and community rejuvenation, growth and development through cultural and creative engagement.
- Queenslanders value the role of arts, culture and creativity in improving their lives and communities.
- Artists and practitioners are employed across all sectors and industries.
- Queensland has a strong evidence base that demonstrates the value of arts, culture and creativity in delivering social outcomes.



The Long Sunset, QMF, 2022. Created by QMF, the Queensland Music Trails are a series of curated music events and activation across the state, that bring communities together. Image: Mitch Lowe.





*Brisbane Writers Festival 2022.* Now in its 60<sup>th</sup> year, the Brisbane Writers Festival welcomed thousands of readers and writers to ignite imaginations, showcase literature, and celebrate stories in all forms. Image courtesy Brisbane Writers Festival.

## Share our stories and celebrate our storytellers

**Queensland has many stories to tell, including those from the oldest and enduring First Nations cultures, and the events, places and experiences that continue to shape the state. Supporting and developing Queensland's talented artists and arts workers will be critical to sharing our stories.**

Queensland stories are a rich source of enjoyment, celebration and reflection told through song, writing, dance and theatre. They celebrate the diversity of Queensland's cultures and encourage us to reflect on what it means to live in this state. They bring to life Queensland places, enliven communities, deepen our sense of history and identity, and create distinctive experiences attracting both locals and visitors.

Digital transformation and changing lifestyles are influencing audience expectations and behaviours. Audiences are seeking more unique and immersive opportunities using delivery channels at times that are meaningful and convenient. Audiences also want stories that reflect a wider range of experiences occurring in Queensland's evolving communities.

*Creative Together* will invest in initiatives that develop, enable and grow the sector, to present Queensland's unique stories and support the preservation and activation of Queensland's cultural assets. Queensland's storytellers will be supported, inspired and celebrated, strengthening Queenslanders' sense of identity and building the state's cultural reputation.



## Focus areas:

- ✓ **Invest** in Queensland stories and storytellers to create, develop and present engaging and meaningful arts experiences.
- ✓ **Support** new and innovative ways of sharing Queensland stories locally and internationally.
- ✓ **Preserve** and celebrate Queensland's places as anchors to Queensland stories.
- ✓ **Support** community access to Queensland stories, including through education settings and touring.

## Towards 2030:

- Queensland stories are celebrated by Queenslanders.
- Our stories reflect the diversity of our cultures and experiences.
- Queensland's artists and creatives are recognised for their stories globally.
- Cultural places are valued for future generations.



*Wilbur the Optical Whale* is an interactive and accessible performance for children, celebrating difference and exploring the themes of bullying and acceptance. The show and associated community engagement workshops, created strong pathways for connections with audiences of all ages and abilities and was awarded a weekly John Chataway Innovation Award and the Access Award at the 2020 Adelaide Fringe and won Best Independent Production at the Matilda Awards in 2022. indelabilityarts collaborated with Flipside Circus' creatives and performers as well as independent artists, Clint Bolster and Elise Greig to bring the story to life, through music, circus, digital storytelling and Auslan. Images: Nick Morrissey.



*Woodford Folk Festival 2019/20.* Woodford Folk Festival is one of the largest gathering of artists and performers of its kind in Australia. Annually, the festival showcases more than 2000 artists, musicians and presenters to an estimated aggregate audience of 125,000 people. Image: Flint Duxfield.

## Next steps

*Creative Together* is being delivered through three consecutive action plans, across 10 years.

The first action plan, *Sustain 2020–2022*, focused on recovery and rebuilding the sector post COVID-19, and ensuring Queenslanders continued to access and engage with Covid-safe, high quality arts and cultural experiences. This action plan was enabled through the additional \$22.5 million investment through the two-year Arts and Cultural Recovery Package and \$7 million to the live music industry.

*Grow 2022–2026* focuses on amplifying the impact of arts, culture and creativity, supporting Path to Treaty and strengthening Queensland's cultural reputation in the lead up to Brisbane 2032. Actions will be underpinned by further new investment of \$50 million over four years.

Actions within *Thrive 2026–2030* will transition from growth and reconnection to a focus on building a thriving sector that is transforming Queenslanders' lives and their communities.

Implementation of *Creative Together* will be monitored and its outcomes will be reported against and made available at [www.arts.qld.gov.au](http://www.arts.qld.gov.au).

# Summary of the proposed actions under *Creative Together* action plans

## Sustain

2 Years  
(2020–2022)

- Sustain and support Queensland sector during the COVID-19 recovery phase, ensuring Queensland retains and grows its creative workforce.
- Grow First Nations arts through commissioning new work, expanding audience and market access, and strengthening Aboriginal and Torres Strait Islander peoples' voice in arts and cultural strategy, policy and investment decisions.
- Activate local spaces and places through support for infrastructure and programming in cultural venues.
- Grow local arts communities, increasing economic participation and broadening the impact of cultural tourism.
- Foster arts-led projects which benefit Queenslanders and their communities.
- Drive new creative work, supporting Queensland artists and performers to tell and share our stories with a wider audience.

## Grow

4 Years  
(2022–2026)

- Support First Nations-led programming and story telling.
- Activate Queensland's cultural infrastructure and events.
- Grow local performing arts with the opening of a new theatre at the Queensland Performing Arts Centre.
- Foster partnerships between the arts, cultural and creative sector and other sectors that support community creativity and cohesion.
- Support Queensland artists, organisations and businesses to access international markets.
- Attract investment to Queensland communities through cultural vibrancy and activations.
- Promote the value of arts, culture and creativity to foster partnerships and attract investment from private and corporate sectors.
- Accelerate the growth of Queensland's creative workforce to secure critical skills and capacity.
- Support the Queensland Government's commitment to *Path to Treaty*.
- Work with the Brisbane 2032 Organising Committee to conceive and advance the development of the Brisbane 2032 Cultural Olympiad and strategy for legacy outcomes.

## Thrive

4 Years  
(2026–2030)

- Broaden Queensland's reputation as a centre for First Nations arts in the Asia Pacific region.
- Establish Queensland cities and communities as places of culture with networks to national and international cities.
- Support Queensland's arts and our sector to be recognised and celebrated on the national and international stage.
- Leverage quality cultural tourism opportunities to grow markets and visitors that drive regional growth.
- Grow the role of culture and creativity in supporting social and economic outcomes across the state.
- Position Queensland arts, culture and creativity as a state export industry.
- Work with the Brisbane 2032 Organising Committee to leverage the anticipated 4-year Brisbane 2032 Cultural Olympiad program for Brisbane 2032 and foster legacy outcomes.



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- 2 - Australian Academy of the Humanities, 2019, *Transformative: Impacts of Culture and Creativity* Produced by A New Approach (ANA) think tank with lead delivery partner the Australian Academy of the Humanities.
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Arts Queensland, GPO Box 1436 Brisbane QLD 4001



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# Grow 2022-2026

The second action plan for *Creative Together*  
2020-2030: A 10-Year Roadmap for arts,  
culture and creativity in Queensland



Queensland  
Government



This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

## Artwork

Artwork adapted from original designs with permission from the artists.



### Chern'ee Sutton Artwork

Chern'ee Sutton is a contemporary Aboriginal artist from the Kalkadoon people of Mount Isa. Her artwork represents the Department of Communities, Housing and Digital Economy (DCHDE) commitment to a journey together with First Nations people; building long lasting relationships that embed truth telling, healing and self-determination at the heart of our systems and services.



### Laurie Nona Artwork - 'Urgabaw' (Oo[r]-Ga-Baw Gu-wa)

Laurie Nona is a proud Badhulayg, Maluyligal, Guda Maluyligal and Meriam Nation man from Badu Island in the Torres Strait. His artwork represents DCHDE's commitment to real change through partnerships and collaboration, placing 'people' at the heart of its systems and service delivery. Laurie has articulated this through Urgabaw Guwa (Sweet Potato Garden) that for there to be good yield, the sweet potato needs to be cared for by the community, service providers and government. The better everyone works together, and the more effort put into watering and maintaining the sweet potato crop, the better the outcome of the produces will be.



## Acknowledgement

The Queensland Government respectfully acknowledges the Traditional Owners and Custodians of this land.

We extend our respect to Elders, past and present, and Aboriginal and Torres Strait Islander peoples, as First Peoples of this country.

We acknowledge the continuation of diverse cultural practices and knowledge systems of Aboriginal and Torres Strait Islander peoples.

We acknowledge that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples.

The *Queensland Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.



*Talgnai by Chloe Ogilvie. BLEACH\* 2020. Image: Maleika Halpin.*



## Message from the Premier and Minister



*Creative Together 2020-2030: A 10-Year Roadmap for Arts, Culture and Creativity in Queensland* is transforming and enriching Queensland communities through arts, culture and creativity.

The first action plan of *Creative Together – Sustain 2020-2022* – guided the arts, cultural and creative sector through the unique challenges posed by COVID-19, with targeted investment creating over 10,000 employment opportunities and supporting COVID-safe events that engaged audiences of more than two million people.

Key actions in *Sustain 2020-2022* grew First Nations-led arts outcomes including the establishment of the First Nations Arts and Cultures Panel, expanding the network of Queensland Government funded Indigenous Arts Centres and enabled the development of 40 new First Nations works.

In addition, initiatives delivered enhanced cultural infrastructure, supported Queenslanders' access to quality arts and cultural experiences with additional arts touring across the state, and increased activation of outdoor and non-traditional spaces, and the creation of new high-quality digital programming. Arts-led activities brought communities together supporting connection and wellbeing.

Importantly, 26 dedicated indoor live music venues across Queensland received support through programs underpinning *Sustain 2020-2022* to offset operational costs, stabilise operations and create employment opportunities. In total, *Sustain 2020-2022* invested in the development of more than 600 projects through arts grants programs which supported Queensland's storytellers to create, develop and share Queensland stories across a range of artforms.

*Grow 2022 – 2026* is the second action plan of *Creative Together*. *Grow 2022-2026* is a plan focused on the future, including the opportunities presented by 2032 Brisbane Olympic and Paralympic Games, and the Queensland Government's commitment to reconciliation through Path to Treaty.

The Queensland Government is supporting *Grow 2022-2026* with a \$50 million investment over four years – taking our total investment in *Creative Together* through the arts portfolio to almost \$80 million of new money. This investment will support new initiatives, events and experiences that will connect artists with audiences, and further accelerate the growth of Queensland's arts, cultural and creative sector.

Over the next four years, *Grow 2022-2026* will nurture a brighter, bolder, more diverse and more sustainable creative landscape for our State.



**The Honourable Annastacia Palaszczuk MP**  
Premier of Queensland  
Minister for the Olympics

**The Honourable Leeanne Enoch MP**  
Minister for Communities and Housing  
Minister for Digital Economy and Minister for the Arts





# Grow 2022-2026

***Grow 2022-2026 is the second action plan of the Queensland Government's Creative Together 2020–2030: A 10-Year Roadmap for arts, culture and creativity in Queensland.***

*Grow 2022-2026* builds on the outcomes of the first action plan, *Sustain 2020-2022*, to advance *Creative Together's* vision for a state renewed and transformed by arts, culture and creativity.

With a focus on sustainability, accessibility, and social and economic impact in Queensland communities, *Grow 2022-2026* recognises the critical action required to support the Queensland Government's Objectives for the Community. *Grow 2022-2026* will also play a critical role in supporting the state to realise the full potential of Brisbane 2032 Olympic and Paralympic Games (Brisbane 2032) and establishing Queensland as a cultural tourism destination.

This action plan acknowledges that as Queensland prepares to share its cultures with the world through a reframed relationship with First Nations peoples, focused action is required in supporting the sharing of First Nations storytelling.

This plan will be achieved through actions that deliver against *Creative Together's* key priorities, with a strong arts, cultural and creative sector at its core:

- Embrace Brisbane 2032 across Queensland
- Elevate First Nations arts
- Activate Queensland's places and spaces
- Drive social change and strengthen communities
- Share our stories and celebrate our storytellers.

*Grow 2022-2026* will be underpinned by a new investment of \$50 million over four years.

Arts Queensland (within the Department of Communities, Housing and Digital Economy) will lead the implementation of *Grow 2022-2026* across the Queensland Government in partnership with key stakeholders.



Lockhart River Kwadji Wimpa Dance Group at Cairns Indigenous Art Fair 2022. Image: Blueclick Photography courtesy of Cairns Indigenous Art Fair.



# Building on a strong foundation

**Delivery of *Sustain 2020-2022*, *Creative Together*'s first action plan has provided a strong foundation for the future.**

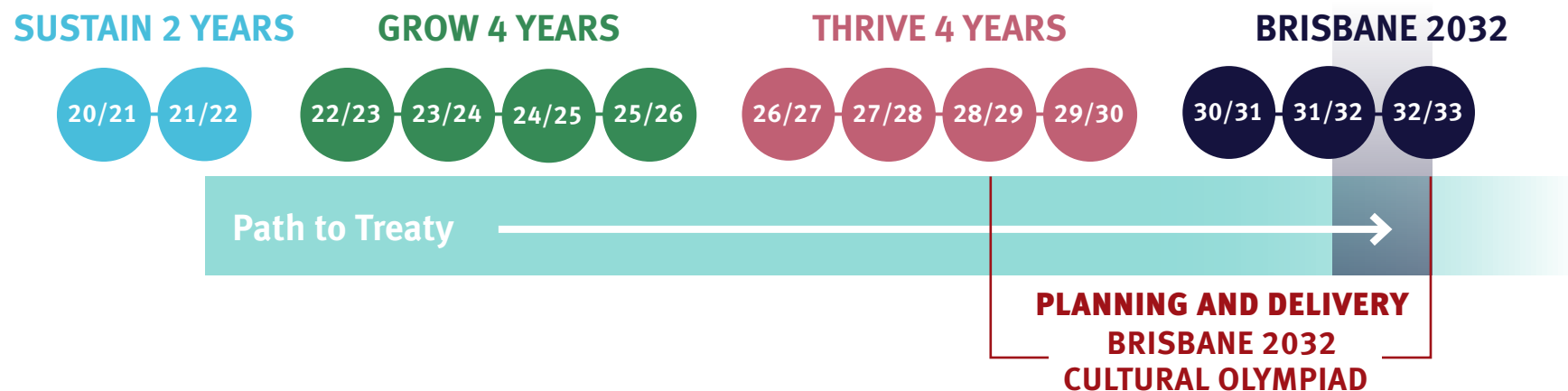
With a focus on supporting the arts, cultural and creative sector through the impacts of COVID-19 and enabling community and economic recovery, *Sustain 2020-2022* was underpinned by the two-year \$22.5 million Arts and Cultural Recovery Package and \$7 million for the live music industry.

Initiatives through *Sustain 2020-2022* has enabled the growth of sector capacity and accelerated its ability to adapt and change how audiences are engaged and work is created, including high-quality digital programming.

A focus on sustained First Nations arts practice has resulted in an increase in the number of funded Indigenous Arts Centres and growth in new works by First Nations artists. In addition, programs that enabled the touring of Queensland artists and the activation of outdoor and non-traditional spaces fostered employment opportunities, supported the reactivation of live music and performing arts venues and increased deeper community engagement with arts experiences.

As the next stage delivery of *Creative Together* begins, the Queensland Government will continue to partner with the sector, other levels of government, industry and Queensland communities to build on these strong foundations.

*Grow 2022-2026* has been developed in consultation with the Queensland arts, cultural and creative sector, arts and cultural peak bodies, training and tertiary sector, philanthropic organisations, the private sector, other industry and other Queensland government agencies.







- (1) *The Woman Remembers*, Belloo Creative in collaboration with Phluxus2 Dance Collective (Brisbane), and Good Company Arts (New Zealand). Image: Barbara Lowing.
- (2) Ethan Greaves (Natural Steps - Midnight in the Secret Garden) at Yonder 2021. Image by Ned Martin.
- (3) *The Inaugural Annual Dance Affair* (Gympie 2021). Image by Leeroy Todd, courtesy Everybody NOW!



# Key areas of achievement in Sustain 2020-2022



## Established the First Nations Arts and Cultures Panel.

Arts Queensland's work with the First Nations Arts and Cultures Panel is increasing meaningful involvement of First Nations peoples in arts and cultural policy and development of investment frameworks. Central to this work is the co-designed Cultural Engagement Framework which will be implemented through *Grow 2022-2026*.



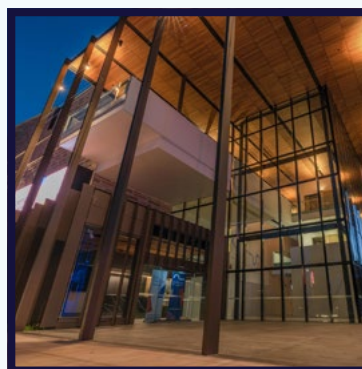
## Supported 52 projects that enhanced the development and presentation of high-quality digital arts programming.

As a result of COVID-19, shifts in audience demand for online content accelerated sector need to adopt new methods of engagement and distribution. Investment supported technology upgrades, grew sector capacity to deliver quality online content and enabled integration of digital into live performances.



## Activated spaces and places across the state.

Support for artists, organisations and communities has enabled the activation of non-traditional spaces across the state enabling audiences and communities to engage in quality cultural experiences.



## Invested in transformational cultural infrastructure.

Strategic investment in cultural infrastructure will provide new and enhanced places and spaces to create and present arts and cultural experiences. This includes the New Performing Arts Venue (Brisbane), Rockhampton Museum of Art and an Indigenous Knowledge Centre at Injinoo.

(1) Nicole Chatfield's *Bana Bulmba Collection*, CIAF 2020 Fashion Performance, Water Is Sacred video. (2) The Stars Project. Image courtesy of Island Stars (3) Traditional Owner Kayla Henry. Image: Giringun Aboriginal Art Centre. (4) Jill Chism, *Preserve/Conserve – Invocation #3: Openness – Going with the Flow*, 2021. Pop Up North Queensland Festival. Image: Aaron Ashley. (5) Rockhampton Museum of Art. Image courtesy Rockhampton Regional Council.

**More than 400 Queensland storytellers supported through arts grants programs.** Actions in

*Sustain 2020-2022* supported the creation, development and sharing of Queensland stories across a number of art forms.



**Over 10,000 employment opportunities and the engagement of over 2 million audience members and participants.** Investment through

*Sustain 2020-2022* has supported the sector to stabilise, create and present cultural experiences, support employment opportunities for Queensland artists and arts workers and engage Queenslanders and visitors.



**Over 25 arts-led projects supported social change.**

Queensland Government agencies as a platform are using arts-led initiatives to address social challenges including health and wellbeing, community cohesion, healthy ageing and youth justice.



**More than \$7 million invested in 26 live music venues.** This

investment and other programs have supported the sustainability of the live music industry by offsetting operational costs, supporting programming and artist fees and increasing touring opportunities for Queensland artists.

(1) *Re: Collections*, Delta Yarns, Burdekin. Image: David Fell (2) *The Long Sunset*, Canungra. QMF. Image: Mitch Lowe. (3) Dance for Parkinson's Australia. Image courtesy Dance for Parkinson's and the Queensland Ballet: Christen Tiger. (4) Casey Barnes, *Town of a Million Dreams Tour*, 2020. Image courtesy Casey Barnes.



## Building a strong and sustainable sector

Actions in *Grow 2022-2026* will focus on developing the critical skills and essential supply chains that underpin a sustainable sector, support economic recovery and realise the Queensland Government's Brisbane 2032 ambition and legacy outcomes.

A focus on the development of Queensland's arts, cultural and creative sector's capability and capacity will facilitate sector and creative business growth and increase training and employment opportunities.



*Ishmael* a Dead Puppet Society, Queensland Performing Arts Centre, and Brisbane Festival production in association with Screen Queensland, is a reimaging of *Moby Dick* as a contemporary space saga. Image: Dean Hanson.

## Actions

### Accelerate the growth of Queensland's creative workforce to secure critical skills and build capacity

- Develop and release an arts, cultural and creative sector workforce plan to address skills gaps
- Invest in sector skills, network and capacity development in collaboration with the sector and key partners
- Enable mentorships and placements that grow career pathways and employment in the sector

### Drive creative business innovation to support sustainable business models

- Enhance sector access to leading business advisors through new strategic partnerships and investment
- Grow investment in the sector through partnerships with philanthropic and corporate sectors and other levels of government
- Advocate, broker and support opportunities for the sector to grow capacity to deliver outcomes in other sectors and industries
- Support data-driven approaches to the development of sustainable production, programs and business models

### Encourage sector collaboration and amplify outcomes

- Enable initiatives that facilitate resource sharing and collaboration
- Grow sector collaboration and partnerships that demonstrate the value of the arts and underpin advocacy
- Support the sector to work respectfully and collaboratively with First Nations artists, communities, and cultural businesses



# Embrace Brisbane 2032 across Queensland

Accelerated and focused support will grow the necessary capacity, quality, and scale of Queensland's arts, cultural and creative sector to realise the full potential of the once in a lifetime opportunity presented by Brisbane 2032.

Actions in *Grow 2022-2026* focus on building strong foundations that will drive arts and culture led economic outcomes across Queensland ahead of Brisbane 2032 and enable a significant legacy. These actions will work to deliver regional growth and inclusive participation and will underpin the state's vision of establishing Queensland as an iconic cultural tourism destination.



Thelma Plum performing at Tropic Sounds, as part of North Australian Festival of Arts 2022. Image courtesy North Australian Festival of Arts.

