

Department of Youth Justice and Victim Support

Disability Service Plan 2026-27

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A message from the Director-General

In the Department of Youth Justice and Victim Support we support all people having the same right to access services, facilities, employment and workplace opportunities. This includes people with disability.

It is important to us that we create and maintain places and services that are easy for people with disability to access and use.

Our **Department of Youth Justice and Victim Support Disability Service Plan 2026-2027** outlines how we achieve this.

This plan shows the actions we will take, how they will be measured, and the timeframes we will deliver them in.

This plan contributes to and supports:

- [Australia's Disability Strategy 2021–2031](#)
- [Queensland's Disability Plan 2022–2027](#)
- [Disability Services Act 2006 \(Qld\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cth\)](#)
- [Anti-Discrimination Act 1991 \(Qld\)](#).

With a Public Sector target of 12 per cent of department staff being people with a disability, we recognise the ongoing opportunity for us to improve our workplaces for everyone, as set out in the plan. We are committed to playing our part in providing positive and meaningful improvements.

As Director-General, I am dedicated to completing the actions detailed in the plan. I will lead the department to improve accessibility, contribution, inclusion, and fairness for all people with disability.

I would like to thank everyone who has provided valuable insights and contributions and the dedicated staff who have prepared and developed this plan.

Kate Connors
Director-General
Department of Youth Justice and Victim Support

Acknowledgements

Acknowledgement of people with disability

We recognise and celebrate the diversity and contributions of people with disability in our workplaces and across our communities. We acknowledge the barriers and inequities that people with disability continue to face and affirm our commitment to creating a society that is inclusive, accessible, and respectful of the rights and dignity of all individuals.

By working in partnership with individuals, families, carers, and disability organisations, we aim to build trust, promote equity, and create a future where people with disability are empowered to live with dignity and achieve their aspirations.

Acknowledgement of Aboriginal and Torres Strait Islander peoples with disability

We honour the strength, resilience, and cultural identity of Aboriginal and Torres Strait Islander peoples living with disability and recognise the unique challenges they face.

We acknowledge the historical and ongoing experiences of Aboriginal and Torres Strait Islander peoples with disability and are committed to delivering culturally safe, trauma-informed services. Our goal is to foster inclusive and welcoming environments that respect Aboriginal and Torres Strait Islander cultures.

About the department

The Department of Youth Justice and Victim Support's (YJVS) vision is for a safer community with fewer victims of crime by restoring consequences for action and reducing reoffending through effective and early intervention and empowering youth offenders to turn their lives around.

YJVS' purpose