## Actions

### Grow Queensland's cultural experience economy

- Invest in a year-round calendar of signature Queensland arts and cultural experiences for Queenslanders and visitors
- Enhance the pipeline of high-quality arts and cultural experiences to ensure Brisbane 2032 is a celebration of First Nations arts in Queensland
- Continue to work with First Nations peoples to consider options for a First Nations Cultural Centre in Brisbane that represents First Nations cultures across Queensland and showcases Aboriginal and Torres Strait Islander stories

### Strengthen creative businesses and ensure sector growth to meet current and future demand

- Support the development of robust supply chains for the distribution of high-quality Queensland arts and cultural products
- Leverage new data and trend insights to grow audiences for Queensland arts and cultural products and experiences
- Strengthen ethical approaches to the production and distribution of First Nations arts, with a focus on protecting artists' and communities' cultural and intellectual property

### Bolster Queensland's international cultural reputation and market reach

- Leverage Queensland Government international networks to build the profile of Queensland artists and arts organisations
- Elevate Queensland's significant cultural events on national and international stages
- Utilise digital platforms that showcase Queensland arts products and cultural experiences to grow market reach, sales, and audience engagement

## Elevate First Nations Arts

Queensland is enriched by the cultures, knowledge and contributions of First Nations people - who have occupied and cared for this continent for more than 65,000 years. First Nations arts and cultures in Queensland connect and inspire communities and audiences in unique ways and are central to the state's cultural identity and visitor experiences.

Actions in *Grow 2022-2026* will foster partnerships, exchange and collaborations that strengthen and celebrate culture and country. Investing in opportunities to showcase and present the state's unique stories and knowledge will ensure Brisbane 2032 is a powerful celebration of First Nations arts and cultures in Queensland.



*First Nations Fashion: Walking In Two Worlds* at the 2021 Brisbane Festival brought together Indigenous fashion dance, film and live music. Works were exhibited as part of the Australian Fashion Week 2021. Image: Atmosphere Photography.

## Actions

### Lead a whole of government approach to supporting First Nations arts

- Work with First Nations artists and communities to develop and implement a comprehensive approach to strengthening First Nations arts in Queensland
- Support focused employment and career development initiatives for First Nations arts practitioners
- Strengthen ethical production and distribution pipelines to grow audiences and markets for First Nations arts and cultural work

### Enable First Nations community-led approaches to supporting local thriving arts and cultural communities

- Explore opportunities to further support and grow First Nations local cultural infrastructure across the state
- Strengthen business skills and capacity across First Nations arts and cultural organisations
- Facilitate the telling of First Nations stories and sharing of cultural knowledge to support Queensland's commitment to Path to Treaty

### Support First Nations-led programming and activation of cultural infrastructure and events

- Lead coordination across all levels of government in streamlining funding models to benefit First Nations artists and organisations
- Ensure development and presentation opportunities are available for First Nations artists within arts companies
- Leverage Queensland Government networks to enhance national and international showcasing and export opportunities for First Nations artists

# Activate Queensland's places and spaces

Activated creative spaces and places amplify the opportunity to share and celebrate local stories, enliven and connect communities, support regional development and cultural tourism, and grow local employment outcomes.

Actions in *Grow 2022-2026* will focus on enhancing community-led arts experiences across Queensland which are underpinned by inclusive and sustainable cultural infrastructure.



*Festival of Outback Opera 2022* in Winton. The Opera Queensland event was a program of outdoor performances in regional Queensland communities. The Festival was supported by the Queensland Government through Arts Queensland and Tourism and Events Queensland. Performances were presented in association with The University of Queensland in collaboration with the School of Music. Image: Jade Ferguson @visualpoetsociety.

## Actions

### Progress and deliver key strategic cultural infrastructure projects

- Open the new theatre at the Queensland Performing Arts Centre (Brisbane) which will expand opportunities for local artists and audiences to create, develop and experience performing arts
- Work across all levels of government in the consideration of priority cultural infrastructure requirements in regional centres

### Foster socially inclusive and environmentally responsible approaches to cultural experience delivery in communities

- Support the presentation and promotion of arts and cultural product including leveraging new technologies
- Support shared and sustainable infrastructure solutions that reduce delivery costs and maximise use of resources
- Grow opportunities to enhance community inclusion and interaction with cultural programs and infrastructure

### Enhance community and sector access to inclusive and engaging creative spaces

- Support opportunities to activate non-traditional spaces in regional and remote communities with cultural and creative experiences
- Grow opportunities to enhance community inclusion and interaction with cultural programs and infrastructure
- Continue to redevelop the Judith Wright Arts Centre (Brisbane) to increase tenancy space, support sector collaboration and access to development and presentation spaces

### Grow local participation and consumption of arts and culture

- Invest in festivals and events that activate communities, deliver significant regional development, employ local artists, and realise local career pathways
- Support regionally based and community driven capacity building and arts careers in communities
- Grow opportunities to enhance community inclusion and interaction with cultural programs and infrastructure



## Drive social change and strengthen communities

Engagement in arts and culture delivers significant social outcomes within communities. An increased focus on growing community and audience participation with inclusive, high-quality creative experiences will drive positive change for Queenslanders.

Actions in *Grow 2022-2026* will support impactful community outcomes that advance social and economic priorities. This will be achieved by working to enhance local arts activity through partnerships and locally led arts engagement.



*I Believe Swings* by ENESS, Brisbane Festival 2021. Image: Atmosphere Photography.

## Actions

### Foster partnerships between the arts, cultural and creative sector and other sectors that support community creativity and cohesion

- Support local arts and cultural initiatives that enable vibrant, inclusive, and cohesive Queensland communities
- Grow opportunities for arts-led programs in communities through partnerships with education, health and wellbeing and youth services
- Partner with councils and other funding partners to deliver impactful arts projects and programs in regional and remote communities

### Grow local sector capacity to support place-based approaches and community-centred social change outcomes

- Build the capacity and profile of the sector to work in social and community settings
- Support young Queenslanders' engagement in arts experiences that link them with training, skills and career development options
- Support the growth of local networks to enable greater connection with local arts sectors, community organisations, businesses, philanthropists and agencies

### Support new approaches to advocating the value of Queensland arts and cultures

- Develop evaluation and advocacy frameworks that demonstrate the impact of arts, culture and creativity
- Promote best practice approaches to arts-led interventions to address community priorities
- Support data sharing and communication on Queenslanders' arts and cultural engagement and future needs

# Share our stories and celebrate our storytellers

Queensland's artists, cultural products and experiences and stories shape the state's cultural identity and set Queensland apart nationally and internationally.

Actions in *Grow 2022-2026* will focus on the development and presentation of uniquely Queensland works, celebrating the state's brightest talent and nurturing our future storytellers. The sharing of Queensland's unique and diverse stories will enrich the state's cultural reputation.



*The State Library of Queensland's Stories for Little Queenslanders*, showcase Queensland settings, characters and stories, including a story about a cow's hapless journey down a flooded Brisbane River and an alphabet book featuring echidnas exercising in Emerald. Image courtesy State Library of Queensland.

## Actions

### Invest in the development and presentation of Queensland stories

- Partner with Queensland artists and arts organisations to create and share new work that reflects the diversity of Queenslanders and their communities
- Build a development pipeline of uniquely Queensland stories that share the state's heritage, identities, storytellers, and supports truth telling
- Enable quality classroom-connected arts experiences that engage young minds and increase knowledge of Queensland's history and stories
- Grow and augment existing arts and non-arts events in partnership with communities to tell local stories, keep culture strong, and grow cultural tourism

### Ensure Queenslanders have access to rich and high-quality experiences

- Promote and support the implementation of the Cultural Engagement Framework to guide the government and sector in working with Aboriginal and Torres Strait Islander arts and cultures
- Showcase and grow engagement with Queensland's state cultural collections
- Facilitate community access to arts and cultural events and products

### Build Queensland's cultural reputation

- Promote and support Queensland's unique cultural identity, experiences and products through enhanced distribution channels
- Recognise and showcase Queensland's storytellers nationally and internationally
- Foster partnerships that bolster the promotion of Queensland's stories and cultural experiences and grow market access



The Queensland Government is committed to providing accessible services to Queenslanders for all cultural and linguistic backgrounds.

If you have difficulty understanding this publication and need an interpreter, please call the Translating and Interpreting Services (TIS National) on telephone 131 450 and ask them to contact the department on 13 QGOV (13 74 68).

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# Highlights for Sustain 2020-2022 the first action plan for

*Creative Together 2020-2030:  
a 10-Year Roadmap for arts,  
culture and creativity in  
Queensland*

**October 2020 - June 2022**



**Queensland**  
Government

This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

## Acronyms

**QAGOMA:** Queensland Art Gallery | Gallery of Modern Art

**QMN:** Queensland Museum Network

**QPAC:** Queensland Performing Arts Centre

**SLQ:** State Library of Queensland

## Acknowledgement

The Queensland Government respectfully acknowledges the Traditional Owners and Custodians of this land.

We extend our respect to Elders, past and present, and Aboriginal and Torres Strait Islander peoples, as First Peoples of this country.

We acknowledge the continuation of diverse cultural practices and knowledge systems of Aboriginal and Torres Strait Islander peoples.

We acknowledge that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples.

The *Queensland Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.



## Message from the Premier and Minister

Queensland is on the road to renewal. The arts, cultural and creative sector has played a vital role over the past two years of bringing our communities together through storytelling and engaging audiences with vibrant experiences.

This journey is highlighted through the achievements of *Sustain 2020 – 2022*, the first action plan of *Creative Together 2020-2030: A 10-year Roadmap for arts, culture and creativity in Queensland*.

*Sustain 2020-2022* had a particular focus on generating employment and delivering COVID safe experiences to Queensland audiences. Underpinned by the \$22.5 million two-year Arts and Cultural Recovery Package and a further \$7 million for Queensland's live music industry, *Sustain 2020-2022* supported the recovery and rebuilding of the arts and cultural sector through the impacts of COVID.

Delivering on our *Creative Together* priorities, departments and agencies across the Queensland Government worked with key stakeholders to:

- elevate First Nations arts
- activate Queensland's local places and global digital spaces
- drive social change across the state
- strengthen Queensland communities, and
- share our stories and celebrate our storytellers.

*Sustain 2020-2022* has shown all that can be achieved in a spirit of creativity and cooperation, as we continue to work toward the vision of *Creative Together* for a state renewed and transformed by arts, culture and creativity.



### **The Honourable Annastacia Palaszczuk MP**

Premier of Queensland  
Minister for the Olympics

### **The Honourable Leeanne Enoch MP**

Minister for Communities and Housing  
Minister for Digital Economy and Minister for the Arts

# Key areas of achievement in Sustain 2020-2022



**Grew First Nations-led arts outcomes** through the establishment of the First Nations Arts and Cultures Panel and investment in the development and production of new First Nations work.



**Supported Queenslanders and their communities**

to address social challenges through engagement with the arts enabled by new investment and partnerships.

**Invested in the development and sharing of Queensland stories** and their storytellers, engaging audiences and securing jobs for local creative talent.



**Supported the creation of new high-quality digital programming,** including technology upgrades and capacity building, to respond to increased audience demand for quality digital content.



**Increased activation of outdoor and non-traditional spaces** with cultural programming, and invested in transformational cultural infrastructure.



**Provided critical investment into Queensland's COVID-19 impacted arts, cultural and creative sector,** to secure the viability of companies, and enabled the creation and presentation of bold new work.





# Building a strong and sustainable sector

Actions in *Sustain 2020–2022* focused on stabilising the sector through the impact of COVID-19, supporting skills and career development and enabling access to data to inform programming and business decisions.

## Highlights

- **Implemented** the two-year \$22.5 million Arts and Cultural Recovery Package, supporting over 400 applicants to stabilise their organisations, create over 10,000 employment opportunities and deliver COVID-safe arts and cultural experiences to over two million audience members.
- **Invested** in 26 Queensland live music venues across Queensland to relieve their immediate cost pressures, offset revenue and stabilise operations through the dedicated \$7 million live music industry support.
- **Introduced** a new stream for small and emerging organisations within the Organisation Fund 2022-2025, increasing and diversifying the number of organisations supported. The \$33.5 million four-year core funding program will support 46 Queensland arts and cultural organisations including 14 new recipients to grow sustainable business models.
- **Connected** more than 800 Queensland artists and arts workers with industry experts, through the new Creative Business Champion initiative, assisting artists to grow their businesses, secure career pathways and establish sustainable careers.
- **Boosted** employment across the arts sector with investment of nearly \$700,000 through the Independent Creation Fund enabling Queensland arts and cultural organisations to employ an estimated 250 independent artists and arts workers to deliver new projects.



Casey Barnes, *Town of a Million Dreams Tour*, 2020. Casey Barnes received funding through the Arts and Cultural Recovery Package to tour *Town of a Million Dreams* to regional Queensland communities. Image courtesy Casey Barnes.

Vulcana Circus' *Disappearing Acts* at the 2022 Anywhere Festival. Vulcana Circus and Anywhere Festival both received funding through the Organisation Fund 2022-2025. Image: Nick Lefebvre.



- **Enabled** more than 80 young people to engage in training and industry experiences in arts organisations through the Youth and Arts Pathway Program.
- **Continued** to foster collaboration between arts statutory bodies and the education sector to foster the next generation of creative talent including engaging more than 1000 schools in education programming at the Queensland Art Gallery | Gallery of Modern Art (QAGOMA) and over 100 school groups in the Scene Project with Queensland Theatre.
- **Engaged** First Nations writers through dedicated programs including First Nations Playwrights through the Queensland Performing Arts Centre (QPAC) Sparks program and First Nations editors through the State Library of Queensland's black&write! Writing and Editing Project.
- **Supported** over 1790 students from 11 Queensland high schools through the Screen and Media Gateway to Industry Schools project, providing opportunities for students to participate in valuable experiential learning opportunities with the screen and media industry.
- **Collaborated** with national and international research agencies and other government arts agencies to provide data and insights regarding audience behaviour and future plans following COVID-19 to better inform programming and decision-making.

Lucas Proudfoot, Creative Business Champions recipient.  
Image courtesy Lucas Proudfoot.

## Case study

### Taking arts careers to the next level

The Creative Business Champions initiative, launched in April 2021, connects Queensland artists and arts workers with personalised professional guidance from recognised industry leaders, helping to create meaningful professional development opportunities with strategies to grow business and establish sustainable careers in the arts.

In its first year, Creative Business Champions has provided advice and mentoring to more than 800 Queensland artists and arts workers, supporting employment and career pathways for artists such as Lucas Proudfoot and Kate Douglas.

Creative Business Champions is delivered through the Regional Arts Services Network (RASN) and funded as part of a \$2.2 million Queensland Government skills funding package to assist arts sector recovery.



# Elevate First Nations arts

New programs and a greater focus on First Nations voices in decision making and investment, has promoted growth in the First Nations arts sector.

## Highlights

- **Established** the First Nations Arts and Cultures Panel, strengthening the voices of Aboriginal and Torres Strait Islander peoples in decision making and investment regarding arts and culture.
- **Supported** sustained arts practice through increased investment in the Indigenous Art Centres (IACs) network, expanding the Queensland Government funded network from 14 to 17, including support for two IACs located outside Far North Queensland.
- **Strengthened** the First Nations arts sector with \$1.49 million to develop and present First Nations stories, arts and cultural experiences, products and celebrations through the First Nations Commissioning Fund and First Night Showcase Program – Bulmba-ja.
- **Established** First Nations Pathways – Performing Arts Emerging Organisations Fund 2022-2025, which is providing essential four-year core funding to support five Queensland First Nations organisations to grow sustainable arts businesses.
- **Presented** and exhibited works by First Nations artists, providing opportunities for Queenslanders and visitors to engage with Queensland First Nations arts. Exhibitions included: *Unfinished Business: The Art of Gordon Bennett* (QAGOMA), *Island Futures: What lies ahead for Zenadth Kes* (QMN); *Deadly Threads* (SLQ) and *Mavis Ngallametta: Show Me the Way to Go Home* (QAGOMA).
- **Co-presented** with Bangarra Dance Theatre, the season of *SandSong: Stories from the Great Sandy Desert* at QPAC.
- **Committed** more than \$625,000 in seven First Nations artists and organisations through the First Nations Art, Craft and Design: Transforming Marketplaces program to increase the production of high-quality artworks and products, create wider distribution to audiences and increase supply.



Aboriginal Art Co (Brisbane) was one of the three new Indigenous Arts Centres (IAC) funded through the IAC Launch Fund. Other IACs supported were Djabugay Tribal Aboriginal Corporation (Kuranda) and the Salt Water Murris Quandamooka Inc. Art Gallery. Image: Aboriginal Art Co.

*Silence*, Karul Projects. Karul Projects was one of the five organisations to receive funding through First Nations Pathways – Performing Arts Emerging Organisations Fund 2022-2025. Image: Simon Wood.



- **Commissioned** and supported creative developments of new stories by First Nations playwrights including *Mudskipper* (Walter Waia and John Harvey), *Don't ask what the Bird look like* (Hannah Belanszky) and *The Power of Bones* (Keelen Mailman).
- **Invested** in the Cairns Indigenous Art Fair to strengthen and celebrate culture and create professional development opportunities for artists, and cultural exchange between Aboriginal and Torres Strait Islanders and visitors.
- **Hosted** the Indigenous Business Month Launch in October 2021, profiling the growth of successful Aboriginal and Torres Strait Islander businesses and showcasing the creativity of First Nations peoples' arts and cultural companies across Queensland.
- **Commenced** the *First Nations First Program* at Queensland State Archives, fostering the use of the state's archival collection in truth telling and healing.
- **Progressed** the review of the *Aboriginal Cultural Heritage Act 2003* and *Torres Strait Islander Cultural Heritage Act 2003* to provide effective recognition, protection and conservation of First Nations cultural heritage.
- **Supported** Queensland Tourism Industry Council (QTIC) in the development of a First Nations cultural protocols, providing the Queensland tourism industry and stakeholders with greater skills, knowledge and confidence when engaging with First Nations peoples, and projects or products that include First Nations cultural heritage and Indigenous Cultural and Intellectual Property.
- **Partnered** with the First Nations Arts and Cultures Panel to release the draft *Cultural Engagement Framework - Working with Aboriginal and Torres Strait Islander arts and cultures in Queensland* to inform and guide respectful engagement with First Nations peoples, organisations and communities in the development and presentation of arts and cultural work.

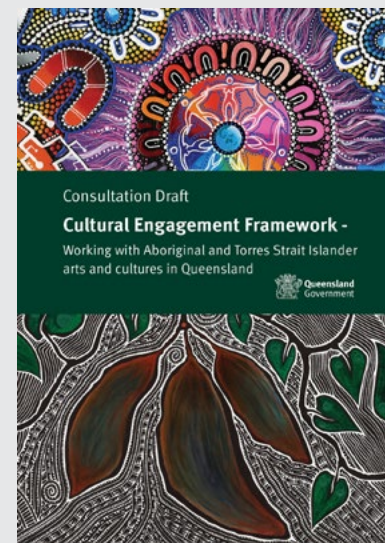
## Case study

### First Nations Arts and Cultures Panel

The First Nations Arts and Cultures Panel (the Panel) was established as a key action of *Sustain 2020-2022* to increase meaningful representation and engagement of Aboriginal and Torres Strait Islander peoples in the future of arts, culture and creativity in Queensland.

Since 2021, the Panel has informed the development of programs and strategies and identified opportunities to build sustainable and ethical Aboriginal and Torres Strait Islander arts industries in Queensland.

The Panel, in collaboration with Arts Queensland, developed the draft *Cultural Engagement Framework - Working with Aboriginal and Torres Strait Islander arts and cultures in Queensland* which will work to inform and guide respectful engagement with First Nations peoples, organisations and communities in the development and presentation of arts and cultural work.



# Activate Queensland's local places and global digital spaces

Investment in cultural infrastructure (physical and digital) is providing places for audiences to engage in quality cultural experiences and ensuring the sector has spaces to develop and present work.

## Highlights

- **Invested** in the creation of cultural spaces and significant cultural infrastructure including Rockhampton Museum of Art, Museum of Tropical Queensland (Townsville), Thomas Dixon Centre (Brisbane), Proserpine Entertainment Centre (Whitsunday) and the refurbishment of the Judith Wright Arts Centre (Brisbane).
- **Continued** construction of the new theatre at the Queensland Performing Arts Centre in Brisbane.
- **Delivered** the Strategic Infrastructure Fund, a matched funding program investing more than \$755,000 in the upgrade of five cultural infrastructure projects across the state.
- **Supported** regional cultural and recreational infrastructure projects through the Building our Regions Program, enhancing community engagement and delivering economic and social outcomes in regional communities.
- **Activated** non-traditional arts spaces and outdoors venues with the delivery of 16 arts and cultural projects through Open Air Fund including Wynnum Fringe Festival, *Warrma* as part of the Cooktown & Cape York Expo 2021 and The Court House Lawn Alive (Cairns).



Girringun Aboriginal Art Centre. Traditional Owner Kayla Henry, Girringun Aboriginal Art Centre. The Art Centre received funding through the Digital Adaptation Fund to undertake training in 3D infrared photography. Image: Girringun Aboriginal Art Centre.

Rockhampton Museum of Art. Photo courtesy of Rockhampton City Council.



- **Presented** significant cultural events which activated the Queensland Cultural Centre including *European Masterpieces from The Metropolitan Museum of Art, New York* (QAGOMA); *World Science Festival Brisbane 2021* (QMN); *Brickman® Wonders of the World* (QMN) and *The 10th Asia Pacific Triennial of Contemporary Art* (QAGOMA).
- **Established** a partnership between Northshore Brisbane and Brisbane Festival for 2021-2023 to activate Northshore during the annual Brisbane Festival. In 2021, the site attracted visitors through cultural events including the inaugural Brisbane Art Boat installation, Queensland premiere of Dancenorth Australia's *RED* and temporary public art installations.
- **Enabled** the creation of new digital programming, with investment of over \$600,000 for 52 projects in production, technology upgrades and capability through the Digital Adaptation Fund.
- **Commenced** work on Digital Stage – a virtual venue at QPAC, connecting Queensland companies, artists and creators and audiences with online performing arts content.
- **Introduced** the Queensland Theatre digital play package in partnership with Australian Theatre Live, providing access to Queensland Theatre productions to a wider audience. This initiative included a free offering to aged care and disability residences in Brisbane and regional Queensland.
- **Upgraded** digital technology in Queensland Government owned cultural buildings including Queensland Performing Arts Centre, Judith Wright Arts Centre and Bulmba-ja (Cairns), supporting Queensland companies to record and stream arts content and integrate technology into their works.

Images right - Wynnum Fringe Festival, 2021. Image: Matt Taylor.

## Case study

### Activating spaces: Wynnum Fringe Festival

From musical cabaret at Wynnum Opera House, comedy and theatre at the old church hall (Winston ChurchHall), circus acts in Mrs Quinn's Carpark, and dance performances at Kelleher's Dance Academy, Wynnum exploded with creative activity as the bayside community became home to the new Wynnum Fringe Festival in 2020, supported with funding of \$80,000 through the Arts and Cultural Recovery Package's Open Air program.

Across two days in November 2020, Wynnum Fringe activated laneways, carparks, loading docks, parks, a local beach and streets with arts experiences delivered directly to audiences, both in-person and through online streaming.

The event delivered an economic boost to the area, provided employment to local talent, and brought Wynnum a sense of community after months of isolation and uncertainty.

The Wynnum Fringe Festival returned in 2021 with a festival that nearly doubled in size from the inaugural 2020 event, engaging over 300 professional artists, 40 crew, 14 Community Groups and 8 student Ambassadors across 14 locations. Arts Queensland supported the 2021 festival through the Queensland Arts Showcase Program, with additional investment from Tourism and Events Queensland.



# Drive social change across the state

Arts-led initiatives are being used or supported to address challenges within communities including health and wellbeing, education, community cohesion, healthy ageing and youth justice.

## Highlights

- **Invested** more than \$1.1 million in 29 arts-led projects to support better outcomes for Queenslanders through the Arts Advantage Fund. Projects included Dance for Parkinson's Australia; music in hospitals to support wellbeing in Jugglers Art Space's Stairwell Project and the Big Anxiety Festival which fostered conversations about the role of arts in wellbeing.
- **Delivered** the Arts and Dementia program at QAGOMA in partnership with The Prince Charles Hospital Internal Medicine Dementia. In 2021, QAGOMA received Dementia Friendly Organisation status from Dementia Australia in acknowledgement of specialised programs and accessible experiences for visitors living with dementia.
- **Funded** the Queensland Writers Centre - led *Telling Our Stories to the World* project through the Sector Adaptation Plans Plus (SAP+) Program, fostering the development and sharing of place-based stories of climate change in an effort to build community resilience, social connection and wellbeing.
- **Funded** creative-led activities during Seniors Month in October 2021 to challenge negative stereotypes of ageing and to break down barriers to senior social participation including short films and dance activities.
- **Delivered** the Memory Lounge Program at the Queensland State Archives, offering photographic records as points of stimulus for memory recollection and shared storytelling while improving mental health and wellbeing of seniors through reducing social isolation.



Blue Light Learner Driver Program in Cunnamulla. The program provides learner drivers who are unable to obtain the necessary hours and professional experience to graduate to their provisional licences with access to a vehicle and time with local officers. Working with a graffiti artist, young people and local officers designed the artwork for the vehicle building a sense of pride and ownership. The program aimed to achieve road safety, enhance equality across the community and build positive relationship between the Queensland Police and the community. Image courtesy Cunnamulla Police.

Dance for Parkinson's Australia received funding through Arts Advantage to deliver the *Reframing our stories* project. This project is supporting positive creative and wellbeing outcomes for Queenslanders with Parkinson's and their families through dance. Image courtesy Dance for Parkinson's and the Queensland Ballet: Christen Tiger.



- **Delivered** the first Queensland incarnation of The Smith Family SmARts Program at QPAC. The program provides access to industry experience and information for students interested in pursuing a career in the arts and cultural sector program from disadvantaged backgrounds.
- **Integrated** arts activities into Transition to Success (T2S), a vocational training and therapeutic service model in 20 sites across Queensland for young people who are involved in or at risk of contact with the youth justice system, to connect to culture and country.
- **Hosted** the Creative Generation – State Schools Onstage (CGEN), an annual produced performing arts event which engages Queensland state school students. Seventy-four schools participated in 2020 and 129 in 2021.
- **Presented** the Yuuingan Dhilli Yari: Indigenous Languages Symposium, attracting 140 people in Brisbane and 374 online, which explored the opportunities for Queensland Indigenous languages and their importance in social cohesion and inclusion, cultural rights, health and justice.
- **Enabled** the development and presentation of arts events and experiences through the Thriving Queensland Communities Grants program at neighbourhood and community centres, supporting greater social connection in communities.
- **Fostered** collaborations between local government, communities and local police officers through arts-led community projects including art works on police vehicles to support better community outcomes and connection with local police officers.
- **Established** a two-year sponsorship between Health and Wellbeing Queensland and the Queensland Symphony Orchestra with a focus on boosting the physical, mental and emotional health of Queenslanders through music.

Images right - (Image inset) *Street Serenades: At Our Place*, Brisbane Festival 2021.  
Image: Atmosphere Photography.

## Case study

### Street Serenades – At Our Place

*Street Serenades: At Our Place* was a community program within the broader Brisbane Festival 2021 Street Serenades initiative aimed at connecting local communities using arts and creativity.

Eight neighbourhood and community centres across Brisbane were activated in August and September 2021, engaging individuals and families in over 60 workshops in hip-hop, dance, ukulele, singing, circus and ballet.

Participants learned new creative skills, expressed themselves in safe and supportive environments and connected with the services at their local neighbourhood and community centre.

*Street Serenades: At Our Place* was funded through the Queensland Government's Department of Communities, Housing and Digital Economy.

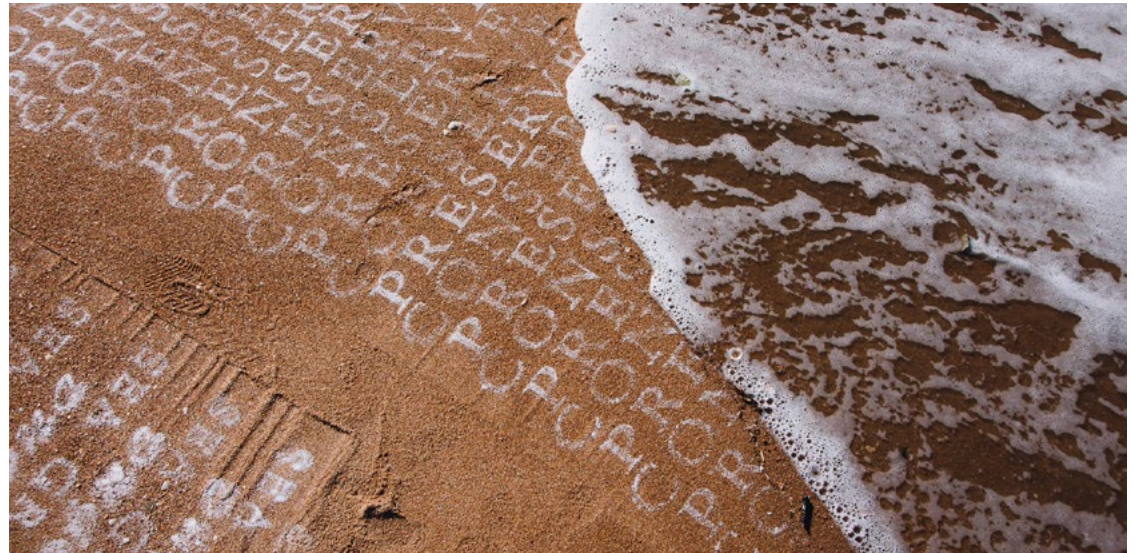


# Strengthen Queensland communities

Partnerships between communities, local government councils and the sector, are ensuring access to high-quality arts and cultural experience in Queensland communities and fostering economic outcomes including attracting visitors.

## Highlights

- **Assisted** 74 live music and performing venues, organisations and artists to develop new arts products or present local artists' work through Play Local, First Night Showcase – Judith Wright Art Centre and First Night Showcase - Bulmba-ja, attracting a total audience of over 150,000.
- **Fostered** access to arts in regional communities through support for over 100 tours through Creative to Go, Touring Queensland Fund and Touring Queensland Quick Response fund.
- **Worked** with regional galleries and museums to support access to quality cultural experiences including *Asia Pacific Contemporary: Three Decades of APT (QAGOMA)* and *World Science Festival (QMN)* Queensland events.
- **Implemented** the \$6.5 million Regional Arts Services Network (RASN) (2018 to 2021). RASN provided over 1,990 new employment opportunities for regional artists and arts workers and over \$8.5 million of new partnership investment in regional arts and culture. RASN has brokered partnerships and invested in signature cultural tourism projects, such as *Trailblazing the West* in Western Queensland and the *Savannah Way Art Trail* in Far North Queensland, and supported the establishment of the Woorabinda Arts and Cultural Centre.



Jill Chism, *Preserve/Conserve – Invocation #3: Openness – Going with the Flow*, 2021, Pop Up North Queensland Festival. Umbrella Studio Contemporary Arts received funding through Spaces and Places, as part of the Arts and Cultural Recovery Package to support PUNQ 2021, celebrating the visual and performance artists of North Queensland. Image: Aaron Ashley.

The Stars Project delivered by Torres Strait Islander artist Joey Laifoo connected Torres Strait Islander youth with traditional arts and cultural activities, culminating with a performance at Bulmba-ja, Cairns. The arts and education program was supported through the First Night Showcase Program – Bulmba-ja. Image courtesy of Island Stars.



- **Ensured** the sustainability and growth of the Woodford Folk Festival through an investment of \$4 million over four years to support this regionally significant cultural tourism event to evolve, provide employment opportunities for hundreds of artists and arts workers and foster a vibrant arts and cultural sector in Queensland.
- **Enlivened** spaces and engaged audiences through \$1.5 million investment in regional events and experiences through the Art and Cultural Recovery Package's Spaces and Places Program including the Pop Up North Queensland Festival (PUNQ) in Townsville which reached an audience of over 990,000, and QMF's Outback Music Trail which engaged more than 14,000 in regional Queensland.
- **Partnered** with local government and communities to invest over \$8.6 million in matched funding (Queensland Government contribution \$4.2 million) to foster local-driven arts and cultural projects through the Regional Arts Development Fund and Indigenous Regional Arts Development Fund from 2020-2022.
- **Supported** more than 80 arts and cultural events through investment of over \$20 million through Tourism and Events Queensland's Major Events and Queensland Destination Events Program. Cultural events supported included Blues on Broadbeach Music Festival, Caloundra Music Festival, Festival of Outback Opera, BLEACH\* (Gold Coast), Port Douglas Carnivale & Wynnum Fringe.
- **Established** an Indigenous Knowledge Centre (IKC) at Injinoo and developing a new IKC at Mapoon, in partnership with local government councils, supporting greater access to library services, activities and events in local communities.
- **Invested** over \$61.75 million in partnership with local governments to support the delivery of public libraries and Indigenous Knowledge Centres, including the First 5 Forever program.

Images right - The Long Sunset, QMF. Image: Mitch Lowe.

## Case study

### Music festival meets road trip

Created by QMF, Queensland Music Trails is a cultural tourism initiative that places music at the core of regional travel. From stunning hinterland mountains to the coastal plains, Queensland Music Trails will deliver a series of world-class music events that are connected to, and showcase Queensland's communities.

QMF piloted The Outback Music Trail, hosted from June to July 2021, which linked regional events from Opera at Jimbour to the Big Red Bash in Birdsville. This trail showcased stellar Queensland artists, created 32.8 FTE jobs, and engaged over 14,000 Queenslanders and visitors across the state.

In April 2022, Queensland Music Trails presented The Long Sunset at Elysian Fields in the Scenic Rim region. This placemaking event, headlined by indie-folk duo Angus and Julia Stone, featured a program of live music and attracted close to 5000 visitors.

Future trails will be designed to deliver significant economic, tourism, cultural, and social benefits to each community they activate.

In June 2022, the Queensland Government, through the Department of Tourism, Innovation and Sport, announced \$20 million over three years for the Queensland Music Trails. The 2021 Queensland Music Trails pilot was supported by the Queensland Government through Arts Queensland and Tourism and Events Queensland and the Australian Government, Restart Investment to Sustain and Expand (RISE) Funding. The Long Sunset was also supported by the Queensland Government and Scenic Rim Regional Council.



# Share our stories and celebrate our storytellers

Queensland artists and arts workers and organisations were supported to develop, deliver and share Queensland stories, cultures and heritage.

## Highlights

- **Invested** in more than 600 projects through arts grant programs which supported Queensland storytellers to create, develop and share Queensland stories across a number of art forms.
- **Enabled** access to more than 15 million visitors (in person and online) to Queensland Art Gallery | Gallery of Modern Art; Queensland Museum Network campuses (Southbank, Ipswich, Townsville and Toowoomba); QPAC and State Library of Queensland.
- **Showcased** Queensland stories and collections through exhibitions including *I do! Wedding Stories from Queensland* (QMN); *Sovereign Stories* exhibition (SLQ) and *Toowoomba Floods 2011...Reflections* (QMN).
- **Produced** and presented Queensland stories including *Return to Dirt* (Queensland Theatre) *Bluey's Big Play The Stage Show* (QPAC with Andrew Kay Associates (AKA), BBC Studios and Windmill Theatre) and *Boy Swallows Universe* (co-production between Queensland Theatre, QPAC and Brisbane Festival).
- **Developed** and published *Stories for little Queenslanders* - 12 new children's books reflecting the diversity of Queensland as part of the First 5 Forever program.
- **Supported** more than 30 organisations through the 2021 Indigenous Languages Grant to promote, preserve and revive Queensland Aboriginal and Torres Strait Islander languages.



*Boy Swallows Universe* a co-production between Queensland Theatre, Queensland Performing Arts Centre (QPAC) and Brisbane Festival. Adapted for the stage from Trent Dalton's book of the same name, the production has its world premiere in September 2021 the production became the highest selling drama production in the history of Queensland Theatre. Image: David Kelly.

*Re: Collections, Delta Yarns*, Burdekin. The Delta Yarns received funding through the Queensland Arts Showcase Program to support *Re:Collections*. The project engaged the Burdekin community, creatively sharing local stories through fashion, art and writing. Image: David Fell.



- **Commenced** the Aboriginal and Torres Strait Islander Languages project at Queensland State Archives (QSA), building relationships with communities and language organisations to gain a better understanding of the language-related records in the QSA collection and making language-related records more accessible.
- **Launched** Curriculum Connect, the State Library of Queensland's dedicated teaching and learning website connecting teachers and students to unique digitised original materials and primary resources.
- **Showcased** the stories of Queensland culturally diverse communities through dance, music, short films and storytelling with support from the Celebrating Multicultural Queensland program.
- **Invested** \$1.2 million across 48 projects to conserve heritage places in Queensland through the Community Sustainability Grants.
- **Established** the Queensland Heritage Advisory Panel to provide a structured collaboration process between state and local government to better protect Queensland's significant heritage places.
- **Celebrated** and recognised Queensland storytellers through a number of awards including: Queensland Premier's Drama Award, Queensland Literary Awards, Australian Women in Music Awards and the Billy Thorpe Scholarship.

*Stories for Little Queenslanders.* Image courtesy State Library of Queensland.

## Case study

### Stories for Little Queenslanders

In 2020, State Library of Queensland published the *Stories for Little Queenslanders* series of 12 new picture books for children 0-5 years as part of the First 5 Forever early literacy initiative.

The uniquely Queensland books showcase local connections, settings, characters and stories created by 21 authors and illustrators with a connection to Queensland, many who hail from across the state, including creatives from regional Queensland and Aboriginal and Torres Strait Islander peoples.

The *Stories for Little Queenslanders* series promotes early literacy and was created to inspire a love of reading. The books help Queensland children develop a sense of identity, connection and belonging through their quirky local settings and fun characters which reflect the diversity of families in Queensland.

Copies were distributed to Queensland's network of more than 320 public libraries and Indigenous Knowledge Centres, with audio books and ebooks also available on the First 5 Forever website. To increase accessibility for all Queensland families, the stories have now also been adapted into braille, translated into multiple community languages and digital recordings in Auslan and ten community languages have been filmed.

The Book for Every Little Queenslander initiative, launched in March 2022, further leverages these successful Queensland stories. Through a process of creative adaptation, every baby born in Queensland in 2022 will receive a copy of the *Shoosh!* board book, distributed through Bounty Bags for new parents, connecting every family with Queensland stories, First 5 Forever and their local public library.





The Queensland Government is committed to providing accessible services to Queenslanders for all cultural and linguistic backgrounds.

If you have difficulty understanding this publication and need an interpreter, please call the Translating and Interpreting Services (TIS National) on telephone 131 450 and ask them to contact the department on 13 QGOV (13 74 68).

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Tabled by Mr Langbroek MP  
At Estimates CSSS hearing  
Date 4/8/22 at 1.10pm  
Signature Lynda Hutton

**Surfers Paradise Electorate Office**

**From:**  
**Sent:** Monday, 4 July 2022 6:58 PM  
**To:** Surfers Paradise Electorate Office  
**Subject:** Taxi Disservice for the Disabled

Dear Mr Langbroek,

My son, [redacted] is a paraplegic and is wheelchair bound. He is reliant on the disabled taxi services when he needs to go out.

At the present time, he is finding that the wheelchair taxi drivers are derelict in their duties to transport him. He always books a taxi in advance of when he requires it. He tries to give the company at least 2 or 3 hours notice of when he needs to be collected, however we are finding that he regularly waits around 2 hours after his specified pick-up time, for a cab to arrive.

In the interim while he is waiting, he phones the taxi company and asks why his booking has been disregarded. He is told that there is nothing that the company can do to force the wheelchair taxi drivers to take the booking. Sometimes a driver will accept the booking but then fail to present at the pick-up address and then decline the job an hour or so later, presumably because they have a more lucrative fare.

You may be thinking that perhaps [redacted] is an undesirable character who has abused the drivers or done something to make the drivers avoid collecting him. However I can assure you that [redacted] is an exceedingly polite man and it is his disability that is causing him to present undesirably. One taxi driver who recently arrived to pick [redacted] up after his booking had been discarded by another driver, told [redacted] that it is because the drivers are too lazy to put him in the taxi and strap his wheelchair down. The man said that although the drivers of the wheelchair taxis are paid more for performing this service, they frequently brag to each other that they avoid taking the disabled clients because they refuse to do the extra work. He said that one driver had recently bragged to him that he has been driving the wheelchair taxi for over 2 months and has never collected a disabled fare.

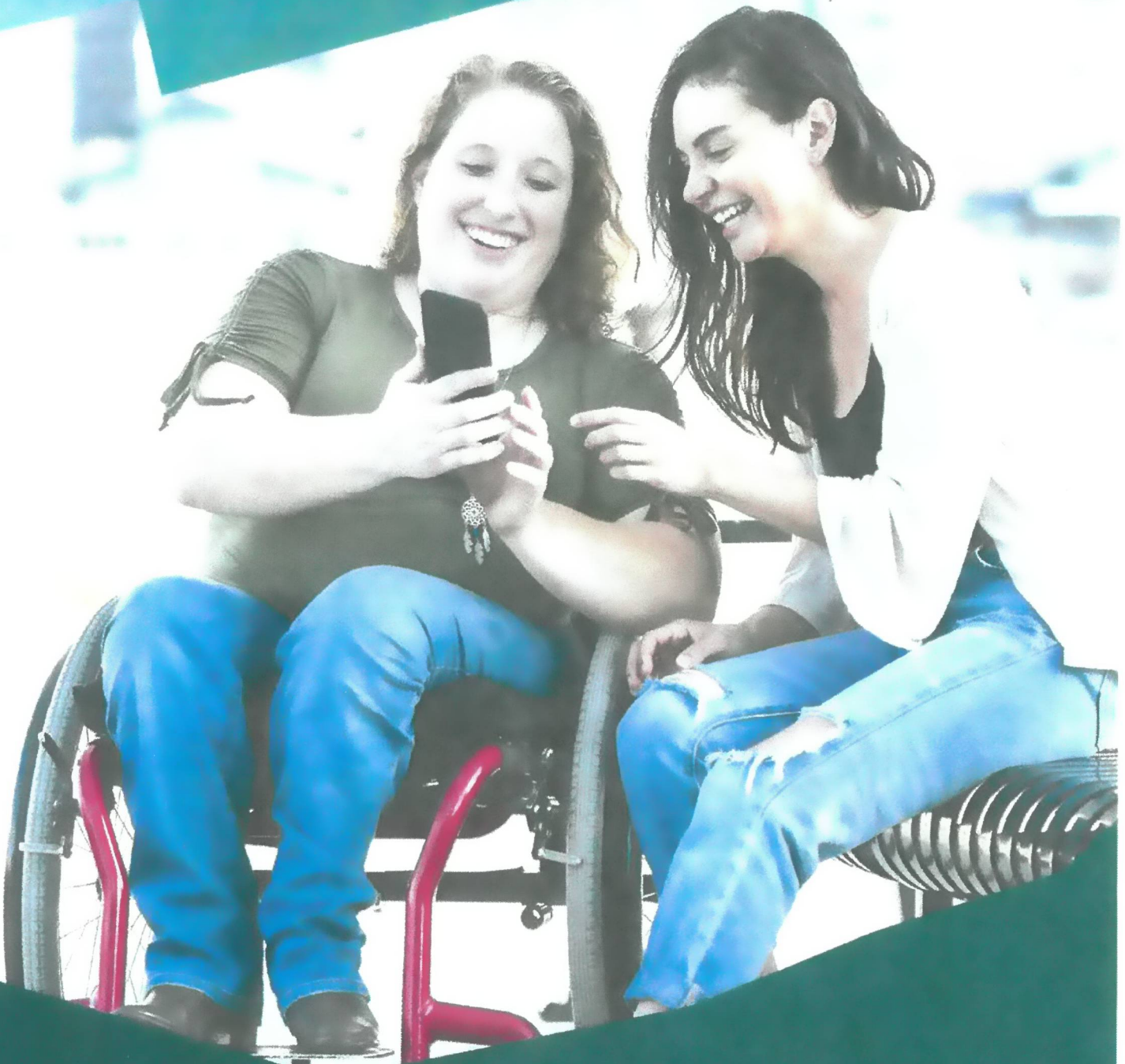
[redacted] also has an Intellectual Impairment and I worry that he could very easily become a victim of theft or abuse while he is waiting to be collected in public places. Thankfully, he usually has one of his young Carers with him, which reassures me that he is safe, but this too can present another issue. They are sometimes forced to continue waiting for the taxi with [redacted] long past the time when they are supposed to clock-off and go about their own business. Their lives are then also thrown into disarray and financial compensation has to be sought for the additional hours that they have worked.

I'm not sure what the solution is; perhaps the wheelchair taxi drivers should be allocated a quota of disabled fares that they are required to collect each week. Perhaps we simply need more taxis on the road. I'm hoping Mr Langbroek, that this might be an issue that you could debate in Parliament, in order to resolve this problem that our disabled citizens are currently experiencing. Their right to access the community should not be made even more difficult than their physical impairments dictate, and their right to personal safety should not be compromised.

Please contact me should you need any further information.

Regards,

Tabled by Hon Crawford  
At Estimates CSSC hearing  
Date 4/8/22 at 1:41pm  
Signature Lynda Harty



# ALL ABILITIES QUEENSLAND: OPPORTUNITIES FOR ALL

State Disability Plan 2017-20  
Final Progress Report



### Interpreter service statement

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding the Annual Report, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the Annual Report to you.



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Content from this Report should be attributed as: The State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships) All Abilities Queensland Final Progress Report.

### Acknowledgement

We pay our respects to the Aboriginal peoples and Torres Strait Islander peoples of this land, the First Australians, who give strength, inspiration and courage to current and future generations to create a better Queensland.

We recognise it is our collective efforts and responsibility as individuals, communities and governments to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

We are committed to working with, representing, advocating for and promoting the needs of Aboriginal and Torres Strait Islander Queenslanders with unwavering determination, passion and persistence.

As we reflect on the past and give hope for the future, we walk together on our shared journey of reconciliation where all Queenslanders are equal and the diversity of Aboriginal and Torres Strait Islander cultures and communities across Queensland are fully recognised, respected and valued by all Queenslanders.

# Contents

<b><u>All abilities queensland: opportunities for all state disability plan 2017-20 final progress report</u></b>	<b><u>1</u></b>
<u>Foreword from the minister</u>	<u>4</u>
<u>Executive summary</u>	<u>7</u>
<u>Background</u>	<u>14</u>
<u>Key queensland government investment under <i>all abilities queensland</i> from 2017-2020</u>	<u>18</u>
<u>Aaq priority areas and actions</u>	<u>23</u>
<u>Communities for all</u>	<u>25</u>
<u>Lifelong learning</u>	<u>32</u>
<u>Employment</u>	<u>38</u>
<u>Everyday services</u>	<u>40</u>
<u>Leadership and participation</u>	<u>51</u>
<u>Appendix 1</u>	<u>53</u>
<b><u>All abilities queensland: opportunities for all – agency responsible for action and status</u></b>	<b><u>53</u></b>
<b><u>Communities for all</u></b>	<b><u>53</u></b>
<b><u>Lifelong learning</u></b>	<b><u>61</u></b>
<b><u>Employment</u></b>	<b><u>64</u></b>
<b><u>Leadership and participation</u></b>	<b><u>74</u></b>

(Following the 2020 Queensland General Election a number of agencies were renamed as a result of Machinery of Government changes. This report uses the former agency names.)



## Foreword from the Minister

I am pleased to present this report on the Queensland Government's implementation of the State disability plan *All Abilities Queensland: Opportunities for All (2017-20)*.

The report highlights the key outcomes achieved through *All Abilities Queensland* to 30 June 2020 in creating opportunities for Queenslanders living with disability, the opportunity to thrive.

I acknowledge the work of the former Minister, the Honourable Coralee O'Rourke MP, in developing and championing the plan.

I welcome the opportunity to build on outcomes to date in my role as Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships.

Due to impacts associated with COVID-19, on 4 December 2020, Disability Reform Ministers endorsed the Statement of Continued Commitment to the National Disability Strategy 2010-20 to allow the necessary time for consultation with stakeholders on the development of a new National Disability Strategy.

I issued a Statement of Ongoing Commitment to *All Abilities Queensland* on behalf of the Queensland Government in August 2021.

*All Abilities Queensland's* vision — Opportunities for All — reflects the inclusiveness and accessibility that was a common theme in the consultation with people with disability during the plan's development.

Delivery on this vision has been driven under five priorities:


- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

Implementation of *All Abilities Queensland* has been a coordinated effort across the Queensland Government, with departments working in partnership with the Commonwealth Government, local governments, businesses, non-government organisations and communities, to deliver 93 actions that will result in real outcomes for people with disability.

Implementation has also been undertaken during a significant period of change. As a key deliverable under *All Abilities Queensland*, the Queensland Government's traditional role in disability services has transformed as part of our successful transition to the National Disability Insurance Scheme (NDIS).

As at 30 June 2020, over 80,000 Queenslanders were already in or actively seeking access to the NDIS. This is a major achievement that is changing the lives of those individuals through funding disability supports based on individual needs and goals.





The NDIS design and the magnitude of our investment ranks it among the best disability service systems in the world. The committed supports under Queensland NDIS plans totalled \$8.5 billion as at 30 June 2020.

Through transition the disability sector has also grown to include over 5,000 registered NDIS providers, who attracted almost 28,000 new workers to NDIS roles across all regions of the State.

In addition to the NDIS investment, the Queensland Government still delivers disability services of significant scale, including:

- Accommodation Support and Respite Services that can support up to 900 clients
- Forensic Disability Services, based in a tailor-made secure therapeutic environment, for up to 10 clients, and
- Queensland Community Support Scheme, which provides low level in-home supports and community access for individuals who are not NDIS eligible.

Additionally, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (the Department) will continue to deliver specialist disability programs and safeguards to protect the rights and safety of people with disability and support their access to the NDIS.

The Department will also monitor the NDIS to ensure it delivers the outcomes expected for Queenslanders with disability and provide leadership in advancing the future State disability plan. Continuing to provide the opportunities for people with disability to thrive through supporting growth in their economic and social participation, will remain key. I am committed to the next State plan being led by people with disability.

Navigating the implementation phase of the next plan will also require the wisdom and guidance of Queenslanders with disability, their families and carers, and the stakeholders and sector that support them. It will also require the continued commitment of Queensland Government agencies to build service linkages with the NDIS and design and deliver mainstream services in an accessible and integrated way.

I would like to sincerely thank all individuals and organisations who have helped contribute to better outcomes for Queenslanders with disability during the implementation of the plan and look forward to creating more opportunities for Queenslanders of all abilities.

**Craig Crawford MP**

Minister for Seniors and Disability Services

Minister for Aboriginal and Torres Strait Islander Partnerships



# Executive Summary



# Executive Summary

## At a Glance

This report describes how the implementation of actions under *All Abilities Queensland* (AAQ) has helped people with disability in Queensland to access services and opportunities under the five priority areas of:

- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

This report evidences a significant breadth of activity and endeavour by Queensland Government agencies and our non-government partners to deliver new and more accessible services, build an awareness of the strengths of people with disability and the sector that supports them, and the benefits of inclusive communities.

The initiatives that have been delivered in the three years of the plan have been many and varied, with some local and others statewide. Some examples that highlight the breadth of activity include:

### ***Promoting the benefits of inclusion***

- Launch of the *All Abilities Queensland* website, which was viewed over 53,000 times between 1 July 2017 and 30 June 2020.
- \$1 million funding per annum over 3 years from 2017-18 to seed fund community projects to co-develop, implement and promote innovative age-friendly initiatives. A total of nine grant projects funded between 2017 and 2020 benefitted older people with disability.
- Roll out of the former Department of Communities, Disability Services and Seniors' (DCDSS) disability awareness program, 'Inclusion is within everyone's ability', which is now available to all public sector employees.

### ***Participation in community events***

- Issue of 25,000 Companion Cards, which support people with disability who have a lifelong need for attendant care support to participate in community activities and events.
- Over \$15 million was made available in grants under the Department of Transport and Main Roads' Passenger Transport Accessible Infrastructure Program, for local governments to support the upgrade of close to 2,100 bus stops throughout the State.
- Partnerships between Arts Queensland, and arts and disability organisations to increase engagement, participation and access to the arts by people with disability, as audience members, participants and workers in the sector.





### ***Economic wellbeing***

- 2,370 people with disability were supported into jobs through the Back to Work Regional Employment Program. The Back to Work program supports businesses to employ Queenslanders who have experienced a period of unemployment.
- 830 new applications for support since July 2017 under Skills Disability Support, which is a free Queensland Government program that provides specialised services direct to pre-qualified training providers so people with disability can access support to participate in accredited training.
- Funding of \$6.5 million annually over five years from 2016-17 to deliver the Financial Resilience Program in 30 locations across Queensland.

The report contains numerous other highlights from across 2017-20, themed under the five priority action areas of the *All Abilities Queensland* plan. However, one planned activity that has dominated the disability landscape across this period, and the *All Abilities Queensland* implementation effort, is Queensland's transition to the NDIS. Another activity, this one unplanned, was the response to COVID-19, which has also had a major impact.

The implementation of the NDIS has fundamentally transformed how people with disability obtain the assistance they need. The *All Abilities Queensland* plan was designed to align with the timeframe for transition to the NDIS in Queensland and contained actions that encouraged a coordinated approach across the Queensland Government, with key investments made to support its delivery.

### NDIS Transition as at 30 June 2020

The NDIS is now available to all eligible Queenslanders with disability, in all regions of the State. A high performing NDIS will be a key enabler for people with disability into the future. Getting NDIS supports to all eligible people has been a critical first step and learnings from the transition phase – that is, from the lived experiences of people with disability and their families, carers and advocates – must be used by the Commonwealth Government to continue to improve the scheme. It must also deliver the promised growth in markets and jobs.



At 30 June 2020,  
**over 80,000**  
Queenslanders were already in,  
or seeking access to, the NDIS,  
including children in the Early  
Childhood Early Intervention pathway.



**Almost 74,000**  
active participants had a NDIS  
plan, with approximately  
**25,000 approved in  
2019-20.**



**Over 2,400** Queenslanders had met  
**access requirements** and were in planning or soon  
to commence planning.



**96.3%** of former Disability Services clients  
who actively sought access were **successful** and  
**a further 1%** were in, or commencing, the access process.





## NDIS active participants in Queensland

Since 2016, the number of combined total State clients, new participants and Commonwealth clients has increased from **7,386 in 2016-17 to 73,726 in 2019-20**.

In 2019-20, **over 33,000** Queenslanders received funded disability supports for the first time.

## NDIS committed supports in Queensland

Over the three-year AAQ plan, **\$8.3 billion** was committed in NDIS supports in Queensland.

In 2019-20, over **\$5 billion** was committed in NDIS supports in Queensland.

In 2019-20, the number of new participants overtook State clients for the first time, with **33,011 and 32,222** respectively.

## NDIS providers in Queensland

Over the three-year AAQ plan period, there has been a growth of over **4,300** registered and active NDIS providers in Queensland.


As at 30 June 2020, there were **5,058** active registered NDIS providers in Queensland across a range of registration groups.

Monitoring participant outcomes, market sustainability and competition, and value for money for Queensland will require a high-quality Queensland-focused NDIS monitoring and outcomes framework to be implemented under the next state disability plan.

We have also learned that we must plan for the unexpected and be prepared to be agile.

## Response to COVID-19 for people with disability

The response to COVID-19 for people with disability included the entire Queensland disability community coming together to understand the impact. The effort involved multiple Queensland Government and



non-government organisations working in concert, with a key focus on delivering essential information quickly, and listening to the experiences of people with disability, advocates and providers.

DCDSS acted quickly to establish a dedicated team to monitor and respond to the impacts of COVID-19 on both people with disability and the sector in Queensland.

Since 25 March 2020,  
the team managed and  
resolved a total of  
**252 COVID-19-**  
related issues.

During the phase of the pandemic when Queensland was subject to public health restrictions, the team led or participated in over 90 engagement activities with the sector, peak bodies, all levels of government and, most importantly, people with disability, to better understand the unique challenges being faced and the support required in response. The insights gained from these engagement activities were used to advance and advocate for the needs of people with disability in the formulation of public health directions and national discussions and negotiations.


All systemic and individual COVID-19 issues resulting from the engagement activities were also methodically captured and actioned, including by working closely with peak and representative bodies, other Queensland Government agencies, the National Disability Insurance Agency (NDIA), the NDIS Quality and Safeguards Commission and sector stakeholders.

Future *All Abilities Queensland* planning must acknowledge the impacts of COVID-19 and incorporate what we have learned in 2020 about the needs of people with disability and the sector that supports them. From a departmental perspective, we are well placed to convert our response to the pandemic into learnings for the future. The Disability Royal Commission has also examined the key issues with great effect.

### Strategic areas for consideration in our future plan

While actions by all departments under *All Abilities Queensland* have helped to realise the vision of opportunities for all, areas remain in which future action and coordinated effort across government, the non-government sector and communities is ongoing and necessary. Strategic areas for action that have been identified in preparing this report and which will inform the development of the next State disability plan, include:

- Building awareness of the strengths and unique contribution people with disability make, and in doing so help to improve opportunities, dispel myths and misconceptions, and drive change.
- Ensuring the NDIS is accessible to all people with disability who may be eligible by providing evidence and data to the Commonwealth, including the NDIS access experiences of people with disability.
- Increasing workforce participation for people with disability across Queensland, including increasing the number of people with disability employed in the Queensland public sector to 8%.

- 
- Implementing disability advisory arrangements suited to the NDIS full scheme context that enable the voices of people with disability to be heard and used to inform system improvements, and the experiences of our NDIS providers to be captured and reported.
  - Implementing a Queensland-focused NDIS Assurance Framework to monitor participant outcomes, sector sustainability and value for money, including Commonwealth progress on market development and plan utilisation.
  - Helping Aboriginal and Torres Strait Islander organisations to deliver NDIS services in community, and in doing so build local economies and create jobs.
  - Promoting supply of person-centred housing solutions to support people with disability to access and sustain private accommodation that suits their individual needs.
  - Continuing to increase opportunities from early childhood, school, vocational and tertiary learning to ensure Queenslanders with disability have the same opportunities as everyone else and that learning across all stages of life occurs.
  - Working in collaboration with the Commonwealth Government to ensure Queensland receives full value and benefit from the Information, Linkages and Capacity (ILC) investment, including by monitoring the extent to which ILC grants build inclusive communities.
  - Considering the findings and recommendations of independent reviews and inquiries, including the Disability Royal Commission and the Queensland Productivity Commission Review of NDIS Markets.

These areas for action are, however, just a starting point. Any future planning about the needs of people with disability must be informed and driven by people disability.



# Background



## Background

***All Abilities Queensland* was drawn from a rights framework, but designed to deliver practical actions to help people with disability reach their full potential and thrive.**

### *All Abilities Queensland* – Strategic Context

In 2008, Australia's ratification of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) drove a shift towards a human rights-based approach to policy and services for people with disability. By ratifying the UNCRPD, Australia joined other countries in a global effort to promote the equal and active participation of all people with disability. The National Disability Agreement, signed by Commonwealth, State and Territory governments in 2008, was an important first step towards a new, cooperative approach by Australian governments to supporting Australians with disability.

In 2011, the Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010–2020 (NDS), which has provided a national vision for an inclusive society and outlined a 10 year approach to driving improvements across mainstream and specialist systems through six outcome areas. *All Abilities Queensland* reflects Queensland's commitment to implement the NDS.



### Legislative background

#### ***Disability Discrimination Act 1992***

The *Disability Discrimination Act 1992*, is a piece of legislation enacted by the Commonwealth Government which attempts to eliminate, as far as possible, all forms of discrimination against people with disability.

#### ***Disability Services Act 2006***

The *Disability Services Act 2006* is the primary legislation in Queensland to acknowledge the rights of people with disability, ensure the quality and safety of disability services, and safeguard the rights of adults with an intellectual or cognitive disability.

#### ***Human Rights Act 2019 (Qld)***

The *Human Rights Act 2019 (Qld)* has the objectives of protecting and promoting human rights and building a culture in the Queensland public sector which respects human rights. The *Human Rights Act* states that all people possess both civil and political rights and economic, social and cultural rights.





### Development of *All Abilities Queensland*

The development process involved extensive community consultation between August 2016 and April 2017, which was guided by the discussion paper: *Towards an All Abilities Queensland Consultation paper*.

Over 1,000 Queenslanders had their say in shaping the State disability plan. Through the consultation process a total of 543 submissions were received and face-to-face meetings were held with over 250 people from the Queensland and Regional Advisory Councils, Queenslanders with Disability Network Local Support Groups across Queensland and other key stakeholder organisations and groups.

The majority of submissions were made by people with disability or their family members and carers. Submissions were also received from: disability service providers and advocacy organisations; community and non-government organisations; local governments; peak bodies from the education, recreation and universal services sectors; professional groups; academics and universities; housing providers; religious institutions; unions; businesses; advisory bodies; and statutory authorities.

Further targeted consultation involved members of the Queensland and Regional Disability Advisory Councils and leaders of Queenslanders with Disability Network's Local Support Groups.

Consistent with feedback gathered from stakeholders during the consultation process, the vision of *All Abilities Queensland, opportunities for all* was developed. It recognised the rights of people with disability to participate in, and contribute to, the social and economic life of the community on an equal footing with other Queensland citizens. This also aligned with the vision of the NDS, 'an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens'.

### *All Abilities Queensland* implementation and the five priority action areas


The *All Abilities Queensland* plan recognised that everyone has a role to play in making our communities more inclusive but has focused efforts on government and non-government organisations in making services and systems more accessible for people with disability.

To achieve this, the plan has driven action across five priorities: Communities for all; Lifelong learning; Employment; Everyday services; and Leadership and participation.

Broader implementation of the plan is supported by a dedicated website – [All Abilities Queensland - Everybody has a Role to Play](https://www.dsdsatsip.qld.gov.au/campaign/all-abilities-queensland) (<https://www.dsdsatsip.qld.gov.au/campaign/all-abilities-queensland>) – that brings the five priorities to life through stories, practical resources and information which everyday Queenslanders could draw on to be part of a movement to create opportunities for all Queenslanders.

All Abilities Queensland was accompanied by [Queensland Government commitments](https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/disability/state-plan/all-abilities-queensland-plan-government-actions.pdf) (the Action Plan) (<https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/disability/state-plan/all-abilities-queensland-plan-government-actions.pdf>) which contained 93 actions, comprising 17 whole-of-government initiatives and 76 department-specific initiatives, to achieve the plan's vision across the five priority areas.

Disability Service Plans (DSPs) have been developed by departments under section 221 of the *Disability Services Act 2006* (the Act). Each Queensland Government department developed new DSPs in 2017 and published them online. These plans became the primary mechanism for implementing *All Abilities Queensland*. Each department's DSP informed the Action Plan.



All Queensland Government departments have reported annually on the products and activities they have delivered under their DSPs. The information provided through these annual reports was used to develop annual whole-of-government progress reports for the first two years of AAQ implementation, and this final report. Progress reports for years one and two of All Abilities Queensland are available [online](https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/state-disability-plan-2017-2020/all-abilities-queensland-opportunities-all) (<https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/state-disability-plan-2017-2020/all-abilities-queensland-opportunities-all>).



# Key Queensland Government Investment under All Abilities Queensland

# Key Queensland Government Investment under *All Abilities Queensland* from 2017-2020

**The actions under *All Abilities Queensland* have involved significant investment as part of the commitment towards delivering on the vision of *Opportunities for All***

The funding commitment under the *Bilateral Agreement Between the Commonwealth and Queensland – Transition to a National Disability Insurance Scheme*, in combination with additional investment in NDIS transition support for people with disability and the disability sector, have been significant. This has been complemented by the ongoing delivery of disability services for people not eligible for the NDIS, through programs managed by DCDSS and other Queensland Government departments<sup>1</sup>.

## National Disability Insurance Scheme transition

The estimated and committed Queensland contribution for each financial year of the *Bilateral Agreement between the Commonwealth and Queensland – Transition to a National Disability Insurance Scheme* was:

2017-18	2018-19	2019-20
\$549 million	\$1,543 million	\$1,985 million

On 9 July 2019, Queensland and the Commonwealth Government signed a *Bilateral Agreement for Full Scheme NDIS in Queensland*, including a temporary continuation of transition arrangements to a date to be fixed in 2020-21.

## Transition support funding for people with disability and the sector

NDIS readiness activities were provided for people with disability, their families and carers, existing and new service providers and for building Queensland's disability sector and workforce.

**The Queensland Government invested \$25.58 million for NDIS readiness activities across five years from 2014–15 to 2018–19.**

\$14.8 million was spent on participant readiness activities.

\$6.8 million was spent on provider readiness activities.

\$2 million was spent on workforce readiness activities.

A further \$1.56 million was invested in readiness activities specifically for Aboriginal peoples and Torres Strait Islander peoples. This included 224 information sessions across 66 communities and organisations to support participant readiness. Sector readiness activities included face-to-face meetings with 105 families; 124 presentations to local community leaders, Elders and service providers; stalls at 15 community events; participation in local media; and distribution of extensive promotional materials about the NDIS.

<sup>1</sup> Following the 2020 Queensland General Election, the former Department of Communities, Disability Services and Seniors was renamed the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. A number of other agencies were also renamed. This report uses the name that applied at the time the actions were taken.

## Other Disability Support services and programs under AAQ

### Disability Advocacy Services

**The Queensland Government committed \$9.5 million** over three years from 2018-19 for disability advocacy support services.

The Queensland Government committed \$9.5 million over three years from 2018-19 for disability advocacy support services. This included \$750,000 in 2018-19 for Queenslanders with Disability Network to provide peer-to-peer advocacy for people with disability to enter the NDIS. This also included increased funding of \$8.7 million over two years to 2020-21 to disability advocacy services who in turn provided approximately 20,000 hours of advocacy support annually.

### Queensland Community Care Program

Under the Queensland Community Care (QCC) program, between 2017 and 2019, approximately 62,000 people under 65 years of age with disability or a condition that restricted their ability to carry out activities of daily living, were supported with low-intensity support services such as dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.

Total QCC funding between 2017 and 2019 was **\$196.3 million.**

From 1 July 2019 to 30 June 2020 **8,541 people** have received supports through QCSS.

### Queensland Community Support Scheme

QCC ceased 30 June 2019 and was replaced with the Queensland Community Support Scheme (QCSS). From 1 July 2019 to 30 June 2020 under the QCSS, 225,917 hours of in-home supports and 109,539 hours of Community Connection Supports were provided. In 2019-20, the allocation for QCSS funded service delivery was \$37.5 million.

### Continuity of Support

Between December 2016 and June 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over was successfully transferred to the Commonwealth Continuity of Support Programme. The former DCDSS retained responsibility for continuity of support for clients under 65 years of age who are not eligible for the NDIS. In 2019-20, a total of 44 individuals were supported through State Continuity of Support funding, with an allocation of \$1,583,914. This program is now managed by DSDSATSIP.

### Companion Card scheme

The Companion Card scheme helps people with disability with the costs of getting out and about if they need the support of a companion. The card enables holders to receive a second 'companion' ticket at no charge at participating venues and on public transport.

As at 30 June 2020, there were **809 businesses** offering the Companion Card Scheme and **25,992 cardholders.**





### Queensland Financial Inclusion Plan

The Queensland Financial Inclusion Plan sets out the Queensland Government's approach to assisting financially vulnerable Queenslanders so they are better prepared to respond to cost-of-living pressures and financially stressful life events. Funding of \$6.5 million annually has been allocated over five years from 2016-17 to deliver the Financial Resilience Program in 30 locations across Queensland.

Between 2017 and 2020  
the Taxi Subsidy Scheme  
provided over  
**5.5 million journeys** and  
over **\$42 million**  
in subsidy payments.

### Queensland Taxi Subsidy Scheme

The Queensland Taxi Subsidy Scheme (TSS) provides affordable travel for people with disability who have been assessed as unable to use other forms of subsidised public passenger transport<sup>2</sup>.

### Back to Work Regional Employment program

Back to Work has supported a total of 2,478 people with disability into jobs. These previously unemployed jobseekers were employed by 1,624, employers who received \$20.7 million in funding through the program<sup>3</sup>.

The Back to Work regional  
employment program has  
supported **2,478 people**  
with disability into jobs.

### Community Legal Centres

Between 2017 and 2020, the Queensland Government allocated \$61.5 million (Queensland and Commonwealth funding) to 36 community organisations to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. It is estimated by Community Legal Centres Queensland, the peak association for Community Legal Centres, that over 20 per cent of all clients assisted between 2017 and 2019 have disability or mental illness.

### Victim Services Funding Program

Under the Victim Services Funding Program, Victim Assist Queensland (VAQ) provides funding and training to Working Alongside People with Intellectual and Learning Difficulties (WWILD) to help victims with disability understand their rights, access financial assistance and connect with other services. Between 2017 and 2020, WWILD received funding totalling \$810,000 and this funding has been extended for a further year totalling \$1,080,000 over 4 years (2017-21).

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<sup>2</sup> Collection of data has been impacted by COVID-19 for the Taxi Subsidy Scheme.

<sup>3</sup> Figures current as at 2 October 2020.

### Kindergarten Inclusion Support Scheme

Funding has been provided through the Kindergarten Inclusion Support Scheme (KISS) (previously known as the DISQK program), to support all children experiencing vulnerability and disadvantage to access and participate in kindergarten, with a focus on children with disability.

The table shows KISS/DISQK funding provided between 2017 and 2020.

2017-18	2018-19	2019-20
\$5,047,325	\$6,241,315	\$6,608,131

### Other Queensland Government investment in services for people with disability

#### Accommodation Support and Respite Services

The former DCDSS provided Accommodation Support and Respite Services (AS&RS) to enable people with intellectual disability and high support needs to live as independently as possible. This program is now provided by DSDSATSIP. DCDSS's investment, across 214 Group Homes and 11 Respite Centres, was:

	2017-18	2018-19	2019-20
<b>AS&amp;RS Direct Service Delivery<sup>4</sup></b>	\$131,753,702	\$132,688,951	\$134,985,113

#### Forensic Disability Service

The Forensic Disability Service (FDS) provides care, support and protection for people with an intellectual and/or cognitive disability who are subject to involuntary detention under a Forensic Order (Disability). A forensic order (Disability) is made if: the person is of unsound mind or unfit for trial due to an intellectual disability, and the person needs care for the person's intellectual disability but does not need treatment and care for any mental illness.

	2017-18	2018-19	2019-20
<b>FDS Direct Service Delivery<sup>5</sup></b>	\$6,724,818	\$7,649,683	\$7,507,583

### Summary


The Queensland Government investment under *All Abilities Queensland* has been significant and has increased each year of the plan since 2017.

Under the NDIS full scheme arrangements<sup>6</sup>, Queensland has committed to an indexed annual investment in excess of \$2 billion, with total committed plan supports now exceeding \$8.5 billion since transition commenced.

<sup>4</sup> Expense Actual with 2019-20 Forecast - represents direct service delivery spend.

<sup>5</sup> Expense Actual with 2019-20 Forecast - represents direct service delivery spend.

<sup>6</sup> Commencement - 1 October 2020.



Other existing disability supports worth hundreds of millions will continue into the next *All Abilities Queensland* plan.



# AAQ Priority Areas and Actions





1 Communities for all



# Communities for All

**The Communities for All priority recognises that people with disability should have the same opportunities as everyone else to participate in and be part of the community and be valued and respected for their diversity.**

## What we said we would do

Through this action the Queensland Government has supported communities to be welcoming and inclusive and enable Queenslanders with disability to participate in the political, economic and social aspects of community life.

The Action Plan contained 33 actions under the Communities for All priority, comprised of 10 whole of government actions and 23 department-specific actions. Action success measures for each of the 33 actions have been delivered. This section highlights some of the key achievements under AAQ and examples of NDIS outcomes relevant to this priority.

We have taken action to recognise diversity, promote and uphold rights and invest in enabling arts, sport and recreation and tourism activities to be more accessible and inclusive.

We have worked to foster positive attitudes towards people with disability by developing and sharing resources to dispel myths and misconceptions, and drive change by supporting business and community groups to create more inclusive cultures.

We have promoted examples of inclusion and provided the platform for people with disability to share their personal experiences to help raise awareness and change community attitudes. We have also worked with partners to improve accessibility of places and spaces and ensure information is accessible and available in multiple formats and languages.


## Key Achievements

### ***Changing attitudes and breaking down barriers by raising awareness and capability***

AAQ Action - Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability (led by DCDSS).

To support the implementation of *All Abilities Queensland* DCDSS launched a [website](https://www.dsdsatip.qld.gov.au/campaign/all-abilities-queensland) (<https://www.dsdsatip.qld.gov.au/campaign/all-abilities-queensland>) which showcases examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability.

Between 1 July 2017 and 30 June 2020, the All Abilities Queensland website received **53,212** pageviews.



**AAQ Action - Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs (whole-of-government, led by DCDSS).**

In 2019, DCDSS developed and published the disability awareness program, 'Inclusion is within everyone's ability'. The program was made available and promoted to DCDSS staff and linked to online induction training. The program was also uploaded to the whole-of-government website (ForGov), making it available to all public sector employees and was promoted to employees across all Queensland Government departments. Since its release, 1,032 Queensland Government staff have completed the training and in the coming years this will continue to be promoted across the Queensland Government<sup>7</sup>.

### ***Accessible places and spaces***

**AAQ Action - Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: an age-friendly community grants program (led by DCDSS).**

Over 3 years from 2017-18, \$1 million per annum has been available through open funding rounds to seed fund community projects involving partnerships between local government, community and other organisations to co-develop, implement and promote innovative age-friendly projects. A total of [nine grant projects](https://www.dsdsatip.qld.gov.au/our-work/seniors/queensland-age-friendly-community/advancing-queensland-age-friendly-community-grants-program) (<https://www.dsdsatip.qld.gov.au/our-work/seniors/queensland-age-friendly-community/advancing-queensland-age-friendly-community-grants-program>) funded between 2017 and 2020 benefitted older people with disability.

### **NDIS Outcome**

78% of Queenslanders in the NDIS aged 0-14 years reported, during their second plan review, that the NDIS had improved their access or helped to access services, programs and activities in the community. This represents an increase of 5% from first plan reviews.

71% of Queenslanders in the NDIS aged 15 years and over reported that the NDIS had improved their access or helped to access services, programs and activities in the community. This represents an increase of 10% from first plan reviews<sup>8</sup>.

### ***Accessible Information***

**AAQ Action - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (whole-of-government, led by DCDSS).**

In response to the COVID-19 pandemic, DCDSS established a dedicated team to respond to and monitor COVID-19 issues impacting people with disability and the sector in Queensland. The team developed resources and communications materials for the disability sector, such as factsheets, to clarify how providers and workers can continue to support people with disability. Dedicated information for websites was developed to provide people with disability, service providers, support workers and families with up to date information. This included links to the latest updates, advice, facts and resources about COVID-19, including easy English versions.

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<sup>7</sup> Data at 27 May 2020.

<sup>8</sup> Table H.29 Results for "Has the NDIS helped?" questions answered at first and second plan reviews - from NDIA Report to COAG DRC 30 June 2020, [www.ndis.gov.au/media/2610/download](http://www.ndis.gov.au/media/2610/download), © National Disability Insurance Scheme Launch Transition Agency.

### Welcoming and inclusive communities

AAQ Action - Promote uptake of the Companion Card scheme by businesses, including Queensland Government venues and events (led by DCDSS).

As at 30 June 2020, there were **809 businesses** offering the Companion Card Scheme and **25,992 cardholders**.

The Companion Card scheme supports people who have a disability and a lifelong need for attendant care support to participate in community activities and attend venues. Companion Card holders receive a second 'companion' ticket at no charge at participating venues and on public transport. Growth in uptake of the companion card across the AAQ reporting period is shown in the table below:

	2017-18	2018-19	2019-20
Companion Card holders (cumulative)	19,112	22,511	25,992

AAQ Action - Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations (led by Department of Environment and Science (DES))<sup>9</sup>. Arts Queensland has continued to support partnerships between arts and disability organisations to increase engagement, participation and access to the arts by people with disability, as audience members, participants and workers in the sector. The Wilbur the Optical Whale creative development case study on the following page demonstrates how this partnership approach has been supported.

AAQ Action - Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre (QPAC), Queensland Museum, and Queensland Art Gallery and Gallery of Modern Art (QAGOMA) (led by DES)<sup>10</sup>.

- Queensland Museum turned the sound down and made accommodations to support visitors who need a quieter, sensory friendly experience. This included turning off exhibits or displays with bright or flashing lights, turning down the sound on noisy exhibits, limiting visitor numbers to paid exhibitions and providing a quiet, chill out zone as a respite space.
- Sensory Kits are now available to borrow at all Queensland Museum Network campuses to assist those with different sensory engagement needs.
- Low sensory exhibition viewings are provided at Queensland Art Gallery/Gallery of Modern Art for people with Autism, sensory sensitivity or disability.
- Bespoke guided tours are provided for people with disability, including hearing loss, vision loss, cognitive impairment and members of the deaf community via Auslan interpretation.
- Additional programming for visitors with disability in September supports Disability Action Week and Dementia Action Week.
- Auslan interpretation for selected onsite public programs is also provided.

<sup>9</sup> Arts Queensland within the Department of Environment and Science.

<sup>10</sup> Arts Queensland within the Department of Environment and Science.




## CASE STUDY



### Wilbur the Optical Whale creative development

Wilbur the Optical Whale is an immersive, interactive and accessible performance for children, which celebrates differences and explores the themes of bullying and acceptance, supported by Arts Queensland. Based on the book of the same name by Karen Lee Roberts, indelabilityarts collaborated with key creatives including Flipside Circus creatives and performers (physical story telling), Clint Bolster (clown, mask and slapstick skills) and Elise Greig (story telling development) to bring the story to life through a creative development process. Indelabilityarts premiered the show at the 2020 Adelaide Fringe Festival. Wilbur the Optical Whale was awarded both the Adelaide Fringe 2020 Access Award and the John Chataway Innovation Award (Week 3).

The full case study can be found at <https://www.arts.qld.gov.au/case-studies/wilbur-the-optical-whale-creative-development>



AAQ Action - Continue to promote and improve access to Queensland's national parks, particularly at popular sites where we are replacing or providing new facilities (led by DES).

Examples of projects completed between 2017 and 2020 that have incorporated universal design to improve access to Queensland's national parks include:

- Daisy Hill Conservation Park:
  - Constructed accessible Day Use Area (DUA) facilities.
  - DUA upgrades to Australian Standard 1,428 (including paths, parking, barbeques, tables, toilets and koala centre access).
  - Paperbark Trail: assisted access boardwalk complementing the existing accessible infrastructure at the DUA.
- Walkabout Creek Gateway Visitor Centre: lower carpark, events lawn and activity trail.
- Jimna State Forest – Peach Trees Camping Area: tent site, table, tap, fire ring and toilets.
- Glasshouse Mountains National Park – Tibrogargun Day Use Area Redevelopment: improved access and mobility within the park, including a parking bay, wheelchair accessible picnic tables and wheelchair accessible paths.
- D'Aguilar National Park – Mailala Day Use Area upgrade: incorporated wheelchair accessible pathways, picnic shelters and bbq facilities.
- Springbrook National Park – Goomoolahra Day Use Area: accessible walking track from carpark to Goomoolahra Falls lookout.
- Noosa: Constructed disability parking and access to Laguna lookout.

AAQ Action - Implement the Queensland Financial Inclusion Plan to improve financial security and resilience for Queenslanders including people with disability (led by DCDSS).

Funding of \$6.5 million annually has been allocated over five years from 2016-17 to deliver the [Financial Resilience Program](https://www.chde.qld.gov.au/about/initiatives/financial-literacy-and-resilience) (https://www.chde.qld.gov.au/about/initiatives/financial-literacy-and-resilience) in 30 locations across Queensland. The number of people that have received assistance through Better Budgeting Services each year between 2017 and 2020, is shown in the table below.

2017-18	2018-19	2019-20	Total
13,032	15,027	13,847	41,906





## NDIS Outcome

42% of Queenslanders in the NDIS said they were involved in community or social activities at their second plan review<sup>11</sup>.

### ***Respecting and promoting the rights of people with disability and recognising diversity***

AAQ Action - Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (led by DCDSS).

The AAQ and the supporting Disability Service Plans 2017-2020 contributed to meeting Queensland's obligations under the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and promoting respect for their inherent dignity.

The Queensland Disability Advisory Council and the Queensland Carers Advisory Council, representing people with disability, families and carers, provided DCDSS and government with independent advice on a range of matters relating to disability and carers. This included ensuring the rights and interests of people with disability were actively considered regarding the proposal to ban single-use plastic products.

AAQ Action - Continue to fund community legal centres (CLCs) to provide advice and support to vulnerable Queenslanders, including people with disability (led by Department of Justice and Attorney-General (DJAG)). Between 2017 and 2020, the Queensland Government allocated \$61 million of Queensland and Commonwealth funding to 36 community organisations to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. Community Legal Centres Queensland (CLCQ), the peak association for CLCs, estimates that over 20% of all clients assisted over 2017-18 and 2018-19 had disability or mental illness.

AAQ Action - Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS (led by DCDSS).

In 2018-19, the Queensland Government committed \$8.7 million to fund 14 disability advocacy services from 2019 to 2021. This included \$613,000 during 2019-20 to extend disability advocacy in rural and remote areas. During 2019-20, these services provided over 20,000 hours of disability advocacy support to approximately 2,000 individuals.


### ***Safe, healthy and respectful relationships***

AAQ Action - Promote the Respectful Relationships Education Program in Queensland schools (led by Department of Education (DoE)).

The Respectful Relationships Education Program (RREP) is a Prep to Year 12 primary prevention program focused on influencing behaviour change to prevent undesirable social consequences such as domestic and

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<sup>11</sup> Taken from table H.36 'Progress against the NDIA's corporate plan metrics for 'participants in work', 'participants in community and social activities' and 'participants who choose who supports them' - from NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency



family violence. In 2019-20, the Prep to Year 12 curriculum, assessment and reporting framework was updated to require Queensland State schools to provide respectful relationships education as part of health and wellbeing education, either through the Prep to Year 10 Australian Curriculum or as part of each school's pastoral care program.

### **NDIS Outcome**

68% of Queensland school children in the NDIS aged up to 14 years said they have a genuine say in decisions about them<sup>12</sup>.

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<sup>12</sup> Table H.18 - Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland - From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download> © National Disability Insurance Scheme Launch Transition Agency.



## 2 Lifelong Learning

## Lifelong Learning

The Lifelong Learning priority aims to increase opportunities for learning from early childhood, school and vocational, tertiary and informal learning, to ensure Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life.

The Action Plan contained 13 department specific actions under the Lifelong Learning priority. Action success measures for each of the 13 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

### What we said we would do

Through this action the Queensland Government recognised that inclusive learning opportunities are fundamental to improved opportunities for social and economic participation. The Queensland Government has taken action to support students, educators, parents and carers to enable lifelong, inclusive learning opportunities for Queenslanders with disability.

### Key Achievements

#### Early Childhood

AAQ Action - Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) (replaced by KISS) program for sessional kindergartens (led by DoE).

The Kindergarten Inclusion Support Scheme (KISS) supports kindergarten services to provide inclusive programs for

children with disability. Funding is provided to kindergarten services via their nominated central governing bodies that administer the funding on behalf of their member services.

	2017	2018	2019
Children with a disability enrolled in a kindergarten program <sup>13</sup>	2,892	3,273	3,775

AAQ Action - Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindergarten services (led by DoE).

Through the Specialised Equipment and Resources for Kindergartens (SERK) program, kindergarten services can access specialised equipment and resources to assist a child with disability to participate in their program. The number of sessional kindergartens accessing support between 2017 and 2020 (equipment loans and specialised inclusion support services) is shown in the table below.

2017-18	2018-19	2019-20
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<sup>13</sup> 2020 enrolment figures not available at 30 June 2020.



331	136	173 <sup>14</sup>
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AAQ Action - Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the *Early Childhood Education and Care Workforce Action Plan 2016– 2019* (led by Department of Employment, Small Business and Training (DESBT)).

The Higher Level Skills program provides a government subsidy to support eligible individuals to access training in selected Certificate IV or above qualifications, and priority skill sets. Between 2017 and 2020, a total of 6,017 participants were supported across the identified skill sets, as shown in the following table.

Skill Set	2017-18	2018-19	2019-20
<b>Building Inclusive Practices in Early Childhood Education and Care Skill Set</b>	36	100	493
<b>Supporting Children and Families with Complex Needs</b>	7	2,147	1,455
<b>Team Leader</b>	50	517	1,222

### NDIS Outcome

- 15,553 Queensland children with disability have entered the NDIS Early Childhood Early Intervention (ECEI) gateway.
- 11,869 have NDIS plans of funded supports.
- 846 more have met NDIS eligibility and are awaiting a plan, and another 2,199 are receiving initial supports through the ECEI gateway<sup>15 16</sup>.
- Families and carers of Queensland children in the NDIS, up to school age, said the NDIS has:
  - improved their child's development (90%)
  - improved their child's access to specialist services (91%)
  - helped increase their child's ability to communicate what they want (82%)
  - improved how their child fits into family life (77%)
  - improved how their child fits into community life (62%)<sup>17</sup>.

<sup>14</sup> 1 July 2019 to 31 Dec 2019 period data.

<sup>15</sup> Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>16</sup> Table C.2 From NDIA Report to COAG DRC 30 June 2020 - <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

<sup>17</sup> Table H.22 - Results for "Has the NDIS helped?" questions answered at first plan review, for SFOF version 'Participant 0 to school' - participants who entered from 1 July 2018 to 30 June 2019 – Queensland, from NDIA Report to COAG DRC 31 March 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.



### **Primary, special and secondary schools**

AAQ Action - Implement 17 recommendations of the independent review of education for students with disability in Queensland State schools (led by DoE).

As at 31 March 2020, 10 recommendations are completed and embedded into everyday practice. A further six recommendations have progressed significantly, and one recommendation is in the planning phase.

### **NDIS Outcome**

There are 17,987 children in the NDIS in Queensland aged 7 – 14 years with average budgets of \$25,000 in current plans<sup>18</sup>.

66% of Queensland school children in the NDIS up to the age of 14 years, attend school in a mainstream class<sup>19</sup>.

Since being reintroduced in 2015, Skilling Queenslanders for Work has **assisted 6,251** people with disability by **providing supported training**.

### **Tertiary and vocational education**

AAQ Action - Continue to support the delivery of lifelong learning options in rural areas, including through the use of online options and technology (led by DESBT).

Skilling Queenslanders for Work provides training to people who are under-utilised or under-employed through targeted programs delivered by community organisations with not-for-profit objectives, in partnership with training providers<sup>20</sup>.

AAQ Action - Promote Skills Disability Support as a participation strategy for learners with disability (led by DESBT).

Skills Disability Support (SDS) is a free Queensland Government program that provides specialised services direct to pre-approved training providers so people with disability can access support to participate in accredited training. Demand for Skills Disability Support has been maintained, with over 830 new applications for support having been received since July 2017 alongside ongoing support for continuing students.

More than **830 new applications** for the **Skills Disability Support program** have been received since July 2017.

<sup>18</sup> NDIS Participant Data at 29 September 2020, <https://data.ndis.gov.au/>

<sup>19</sup> Table H.20 - Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland From NDIA Report to COAG DRC 30 June 2020, [http://www.ndis.gov.au/media/2610/download\\_](http://www.ndis.gov.au/media/2610/download_), © National Disability Insurance Scheme Launch Transition Agency.

<sup>20</sup> Skilling Queenslanders for Work data was current at 30 June 2020.



### NDIS Outcome

9% of Queenslanders in the NDIS aged over 25 years participate in education, training or skill development.

61% of those who participate do so in a mainstream setting<sup>21</sup>.

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<sup>21</sup> From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

A photograph of two women in a modern office environment. The woman on the left has long brown hair and wears black-rimmed glasses and a black turtleneck. The woman on the right has blonde hair and wears a maroon zip-up top. They are both looking intently at a computer screen, which is partially visible in the foreground. The background is blurred, showing other office workers and equipment. The image is framed by a teal geometric pattern at the top and a solid teal bar at the bottom.

## 3 Employment



# Employment

**The Employment priority aims to increase job opportunities for people with disability in the public and private sectors.**

The Action Plan contained 3 actions under the Employment priority, comprised of two whole-of-government actions and one department-specific action. Action success measures for each of the 3 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

## What we said we would do

Through this priority the Queensland Government has recognised work is an important contributor to economic security and wellbeing, and a way of building social networks. We have taken action and worked with partners to increase participation in the workforce for people with disability across our State, including increasing the number of people with disability employed in the Queensland public sector.

DCDSS's Disability Connect Queensland division had specific responsibility for ensuring people with disability have opportunities for economic participation in their communities and set a target of 20% of its workforce being people with disability.

## Key Achievements

### ***Leading the way – increasing opportunities in the Queensland public sector***

AAQ Action - Implement strategies to reach the Queensland Government target that, by 2022, 8% of the Queensland public sector workforce will be people with disability (whole-of-government, led by Public Service Commission).

The Working for Queensland survey, an annual survey which measures Queensland public sector employee perceptions of their work, manager, team, and organisation, shows encouraging progress in the respondents who identify as having disability. Between 2017 and 2020, the Public Service Commission delivered the following actions to increase the proportion of Queensland public sector employees with disability:

- Published *Empowered and Confident: Disabling the Barriers Implementation Plan 2018–2022* and commenced delivery of the associated actions.
- Supported the Different Faces of Disability communications campaign to raise greater awareness of people with disability.
- Developed an online knowledge centre to provide resources and tools to help foster more inclusive workplaces for people with disability.
- Provided training and development programs to support inclusive workplace practices.
- received monthly reporting on candidate diversity for vacancies advertised on the Smart Jobs and Careers website.
- Helped highlight the strengths of people with disability applying for the Policy Futures Graduate program – out of the 35 successful candidates of the 2020 cohort, three identified as having disability.
- Shared and promoted stories that raise awareness broadly of diversity and inclusion.

- Partnered with Queensland Shared Services, with the assistance of the Department of Premier and Cabinet, to explore inclusive enhancement options specific to the Smart Jobs and Careers website and the Springboard recruitment platform.

### ***Increasing employment opportunities for Queenslanders with disability***

AAQ Action - Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy (led by DESBT).

The Back to Work regional employment program has supported **2,478** people with disability into jobs.

Back to Work has supported a total of 2,478 people with disability into jobs. These previously unemployed jobseekers were employed by 1,624, employers who received \$20.7 million in funding through the program<sup>22</sup>.

## **NDIS Outcome**

For NDIS participants in Queensland who had their first plan approved between 1 July 2017 and 30 June 2018, and have had a second plan review to date, 18% indicated they were involved in work<sup>23</sup>.

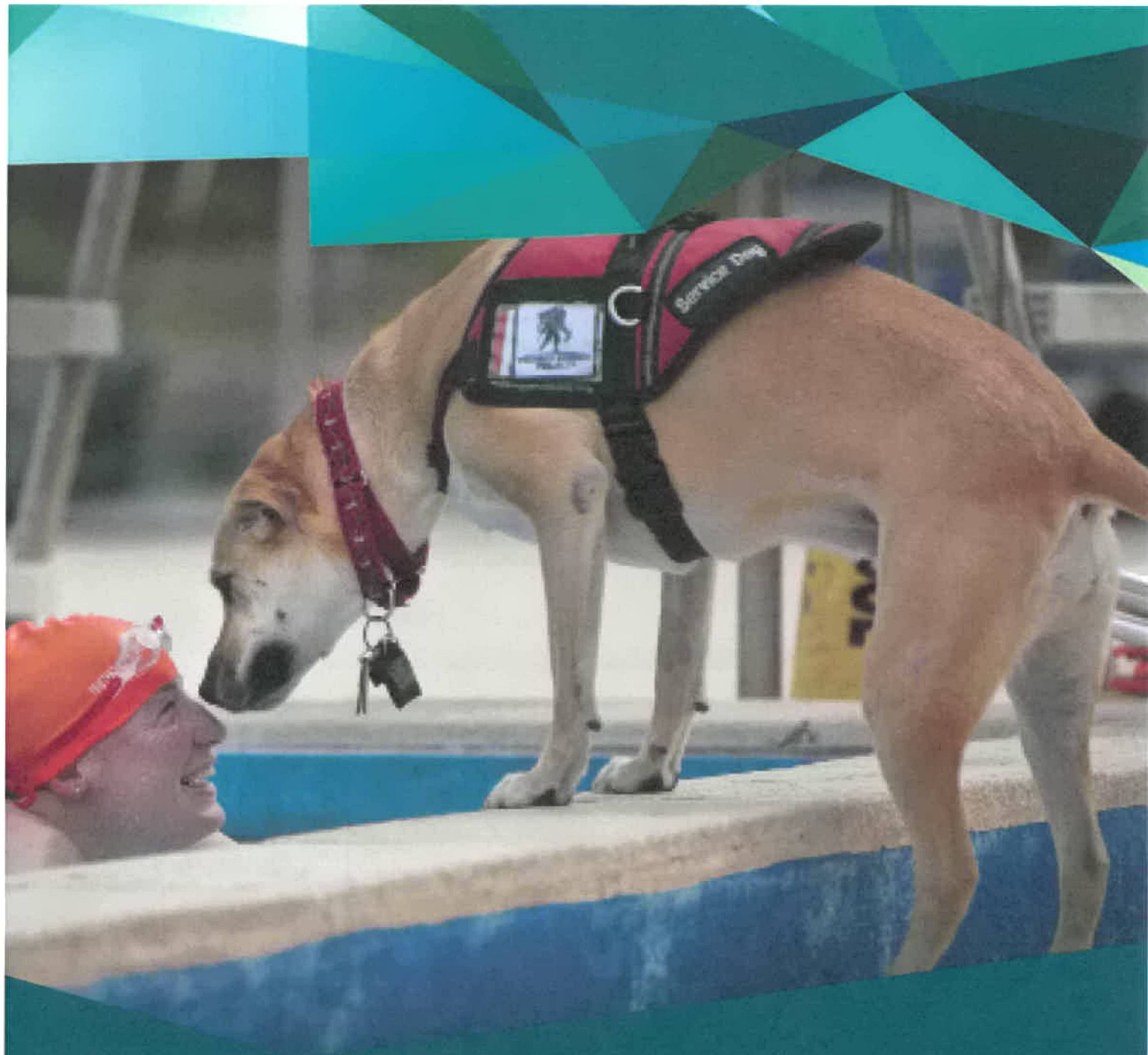
Employment remains a critical issue for people with disability. People aged between 15 and 64 years with disability have lower labour force participation and higher unemployment rates than people without disability.

The NDIA's participant Employment Strategy 2019-2022 outlines how the NDIA will take action to make sure more NDIS participants achieve meaningful participation in the economy.

<sup>22</sup> Figures current as at 2 October 2020.

<sup>23</sup> NDIS Participant Outcomes and Satisfaction - Outcomes measures as at 30 June 2020 - % of NDIS participants in Qld involved in work (second review vs baseline) - Queensland Quarterly Performance Dashboard - 31 March 2020, <http://www.ndis.gov.au/media/2586/download>, © National Disability Insurance Scheme Launch Transition Agency.





## 4 Everyday Services

## Everyday Services

**The Everyday Services priority aims to improve disability awareness and knowledge within mainstream services and build organisational cultures that support continuous improvement and learning.**

### What we said we would do

The Queensland Government recognises the importance of ensuring the services we deliver are accessible and responsive to the needs of all Queenslanders, including Queenslanders with disability. We have worked across Queensland Government service agencies to improve accessibility for people with disability to ensure universal services complement the supports eligible people will access through the NDIS. In implementing the actions, we have worked to improve the experience of Aboriginal peoples and Torres Strait Islander peoples with disability, and people with disability from culturally and linguistically diverse backgrounds to access culturally capable supports.

**The Action Plan contained 36 actions under the Everyday Services priority, comprised of one whole-of-government action and 35 department-specific actions. Action success measures for each of the 36 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.**

### Key Achievements

#### **Housing**

**AAQ Action - Ensure all new social and government employee housing projects are built in consideration of Livable Housing Design Guidelines (led by Department of Housing and Public Works (DHPW)).**

Over 65% of newly constructed social housing dwellings have been designed to either the Gold or Platinum level of the *Livable Housing Design Guidelines*<sup>24</sup>.

**AAQ Action - Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy (led by DHPW).**

- 3,924 RentConnect Advisory Services were provided to people with disability between 1 July 2017 and 30 June 2020.
- As part of the Queensland Government's COVID-19 knock and drop, grocery deliveries and welfare checks have been proactively provided by Home Assist Secure (HAS) services to eligible HAS clients. Additionally, as part of the Queensland Government's stimulus package, the Seniors and Accessibility Assistance (SAA) package of \$10 million commenced implementation to provide funding of up to \$5,000 to eligible HAS clients for larger works that will provide safety, security and accessibility outcomes.
- The Queensland Statewide Tenant Advice and Referral Service (QSTARS) worked with DHPW to improve tenant information so that it is more accessible to people with disability.

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<sup>24</sup> Figures at 30 June 2020.



## Health

Increase staff awareness of services that are available for people with disability e.g. electronic interpreting services for people who are deaf or hard of hearing (led by Queensland Health (QH)).

All Queensland Health Hospital and Health Services (HHS), and the Department of Health (DoH), have access to interpreting services including for people who are deaf or hard of hearing. Each HHS provides training to staff when they commence to inform them of the need to provide interpreters for people who are deaf or hearing impaired.

### NDIS Outcome

67% of Queenslanders in the NDIS aged **15 – 24 years** said their health was good, very good or excellent, and 68% said they did not have any difficulties in accessing health services.

48% in this age group said that their involvement with the NDIS had improved their health and wellbeing (this increased a further 2% at the third plan review).

44% of Queenslanders in the NDIS aged **25 years and over** said their health was good, very good or excellent, and 63% said they did not have any difficulties in accessing health services.

62% of those with a third plan review indicated their involvement with the NDIS had improved their health and wellbeing (an increase of 11% from first plan review)<sup>25</sup>.

## Transport

AAQ Action - Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years (led by Department of Transport and Main Roads (DTMR)).


Upgrades or accessibility improvements have been made, or are in progress, at the following train stations: Strathpine, Boondall, Morayfield, Auchenflower, Southbank, Albion, Cannon Hill, Loganlea, Dakabin, Buranda and East Ipswich. A further six stations – Fairfield, Yeronga, Yeerongpilly, Moorooka, Rocklea and Salisbury – are to be upgraded to coincide with the opening of the Cross River Rail.

AAQ Action - Continue to manage the Disability Parking Permits, including improvements to services (led by DTMR).

The Disability Parking Permit online service now allows eligible individuals and organisations to apply, reapply for or replace a disability parking permit. Approximately 50% of all applications received by DTMR are now via the online service.

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<sup>25</sup> From NDIA Report to COAG DRC 31 March 2020, <http://www.ndis.gov.au/media/2610/download>. © National Disability Insurance Scheme Launch Transition.



AAQ Action - Continue to ensure people with disability have access to safe, reliable and affordable personalised transport services, including implementation of an incentive payment to drivers of wheelchair accessible taxis to meet the needs of certain customers with disability (led by DTMR).

The Queensland Taxi Subsidy Scheme (TSS) provides affordable travel for people with significant disability who have been medically assessed as unable to use other forms of subsidised public passenger transport. Under the TSS, the Government pays half of a member's taxi fare up to a limit of \$25 per journey.

The Passenger Transport Accessible Infrastructure Program (PTAIP), managed by DTMR, provides funding grants to local governments to assist in upgrading their bus stops to comply with the *Disability Discrimination Act 1992*. Since 2017, PTAIP has provided over \$15 million in funding grants to local governments to support the upgrade of close to 2,100 bus stops throughout the State.

***TSS - Eligible journeys and subsidy payments between 2017 and 2020***

Year	Journeys	Subsidy Payment (ex GST)
<b>2017-18</b>	1,844,552	\$14,200,580
<b>2018-19</b>	1,959,423	\$15,171,525
<b>2019-20</b>	1,704,760	\$13,500,000

The Queensland Government also provides a \$20 Lift Payment for taxi operators for each Wheelchair Accessible Taxi trip involving transport of a TSS member who is required to travel in a wheelchair.

***Lift Payment – Eligible journeys and incentive payments between 2017 and 2020***

Year	Journeys	Incentive payments (ex GST)
<b>2017-18</b>	312,214	\$5,725,539
<b>2018-19</b>	320,019	\$5,818,527
<b>2019-20</b>	347,365	\$6,340,000





### **Specialist disability services and community supports**

AAQ Action - Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (whole-of-government, led by DCDSS).

At 30 June 2020:

- over 80,000 Queenslanders were already in, or seeking access to, the NDIS, including children in the Early Childhood Early Intervention pathway
- almost 74,000 active participants had a NDIS plan, with approximately 20,000 approved in 2019-20 (the bi-lateral estimate of 91,217 is expected to be reached early 2021)
- over 2,400 Queenslanders had met access requirements and were in planning or soon to commence planning
- 96.3% of former clients supported under the *Disability Services Act 2006*, who actively sought access, were successful and a further 1% were in, or commencing, the access process
- approximately 30,000 Queenslanders were receiving funded disability supports for the first time
- over \$8.5 billion in committed supports in Queensland since NDIS transition commenced
- 5,058 registered NDIS providers in Queensland across a range of registration groups.

#### **Disability Connect and Outreach Program**

Commonwealth funding of \$20 million has been negotiated by the Queensland Government to support the delivery of the NDIS in Queensland by increasing participant numbers. DCDSS, through the Disability Connect and Outreach Program (DCOP), established statewide Assessment and Referral Teams (ART) comprised of case managers and clinicians who provide intensive support through the entire NDIS access process, including assessments of functional capacity where required.


#### **DCOP Case Study - Robyn moves back home**

Robyn is 54 with a permanent physical impairment as a result of a spinal cord injury which was causing her to spend most days in bed. Robyn lived with her husband who was unable to continue to provide the level of care that she needed, which meant Robyn had to temporarily move into her daughter's home where she could access more care while the family worked out what they could do.

Robyn's ART Case Manager helped provide more information to support her application to the NDIS by preparing a document for her GP to sign which outlined the permanence and impact of Robyn's disability on the family and the need for additional support.

The ART Case Manager also helped Robyn's husband prepare a Carer Impact Statement, providing further evidence of the difficult situation the family was in. With this additional information, Robyn and her family were advised that she had met access requirements to receive NDIS supports.





Since launching in February 2020, ART has received over 1,000 referrals for support. 64% of people who received access met decisions with support from ART were previously on a negative pathway. This shows that there are still people who may be eligible for the NDIS who are yet to apply or who have been unsuccessful in their applications and may benefit from ART's intensive case management approach<sup>26</sup>.

**AAQ Action - Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme (led by DCDSS).**

Total QCC funding between  
2017 and 2019 was  
**\$196.3 million.**

Under Queensland Community Care (QCC), between 2017 and 2019, approximately 62,000 people under 65 years of age with disability or a condition that restricted their ability to carry out activities of daily living, were supported with low-intensity support services such as dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.

From 1 July 2019 to 30 June 2020  
**8,541 people**  
have received supports  
through QCSS.

QCC ceased on 30 June 2019 and was replaced with the Queensland Community Support Scheme (QCSS). From 1 July 2019 to 30 June 2020 under the QCSS, 225,917 hours of in-home supports and 109,539 hours of community connection supports were provided. In 2019-20, the allocation for QCSS funded service delivery was \$37.5 million.

**AAQ Action - Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability**

**supports but do not meet the access criteria for the National Disability Insurance Scheme (led by DCDSS).** Between December 2016 and June 2019, funding and administrative responsibility for disability services for 557 clients aged 65 years and over was successfully transferred to the Commonwealth Continuity of Support Programme. DCDSS retained responsibility for continuity of support for clients under 65 years of age who are ineligible for the NDIS. In 2019-20, a total of 44 individuals were supported through State Continuity of Support funding, with an allocation of \$1,583,914.


### ***Building Cultural Capability***

**Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal peoples and Torres Strait Islander peoples with disability and work with relevant State Government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal peoples and Torres Strait Islander peoples (led by the former Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)).**

DATSIP's regional staff supported the implementation of *All Abilities Queensland* through the development of strong links with industry to improve employment outcomes for Aboriginal peoples and Torres Strait Islander peoples with disability. Throughout 2019-20, DATSIP's Cairns and Hinterland regional staff worked closely with local businesses to broker employment opportunities for Aboriginal and Torres Strait Islander job seekers. One example included providing support to a job seeker who was searching for an entry level opportunity while undertaking study for a Certificate III in Individual Support. DATSIP staff created an industry link with the Independent Living Support Association (ILSA), which led to the creation of the employment opportunity, and to the delivery of culturally capable services as a result of aligning the candidate's work activities to that of Aboriginal and Torres Strait Islander clients with disability.

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<sup>26</sup> Data at 30 June 2020.



**AAQ Action - Build the capability of communities and the disability service sector to deliver support to Aboriginal peoples and Torres Strait Islander peoples with disability and support the readiness of Aboriginal peoples and Torres Strait Islander peoples to transition to the NDIS (led by DCDSS).**

The Queensland Government invested \$1.56 million in readiness activities specifically for Aboriginal peoples and Torres Strait Islander peoples. This included 224 information sessions across 66 communities and organisations to support participant readiness. Sector readiness activities included face-to-face meetings with 105 families; 124 presentations to local community leaders, Elders, service providers; stalls at 15 community events; participation in 11 media interviews; and distribution of over 1,000 promotional materials about NDIS.

A further \$1.5 million was budgeted by DCDSS (now DSDSATSIP) in 2021 to support Aboriginal and Torres Strait Islander organisations to take up the opportunity to deliver high quality NDIS services within their local communities.

At 30 June 2020, 8.8 per cent or 6,514 of the Queensland participants with a plan of funded supports were Aboriginal peoples and Torres Strait Islander peoples. Nationally this proportion was 6.3 per cent. This is consistent with 2016 Census outcomes which indicated that, although 4 per cent of Queenslanders are Aboriginal and Torres Strait Islander, Aboriginal peoples and Torres Strait Islander peoples were up to two times more likely to have disability.

The NDIA reported that 26 per cent of Aboriginal and Torres Strait Islander participants in Australia reside in Queensland; this is slightly less than the national proportion of all Aboriginal peoples and Torres Strait Islander peoples in Australia who reside in Queensland, at 28.7 per cent. While the readiness activities undertaken by the Queensland Government provided a great start, there is still work to do to support people who are harder to reach, live in remote areas or who live in discrete Aboriginal and Torres Strait Islander communities, into the Scheme.

### **NDIS Outcome**

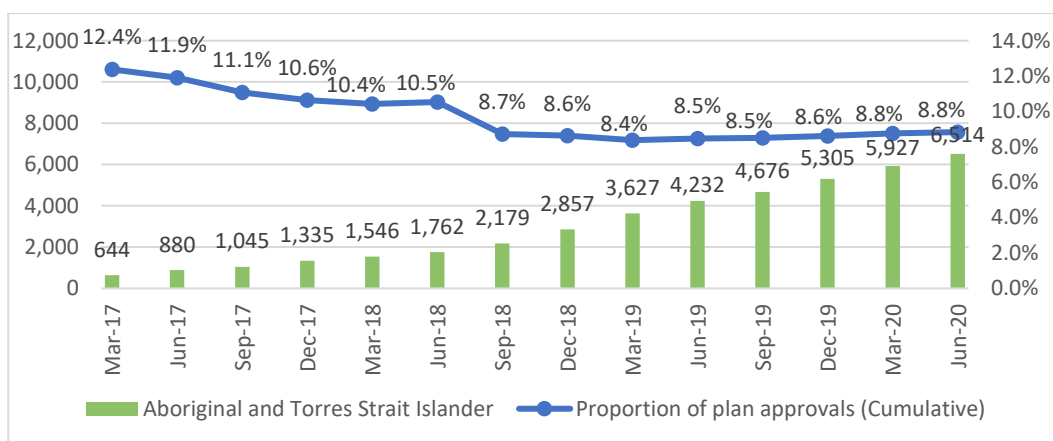
8.8% of Queensland NDIS participants are Aboriginal peoples and Torres Strait Islander peoples<sup>27</sup> compared to 6.3% nationally.

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<sup>27</sup> Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– Queensland, from NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency.

The NDIS implementation followed a phased approach, commencing in regional North and Central Queensland centres. The transition began in the major population areas of South East Queensland in July 2018. The number and proportion of Aboriginal and Torres Strait Islander participants<sup>28</sup> entering the NDIS from Queensland reflects that phased geographic approach and this is represented in the table below.

The former DCDSS' Assessment and Referral Team (ART) delivered intensive case management to support access for hard to reach clients, including a focus on Aboriginal peoples and Torres Strait Islander peoples. DSDSATSIP continues to deliver ART services in 2020-2022. As at 30 June 2020, over 12% of referrals to ART were for Aboriginal peoples and Torres Strait Islander peoples.



**AAQ Action - Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks (led by DCDSS).**

Funding was committed by the Queensland Government to projects to provide targeted support for Queenslanders with disability from culturally and linguistically diverse (CALD) backgrounds<sup>29</sup> to access the NDIS.

## NDIS Outcome

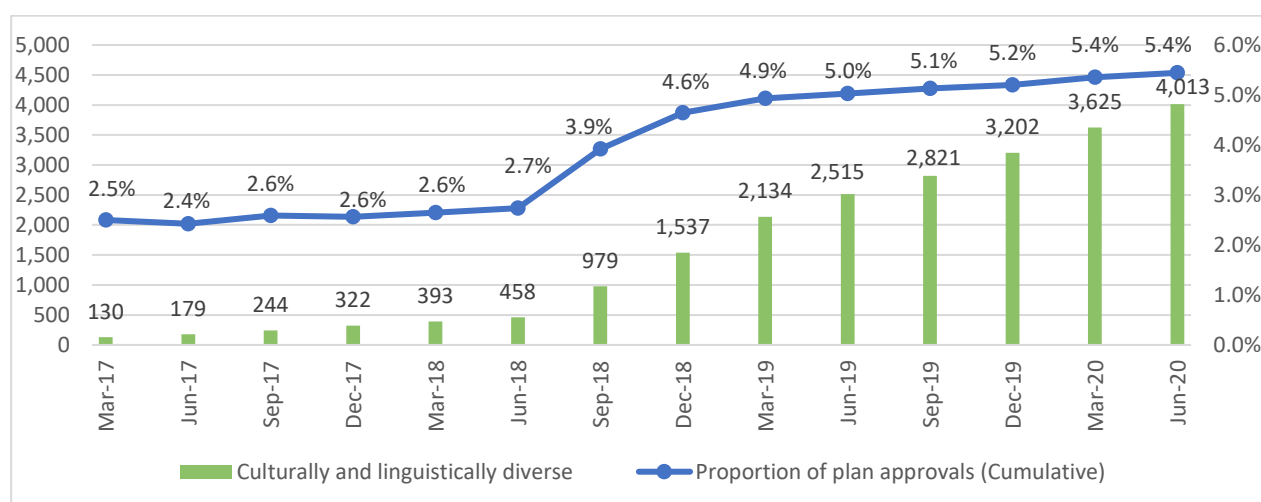
5.4% of Queensland NDIS participants are from culturally and linguistically diverse backgrounds<sup>30</sup>.

<sup>28</sup> Participants of the NDIS who have identified as Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander during the access and/or planning process.

<sup>29</sup> Participants of the NDIS who were either not born in Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, and/or where the primary language spoken at home is not English.

The number and proportion of culturally and linguistically diverse participants has increased significantly during the phased implementation of the NDIS in South East Queensland<sup>31</sup>. This is illustrated in the table below.

The DSDSATSIP, formerly DCDSS, Assessment and Referral Team (ART), also delivered intensive case management to support access for hard to reach clients, including people from culturally and linguistically diverse backgrounds.



### ***Strengthening families and supporting children and young people with disability who come into contact with the child protection system***

AAQ Action - Continue to invest in services to support families to access the right services at the right time, and provide intensive supports to vulnerable families to prevent their entry into the statutory child protection system (led by Department of Child Safety Youth and Women (DCSYW)).

Intensive Family Support (IFS) services are designed to meet the multiple and complex needs of families at risk of re-entry into the statutory child protection system. Funding allocated to IFS between 2018 and 2020 is shown in the table below:

	2017-18	2018-19	2019-20
<b>Funding allocated to IFS</b>	\$49.7 million	\$51.5 million	\$55.8 million

AAQ Action - Link vulnerable young people with wraparound supports through case management in the Youth Support program (led by DCSYW).

In 2019-20, 3,911 young people received case management from youth support services.

<sup>29</sup> Number and proportion of culturally and linguistically diverse participants over time (cumulatively) – Queensland, From NDIA Report to COAG DRC 30 June 2020, <http://www.ndis.gov.au/media/2610/download>, © National Disability Insurance Scheme Launch Transition Agency



### **Justice and Community Safety**

AAQ Action - Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have disability and making effective referrals to relevant agencies (led by DJAG).

Under the Victim Services Funding Program 2017-2020, Victim Assist Queensland (VAQ) provided funding and training to Working Alongside People with Intellectual and Learning Difficulties (WWILD) to help victims with disability understand their rights, access financial assistance and connect with services. Between 2017 and 2020 WWILD received funding totalling \$810,000. This funding has been extended for a further year totalling \$1,080,000 over 4 years (2017-21).

AAQ Action - Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable (led by DCDSS).

In 2019, DCDSS funded the development of the [Disability Inclusive Disaster Risk Reduction \(DIDRR\) Framework and Toolkit](https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/) (<https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/>). The DIDRR development was led by a collaborative of the Centre for Disability Research and Policy (University of Sydney), Queenslanders with Disability Network, and the Community Services Industry Alliance. The Queensland DIDRR Framework and Toolkit provides a roadmap for people with disability, community and disability support services, and local disaster management to work together to co-design and implement DIDRR innovations and evaluate their impact on decreasing risk and increasing the resilience of people with disability to disaster. The project was informed by inclusive stakeholder sessions held in Townsville, Rockhampton, Brisbane and Ipswich in 2019, with community members from the disability, community, health, emergency management and government sectors. The quality and success of the work was subsequently recognised through the International Champion of Change Awards, which noted "The success of this project was centred on direct inclusion of people with disabilities and their support networks".





## 5 Leadership and Participation

## Leadership and Participation

The Leadership and Participation priority aims to ensure Queenslanders with disability have the same opportunities as everyone else to participate in Queensland's society and democracy, influence decisions that affect them and take up key roles in public and private organisations.

The Action Plan contained 8 actions under the Leadership and Participation priority, comprised of four whole-of-government actions and four department-specific actions. Action success measures for each of the 8 actions have been delivered. This section highlights some of the key achievements under AAQ, and examples of NDIS outcomes, relevant to this priority.

### What we said we would do

The Queensland Government is committed to ensuring that Queensland does not miss out on the wealth of experience, knowledge and innovative ideas that people with disability can contribute across the broad range of leadership and civic participation opportunities. We have worked to improve consultation and engagement with people with disability and their families and carers in developing Queensland policy and programs. We have also worked to promote diversity in leadership and develop and support current and future leaders.

### Key Achievements


#### ***Inclusion in consultation, civic participation and decision making, and supporting leadership development***

AAQ Action – support the Queensland Disability Advisory

Council (QDAC) and regional disability advisory councils to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion, and by contributing practical ideas and solutions for government consideration (led by DCDSS).

During 2017–18, QDAC met four times for a total of eight days and each of the seven regional councils met four times for a total of 28 days. In 2018-19, QDAC met four times for a total of eight days and each of the seven regional councils met four times for a total of 24.5 days.

On 28 October 2019, one Queensland disability advisory body with strong regional representation was established. The new model replaced the former regional network of disability councils which ceased following the transition of Queensland Government clients to the NDIS. During 2019-20, QDAC met five times, including three remote meetings, to provide critical insights about the experiences of people with disability and action required to address issues arising from the COVID-19 pandemic. QDAC contributed valuable practical ideas and solutions by ensuring the needs and views of people with disability were considered in the design and implementation of government actions. This advice included ensuring inclusion and accessibility formed part of key decisions. For example, QDAC considered and advised on ways to mitigate the impact of the ban on supply of single use plastics on people with disability.



AAQ Action - Improve opportunities for Queenslanders with disability to participate in voting, and ensure people have access to information in multiple formats to enable informed decision-making (led by the Electoral Commission Queensland (ECQ)).

In the 2017 State General Election, and in local government by-elections in 2018, the ECQ delivered a number of services to facilitate greater access to voting for Queenslanders with disabilities, including a trial of drive-thru voting at two locations in the State election.

The ECQ also delivered the 2020 local government elections amid the COVID-19 pandemic while still ensuring people with disability could vote in a polling booth or early voting centre through the use of the following strategies:

- The accessibility rating of each venue was advertised on the ECQ website and polling staff were trained to assist voters cast a ballot upon request.
- Telephone voting was provided.
- Postal voting was available and easily accessible through applying either on the ECQ website or calling the ECQ call centre.
- Those who are Deaf could contact the ECQ election call centre and access the National Relay Service.

AAQ Action - Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (whole-of-government, led by DCDSS).

The 'Everybody has a Role to Play' website promotes the Queensland Government Register of Nominees to Government Bodies to all Queenslanders in an accessible and inclusive format. DCDSS has also promoted the opportunities for leadership on boards, steering committees and advisory bodies through established disability networks and forums.

# Appendix 1

## All Abilities Queensland: Opportunities for all – Agency Responsible for Action and Status

### COMMUNITIES FOR ALL

#### Changing attitudes and breaking down barriers by raising awareness and capability

Agency <sup>32</sup>	Timeframe	Action	Action success measure	Status
Department of Communities, Disability Services and Seniors (DCDSS)	2017–2020	Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability.	<ul style="list-style-type: none"> <li>New dedicated website launched</li> <li>Tools, resources and showcase examples progressively published</li> </ul>	Completed
Whole-of-government (WoG) (led by DCDSS)	2017–2020	Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	<ul style="list-style-type: none"> <li>Queensland participates and contributes to national communication strategies and activities</li> </ul>	Completed
WoG (led by DCDSS)	2017–2020	Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.	<ul style="list-style-type: none"> <li>Information pack provided to Ministers to support development of partnerships</li> </ul>	Completed

<sup>32</sup> Following the 2020 Queensland General Election a number of agencies were renamed as a result of Machinery of Government changes. This appendix uses the former agency names.

Agency <sup>32</sup>	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs.	<ul style="list-style-type: none"> <li>Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs</li> <li>Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs</li> </ul>	Completed
WoG (led by DCDSS)	2017–2020	Encourage Local Governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.	<ul style="list-style-type: none"> <li>Letters sent to all Local Governments and key non-government stakeholders</li> <li>Information to support Local Governments, non-government organisations and businesses to develop plans provided on dedicated website</li> </ul>	Completed



## Accessible places and spaces

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings.	<ul style="list-style-type: none"> <li>Guidance provided to staff about how to choose an accessible venue for an event or meeting</li> </ul>	Completed
DCDSS	2017–2019	Encourage innovative ideas to create an age-friendly Queensland that will benefit older people, including those with disability, through seed funding under the Advancing Queensland: an age-friendly community grants program.	<ul style="list-style-type: none"> <li>Number of innovative projects delivered from the 2017-18 grants program which benefit older people, including those with disability</li> </ul>	Completed
DHPW	2017–2018	Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code.	<ul style="list-style-type: none"> <li>Responses to QBP proposals considered and QBP Consultation Paper published</li> </ul>	Completed
DCDSS	2017–2020	In consultation with key partners, investigate the need for information and resources to support business and community organisations to understand the benefits and potential methods of including accessibility in their buildings, places and spaces.	<ul style="list-style-type: none"> <li>Links to existing resources published on dedicated website</li> <li>Consultation with key partners undertaken to determine need for additional information</li> </ul>	Completed

## Accessible information

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated	Completed
WoG (DHPW support)	2017–2020	Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio).	All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines	Completed
DHPW	2017–2018	Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members.	Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability	Completed
DoH	2017–2020	Increase staff awareness of services that are available for people with disability, e.g. electronic interpreting services for people who are deaf or hearing impaired.	Increased staff awareness of services available for people who are deaf or hearing impaired, in the delivery of public health services	Completed

## Welcoming and inclusive communities

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2020	Implement the Queensland Financial Inclusion Plan to improve financial security and resilience for Queenslanders including people with disability.	Number of people receiving assistance through Better Budgeting Services	Completed
WoG (led by DCDSS)	2017–2020	Promote uptake of the Companion Card scheme by businesses, including Queensland Government venues and events.	Number of businesses, offering the Companion Card scheme	Completed
DES	2017–2020	Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations.	Reported initiatives/case studies	Completed
DES	2017–2020	Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre, Queensland Museum and Queensland Art Gallery and Gallery of Modern Art .	Reported access initiatives	Completed
DES	2017–2020	Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts.	Reported initiatives/case studies	Completed
DES	2017–2020 (ongoing)	Continue to promote and improve access to Queensland’s national parks particularly at popular sites where we are replacing or providing new facilities.	Accessible visitor facilities are incorporated into the design and construction of at least three new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise the protection of the natural and cultural values of the sites	Completed
DES	2017–2018	Provide a range of adaptive technology devices to enable people with disability to use the State Library of Queensland collections and resources onsite.	Devices available for visitors with disability to access collections and resources	Completed
DHPW	2017–	Build on the 2018 Commonwealth Games to	Communication with relevant organisations,	Completed

Agency	Timeframe	Action	Action success measure	Status
	2018	promote involvement of people with disability in sport.	development and distribution of relevant materials	
DHPW	2017–2020	Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations.	Communication with relevant organisations, development and distribution of relevant materials	Completed
DHPW and Department of State Development, Tourism and Innovation (DSDTI)	2017-2020	Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland.	Funding of innovative research, development or commercialisation projects which directly assist the disability services sector	Completed
DSDTI	2017-2020	Promote the Inclusive Tourism Guide – Inclusive Tourism: Making your business more accessibility and inclusive.	The guide is widely distributed through and used in industry networks	Completed

## Respecting and promoting the rights of people with disability and recognising diversity

Agency	Timeframe	Action	Action success measure	Status
Department of Justice and Attorney-General (DJAG)	2017-2020	Maintain a strong voice for the rights of Queenslanders with impaired capacity.	Services provided to protect the rights and interests of vulnerable adults and children	Completed
DJAG	2017–2020 (ongoing)	Continue to fund community legal centres to provide advice and support to vulnerable Queenslanders, including people with disability.	Community legal centres funded to support vulnerable Queenslanders	Completed
DCDSS	2017–2019	Review Queensland’s legislation to ensure readiness for full implementation of the National Disability Insurance Scheme.	Review completed	Completed
WoG (led by DCDSS)	2017–2020	Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability.	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Completed
DCDSS	2017–2019	Continue to fund non-government agencies to provide independent advocacy for people with disability during the transition to the NDIS.	Advocacy services are available to people with disability as they transition to the NDIS	Completed



Department of Local Government, Racing and Multicultural Affairs (DLGRMA)	2017-2020	Establish a panel of training providers to better support the cultural capability of organisations, to contribute towards the Multicultural Action Plan 2016–17 to 2018–19 focus on building culturally capable services and programs, including disability services.	Establishment of a panel of cultural capability training providers	Completed
WoG (DLGRMA lead)	2017-2020	Government services and funded non-government services provide access to language, translating and communication services.	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	Completed

### Safe, healthy and respectful relationships

Agency	Timeframe	Action	Action success measure	Status
Department of Child Safety, Youth and Women (DCSYW)	2017–2020 (ongoing)	Improve access to appropriate information on planned parenthood options and reproductive and maternal health services, particularly for rural, regional and remote women through the Queensland Women’s Strategy, including for women with disability.	Commence delivery of a number of initiatives to improve access	Completed
Department of Education (DoE)	2017-2020 (ongoing)	Promote the Respectful Relationships Education Program in Queensland schools.	Publication of Program and communication to stakeholders	Completed

## LIFELONG LEARNING

### Early childhood

Agency	Timeframe	Action	Action success measure	Status
DoE	2017–2020 (ongoing)	Continue to provide Early Years Connect resources to support to Early Childhood Education and Care (ECEC) educators working with children with disability and children with complex additional needs.	The provision of quality professional learning resources for ECEC educators	Completed
DoE	2017–2020 (ongoing)	Continue to implement the Disability Inclusion Support for Queensland Kindergartens (DISQK) program for sessional kindergartens.	Increased enrolments of children with disability and greater number of kindergartens accessing the program	Completed
DoE	2017–2020 (ongoing)	Continue to provide access to free on-loan specialised equipment and professional resources to eligible sessional kindergarten services.	Increased number of sessional kindergartens accessing support to assist children with disability	Completed
Department of Employment, Small Business and Training (DESBT)	2016–2019	Continue to subsidise industry endorsed skills sets under the Higher Levels Skill Program as part of implementing the Early Childhood Education and Care Workforce Action Plan 2016–2019.	Numbers of educators that access the skills sets to enable them to have the skills and knowledge they need to deliver a quality early childhood program that meets the needs of all children in their care	Completed

### Primary, special and secondary schools

Agency	Timeframe	Action	Action success measure	Status
DoE	2017–2020	Implement 17 recommendations of the independent review of education for students with disability in Queensland State schools.	Implementation of the recommendations	Completed
DoE	2017–2018	Ensure the department’s parent engagement strategy is inclusive of parents of students with disability.	Publication of strategy	Completed
DoE	2017–2020	Develop a statewide continuum of educational delivery to ensure that students with severe and complex mental health needs have access, across the State, to specialised and appropriate educational support at all stages of their illness.	Information on implementation included in the department’s Disability Service Plan 2017-2020	Completed
DoE	2017–2020 (ongoing)	Continue inclusion coach positions across Queensland to provide leadership and direction to State schools about evidence-based inclusive practices focused on improving educational outcomes for all students.	Annual evaluation	Completed

## Tertiary and vocational education

Agency	Timeframe	Action	Action success measure	Status
DESBT	2017–2019 2017–2020 (ongoing)	Continue to support the delivery of lifelong learning options in rural areas including through the use of online options and technology.	Skilling Queenslanders for Work continues to be delivered in rural areas and includes people who identify as having disability Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training	Completed
DESBT	2017–2020 (ongoing)	Promote Skills Disability Support as a participation strategy for learners with disability.	Demand for Skills Disability Support is maintained; services are accessed to support learners in subsidised vocational training	Completed
DESBT	2018–2020	Provide guidance to all registered training organisations via the resource ‘Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners.	Resource is reviewed, promoted and made publicly available	Completed
DESBT	2017–2020	Encourage and support participation of Queenslanders with disability in mainstream training programs under the Annual VET Investment Plan, through concessional arrangements, i.e. higher government subsidies to enable lower fees and increased training support, and tailored learning pathways (e.g. through Skilling Queenslanders for Work, foundation skills and lower level qualifications).	People with disability continue to remain a priority target group within programs offered through the Annual VET Investment Plan	Completed
DESBT	2017–2020 (ongoing)	Support pre-Qualified Suppliers to provide inclusive learning environments through the ‘Inclusive Learning: A Way Forward’ framework.	Inclusive practice continues to be evaluated in scheduled audits by identifying opportunities for improvement to ensure pre-qualified suppliers achieve and maintain the intended policy goals	Completed

## EMPLOYMENT

### Leading the way – increasing opportunities in the Queensland public sector

Agency	Timeframe	Action	Action success measure	Status
WoG - Public Service Commission (PSC) lead	2017–2020 (ongoing)	Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland public sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.	The proportion of people with disability employed in the Queensland public sector workforce increases towards eight per cent by 2022	Completed

### Increasing employment opportunities for Queenslanders with disability

Agency	Timeframe	Action	Action success measure	Status
WoG (led by DCDSS)	2017–2020	Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment.	Information, resources and good practice case studies uploaded to the dedicated website	Completed
DESBT	2017–2018	Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy.	Number of job seekers with disability who received support through the Back to Work regional employment program	Completed



## EVERYDAY SERVICES

### Housing

Agency	Timeframe	Action	Action success measure	Status
DHPW	2017–2018	Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy.	A housing strategy and QBP Consultation Paper published	Completed
DHPW	2017–2020	Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs.	Housing Strategy is published Housing Strategy Action Plan supports person-centred approaches to housing assistance Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants	Completed
DHPW	2017–2020	Ensure all new social and government employee housing projects are built in consideration of Livable Housing Design Guidelines.	50 per cent of new social housing built in consideration of liveable housing guidelines All new government employee housing built in consideration of liveable housing guidelines	Completed
DHPW	2017–2018 (HAS and QSTARS) 2017–2020 (RentConnect)	Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy.	Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) Continuation of RentConnect program	Completed
DHPW	2017–2020	Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability.	Best practice housing solutions and case study examples published Guidelines for housing providers developed	Completed
DHPW	2017–2020	Develop policy positions on housing access, quality and safeguards and new supply that improve housing choice for people with disability and influence national implementation	Meetings of the Reform Leaders' Group Sub-committee on Housing held Recommendations provided to the NDIS Reform Leader's Group on improving housing choice for	Completed

Agency	Timeframe	Action	Action success measure	Status
		and guide State roll-out of the National Disability Insurance Scheme.	people with disability including quality and safeguards Inter-agency Action Plan developed Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers)	
DSDTI	2018–2019	Include additional guidance in Economic Development Queensland (EDQ) guidelines for accessible housing to promote liveable housing design in new dwellings in Priority Development Areas (PDAs) and in PDAs where EDQ is the developer.	Guideline published	Completed

## Health

Agency	Timeframe	Action	Action success measure	Status
DoH	2017–2020	In implementing My health, Queensland’s future: Advancing health 2026, the needs of people with disability are taken into consideration.	The needs of people with disability are reflected in implementation actions	Completed
DoH	2017–2020	In developing and implementing Queensland Health strategies, programs and policies, the needs of people with disability are taken into consideration.	Strategies, programs and policies reflect the needs of people with disability	Completed
DoH	2017–2020	Investigate options to improve health service data collection about people with disability.	Improved ability to identify patients with disability in public health services	Completed
DoH	2017–2020	Improved access and experience of the health system by Aboriginal peoples and Torres Strait Islander peoples with disability and their carers/families and communities.	Aboriginal peoples and Torres Strait Islander peoples with disability and their carers/families report improved access or improved experiences with the public health system	Completed
DoH	2017–2018	Consider the need for actions around specific groups of people with disability.	Actions developed as required	Completed
DoH	2017–2020	Build knowledge of health workforce about the needs of people with disability.	Improved knowledge of staff needs of people with disability	Completed

## Transport

Agency	Timeframe	Action	Action success measure	Status
Department of Transport and Main Roads (DTMR)	2017–2020 (ongoing)	Participate in and influence national processes and policy that supports the removal of barriers for people with disability using public transport (for example, ongoing reviews of the Disability Standards for Accessible Public Transport).	Active participation on national committees such as National Accessible Transport Taskforce and the Disability Standards for Accessible Public Transport (DSAPT) Modernisation Committee DTMR submission finalised and provided to Commonwealth in response to five-year review of DSAPT	Completed
DTMR	2017–2020 (ongoing)	Invest \$212 million to deliver accessibility upgrades to 14 high priority stations across the next five years.	Accessibility upgrades to 14 high-priority stations in South East Queensland completed	Completed
DTMR	2017–2018	Work with our partners to ensure that Gold Coast Commonwealth Games 2018 (GC2018) facilities and services are designed to provide an equitable transport experience and promote accessible public transport and active transport as the key modes of access to GC2018 precincts.	Delivery of Games passenger transport in accordance with operations plans which acknowledge accessibility requirements	Completed
DTMR	2017–2020 (ongoing)	Continue to make the Queensland public transport network more accessible for people with disability and those with limited mobility by: <ul style="list-style-type: none"> <li>Continuing to implement DTMR's Disability Action Plan – Improving Access to 2017</li> <li>Undertaking an end of term review of the Disability Action Plan – Improving Access 2017</li> <li>Developing a new disability action plan to demonstrate DTMR's commitment to making the passenger transport network more accessible for people with disability and those with limited mobility.</li> </ul>	Completion of actions contained within DTMR's Disability Action Plan – Improving Access to 2017 Final review report completed for DTMR's Disability Action Plan – Improving Access to 2017 Disability action plan for the period 2018 to 2022 developed in consultation with key stakeholders	Completed
DTMR	2017–2020	Continue to manage the Disability Parking Permits	Ongoing scheme administration	

Agency	Timeframe	Action	Action success measure	Status
	(ongoing)	including improvements to services.	Implementation of a new online application lodgement service for Disability Parking Permits customers	Completed
DTMR	2017–2020 (ongoing)	Continue to engage with key stakeholders about issues relating to improving the accessibility of the Queensland passenger transport network through the Transport and Main Roads Accessibility Reference Group.	Accessibility Reference Group (ARG) meetings held on a quarterly basis with meaningful agendas that include consultation opportunities for DTMR projects	Completed
DTMR	2017–2018	Continue to ensure people with disability have access to safe, reliable and affordable personalised transport services, including implementation of an incentive payment to drivers of wheelchair accessible taxis to meet the needs of certain customers with disability.	Evaluation and monitoring of personalised transport reforms, which includes maximum fare protections for certain customer with disability Ongoing funding of the incentive payment for drivers of wheelchair accessible taxis to prioritise services to Taxi Subsidy Scheme members identified as requiring a wheelchair to travel	Completed



## Disability and community supports

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2020 (ongoing)	Continue delivering basic community care services to people whose needs are not intended to be met by the National Disability Insurance Scheme.	Community care services continue to be provided to eligible persons aged under 65 who are not eligible to participate in the NDIS	Completed
DCDSS	2017–2020 (ongoing)	Maintain continuity of support for people with disability under the age of 65 years who currently receive funded disability supports but do not meet the access criteria for the NDIS.	Continuity of support process in place and accessed by eligible people with disability	Completed
DCDSS	2017–2019	Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework (HSQF) and contributing to implementing the NDIS National Quality and Safeguarding Framework.	Queensland quality framework is in place until completion of NDIS transition	Completed
WoG (led by DCDSS)	2017–2019	Work with the National Disability Insurance Agency to provide a smooth transition to the NDIS.	All existing eligible clients transition and access services through the NDIS by 30 June 2019	Completed

## Building cultural capability

Agency	Timeframe	Action	Action success measure	Status
DATSIP	2017–2020 (ongoing)	Continue to partner with local Aboriginal and Torres Strait Islander Services and communities to advocate on behalf of Aboriginal peoples and Torres Strait Islander peoples with disability and work with relevant State Government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal peoples and Torres Strait Islander peoples.	Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to assist access to disability support services	Completed
DATSIP	2017–2020 (ongoing)	Support Service Providers with recruitment and retention of Aboriginal and Torres Strait Islander staff and other culturally capable staff to support meeting the needs of Aboriginal peoples and Torres Strait peoples with disability.	Case examples highlight support provided to disability service providers to recruit and retain Aboriginal and Torres Strait Islander staff	Completed
DCDSS	2017–2018	Build the capability of communities and the disability service sector to deliver support to Aboriginal peoples and Torres Strait Islander peoples with disability and support the readiness of Aboriginal peoples and Torres Strait Islander peoples to transition to the NDIS.	Participant readiness activities are accessible to Aboriginal peoples and Torres Strait peoples with disability Supports and services to Aboriginal peoples and Torres Strait Islander people with disability are maintained and improved during NDIS transition	Completed
DCDSS	2017–2018	Build the capability of the disability service sector to deliver supports and services to culturally diverse Queenslanders in a NDIS environment and support the readiness of participants from diverse backgrounds to transition to the NDIS, including strong engagement with family and support networks.	Participant readiness activities accessible to people with disability from culturally and linguistically diverse backgrounds Supports and services to culturally and linguistically diverse Queenslanders with disability are maintained and improved during NDIS transition	Completed

### Strengthening families and supporting children and young people with disability who come into contact with the child protection system

Agency	Timeframe	Action	Action success measure	Status
DCSYW	2017–2018	Continue to invest in services to support families to access the right services at the right time and provide intensive supports to vulnerable families to prevent their entry into the statutory child protection system.	Number of families who receive assistance from Intensive Family Support services where the majority or partial needs have been met	Completed
DCSYW	2017–2018	Link vulnerable young people with wraparound supports through case management in the Youth Support program.	Number of young people receiving case management through the Youth Support program	Completed

### Justice and community safety

Agency	Timeframe	Action	Action success measure	Status
DJAG	2017–2020 (ongoing)	Ensure Victim Assist Queensland promotes victims' rights and engages with services that support victims of crime to ensure service providers understand the importance of providing information about services that support victims who have disability and making effective referrals to relevant agencies.	Services provided to support victims of crime	Completed
DCSYW	2017–2020 (ongoing)	Lead implementation of the <i>Queensland Violence against Women Prevention Plan 2016–22</i> , which includes actions to support women with disability who are particularly vulnerable to violence as well as improve access to the services they need.	All actions in Queensland Violence Against Women Prevention Plan commenced	Completed
DCDSS	2017–2020	Continue to fund the Elder Abuse Prevention Unit to prevent and respond to the abuse of older people, including those with disability or impaired capacity.	Funds provided	Completed

Agency	Timeframe	Action	Action success measure	Status
DCDSS	2017–2019	Complete the review of the Forensic Disability Act 2011 to ensure it effectively provides for the care, support and protection of clients, provides for effective oversight of the Forensic Disability Service, and provides a contemporary legislative framework consistent with complementary Queensland legislation.	Review of the Forensic Disability Act 2011 completed	Completed
DCDSS	2017–2019	Develop and implement a framework to reduce the impact of disasters on people with vulnerabilities or those who may become vulnerable.	Framework published online Consultation about implementation conducted with stakeholders	Completed
Queensland Corrective Services (QCS)	2017–2020 (ongoing)	Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment.	Report on any approved options to increase prisoner access to rehabilitation and re-entry programs	Completed

## LEADERSHIP AND PARTICIPATION

### Inclusion in consultation, civic participation and decision making and supporting leadership development

Agency	Timeframe	Action	Action success measure	Status
Electoral Commission of Queensland (ECQ)	2017–2020 (ongoing)	Improve opportunities for Queenslanders with disability to participate in voting, and ensure people have access to information in multiple formats to enable informed decision making.	Queensland electors with disability will be provided with increased voting options with the introduction of Drive-Thru Voting at the next State General Election ECQ will continue to provide and improve services to Queenslanders who are deaf and Queenslanders with hearing and vision impairment by working closely with disability organisations to provide useful and relevant information to enable people to cast a secret and independent ballot	Completed
DCSYW	2017–2020 (ongoing)	Implement the Queensland Youth Strategy: 'Building young Queenslanders for a global future' to improve opportunities and address challenges that young people face, including young people with disability and young carers.	Publication of an annual youth statement showcasing successes and reporting and implementation of actions	Completed
DCDSS	2017–2020	Support the existing Queensland Disability Advisory Council and seven regional disability advisory councils to play an important role as disability champions within their communities by raising awareness of people with disability, promoting the benefits of including people with disability in communities, leading discussions about disability and inclusion and by contributing practical ideas and solutions for government consideration.	Information is provided about the number of times each council has met and the number of members attending each meeting Information provided on the issues identified by councils and practical ways the councils and members have informed government activities	Completed
DCDSS	2017–	Continue to convene the Queensland Carers	Three meetings held per year	Completed



Agency	Timeframe	Action	Action success measure	Status
	2020 (ongoing)	Advisory Council which provides advice to the Minister for Disability Services and Seniors on carer-related issues.		
WoG (led by DCDSS)	2017–2020	Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster ‘change from within’.	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	Completed
WoG (led by DCDSS)	2017–2020	Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers.	Increased participation of people with disability in consultation Options for engagement promoted	Completed
WoG (led by DCDSS)	2017–2020	Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting	Completed
WoG (led by DCDSS)	2017–2020	Existing leadership programs are accessible and inclusive of Queenslanders with disability.	Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community	Completed

Tabled by Mr Langbroek MP  
 At Estimates CSSS hearing  
 Date 4/8/22 at 2.15pm  
 Signature Lynette Kelly

**Question on Notice**  
**No 630-2022**  
**Asked on Wednesday 22 June 2022**  
**Answer Due: 22 July 2022**

630 **MR J LANGBROEK** ASKED MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)

With reference to Remote Indigenous Land Infrastructure programs —

Will the Minister advise the allocation for the last three years by (a) year and (b) community?

**Answer:**

Remote Indigenous Land Infrastructure program funding is not allocated by community as each community's aspirations and needs are unique and continually evolving.

The below table provides annual funding allocations by program area for the past three financial years were:

RILIPO Program Area	Funding Allocations (\$)			
	2019/20	2020/21	2021/22	Total
Indigenous Land Use Agreements	500,000	500,000	671,503	1,671,503
Town Planning – Development Applications	200,000	153,000	157,000	510,000
Home Ownership	600,000	600,000	307,000	1,507,000
Land Feasibility/Master Planning	500,000	400,000	409,000	1,309,000
Planning Schemes	0	150,000	153,000	303,000
Survey	200,000	120,000	123,000	443,000
Cultural Heritage	300,000	20,000	0	320,000
Traditional Boundaries	0	120,000	307,000	427,000

Tabled by Mr Langbrook MP  
At Estimates CSSC hearing  
Date 4/8/22 at 2:50 pm  
Signature Lyndal Platt

Estimates

11:57

4G

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## Times

Indigenous Australians

### Qld Indigenous to be handed more control

**Marty Silk** | AAP

Mon, 13 June 2022 3:16PM | +



Queensland has successfully trialled Indigenous service delivery reforms in Yarrabah, near Cairns. Credit: AAP



Indigenous Queensland communities are set to have a much bigger say on their own healthcare and housing needs, as well as how their children are educated.

The state's 26 Indigenous councils will soon start deciding how Queensland government services

**THE TINY PINDER STORY**   
 **WATCH NOW**


11:57

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The state's 26 Indigenous councils will soon start deciding how Queensland government services such as health care, housing and education are delivered.

Advisory panels will be appointed in each Indigenous community within two years to advise the government.



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Aboriginal and Torres Strait Island Partnerships Minister Craig Crawford says the move is an important step towards self-determination.

“Progressing local solutions and decision-making with Aboriginal people and Torres Strait Islander people is critical for communities to thrive,” he said on Monday.

The new Local Decision Making Bodies (LDMBs)



**THE TINY PINDER STORY**

**WATCH NOW**

The new Local Decision Making Bodies (LDMBs) will be told how much money the government is investing in each community.

Information will include details such as how much is spent on services, the amount of funding for each service contract, who is delivering the contracts, and whether they employ local people.

Each decision-making panel will have access to performance data for services and contractors in their community.

Mr Crawford said more transparency will allow for better service delivery models to be designed, and potentially save money.

The Queensland government has already successfully trialled various aspects of the service delivery reforms in Yarrabah, near Cairns, and Mapoon on Cape York.

“We recognise that the greatest progress is achieved when First Nations people lead the way,” Mr Crawford said.

“Traditionally, government has taken a top-down approach to decision making.”

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## **Answers to questions taken on notice at the public hearing – 4 August 2022**

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## 2022 ESTIMATES HEARING

### QUESTION TAKEN ON NOTICE

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

What discrete diversionary programs the department funds and whether we are able to provide a full list of programs and funding allocated to these programs for the last three to four years?

#### ANSWER

*The Working Together Changing the Story: Youth Justice Strategy 2019–2023* (the Strategy) set an ambitious reform agenda. The four pillars identified by Mr Bob Atkinson AO APM are: intervene early; keep children out of court; keep children out of custody; and reduce re-offending, with public safety and community confidence as foundations.

As part of the Strategy, the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) funds and provides a range of diversionary offender-based programs, services and partnerships across government, the non-government sector and the broader community.

This takes a broad definition of diversion programs and services all aimed addressing the underlying causes of offending, keeping the community safe and to divert young people from the criminal justice system.

In terms of the total amount of funding dedicated to diversionary programs and services, see the below table which is funding for DCYJMA only and does not include other agencies:

**Table 1.**

<b>Program*</b>	<b>2020-21 (\$)</b>	<b>2021-22 (\$)</b>	<b>2022-23 (\$)</b>
<b>Bail Support Program</b> This program delivered by community organisations assists young people at risk of being remanded in custody, providing support to ensure they meet their bail conditions.  <b>Legal Advocacy and Bail Support</b> Resources to ensure legal advocates can adequately respond to the demands and complexity of the new legislation and young people appearing before the courts.  <i>NB Two discrete programs but funding transferred between the two programs in each year. Combined to show the overall total</i>	6,998,500	8,128,710	8,382,855
<b>Community Partnership Innovation Grants</b> Funding to work with community and deliver short-term innovative crime prevention projects.	0	1,400,000	3,000,000
<b>Restorative Justice Conferencing</b> Restorative justice conferencing is an inclusive process that establishes a meeting between a child or young person who has committed a crime and the people who were affected to discuss what happened, the impact and what can be done to start making things right.	6,292,614	6,524,224	6,804,921
<b>Drug and Alcohol Treatment Centre</b> A residential drug and alcohol treatment facility for young people. The service will be delivered by the Ted Noffs Foundation, a national leader in drug and alcohol responses for young people.	0	200,000	2,505,760
<b>Community Youth Response and Diversion</b> This initiative provides tailored diversionary responses after hours to keep young people out of courts and custody, and programs to assist young people to overcome barriers around accessing education, and mentoring and integrated case management to prevent re-offending.	3,792,000	3,899,619	4,249,806
<b>Youth Offender Support Service</b> Provide a culturally safe, client centred, evidence-based service, through intensive family support and case management.	4,036,444	4,392,566	4,585,575
<b>Family-Led Decision Making</b> This program gives Aboriginal and/or Torres Strait Islander families, whose children are in contact with the youth justice system, a stronger voice in decisions about their children.	997,000	999,000	1,306,252
<b>Specialist Indigenous Youth and Family Workers</b> Provides intensive support to Aboriginal and/or Torres Strait Islander families who have children at risk of entering, or already in contact with, the youth justice system, especially those at risk of being remanded in detention.	4,120,000	3,812,536	3,813,000
<b>Mount Isa Transitional Hub</b> Provides an after-hours, community focussed and culturally safe diversion response for young people.	1,332,000	1,295,974	1,837,205
<b>On Country Program</b> The On Country program is a community-driven response in providing culture-based rehabilitation for Aboriginal and/or Torres Strait Islander young people with complex needs.	1,754,000	1,789,647	2,154,307
<b>Transition 2 Success Program</b> Provides young people in the youth justice system, or at risk of entering it, a 10 to 16-week program where they complete vocational training and work experience with local organisations.	6,690,397	6,270,518	6,744,846
<b>Queensland Youth Partnership Initiative</b> This program provides alternative opportunities and activities for at-risk young people with a focus on youth development, training, employment and engagement.	376,499	337,445	977,452
<b>Townsville Community Youth Response</b> This initiative provides diversionary responses after hours to keep young people out of courts and custody.	3,664,479	3,857,198	3,816,824
<b>Co-Responder Program</b> A joint Youth Justice and Police team focused on reducing and preventing youth crime by working to stop offending and anti-social behaviour.	3,822,233	7,963,356	9,677,327

*\*these are DCYJMA program delivery costs only and do not include whole of departmental corporate costs or funding for other agencies*

Further, DCYJMA also provides diversionary programs as part of standard case management with young people subject to youth justice orders which is funded through staffing in regions across Queensland. These programs include but are not limited to programs such as:

- Rethinking Our Attitude to Driving (ROAD)
- Aggression Replacement Training (ART)
- Changing Habits and Reaching Targets (CHART)
- Re-Navigating Anger and Guilty Emotions (RAGE)
- Emotion Regulation and Impulse Control (ERIC)
- Black Chicks Talking
- Community Service Orders
- Graffiti Removal Orders
- Probation Orders.

These programs are funded through the staffing allocation to Youth Justice in the regions.

## **2022 ESTIMATES HEARING**

### **QUESTION TAKEN ON NOTICE**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

What's the longest time a child has been held in a behaviour management room in the last 12 months? Are you able to indicate in line with the question, what the longest time is that a child has been kept in separation, even putting aside the incorrect terminology I used?

#### **ANSWER**

Separation is a practice authorised under the Youth Justice Regulation 2016 and is only permitted in limited circumstances.

The longest continuous separation for one young person was 29 hours and 44 minutes (1 day, 5 hours and 44 minutes), excluding the 12-hour overnight rest periods and occurred between 10:06am on 4 February 2022 and ended at 3:50pm on 6 February 2022.

The young person was provided daily support from Queensland Health staff, support from the multi-disciplinary team, including psychologists, provided with meals and had the ability to contact staff at all times through intercoms within their rooms.

The separation occurred for safety and security reasons at the Cleveland Youth Detention Centre and involved several young people. All relevant approvals were sought as per the legislative requirements and the separation ended as soon as it was safe to do so.

This separation event followed a particularly dangerous and high-risk incident, which involved a staff member being seriously assaulted.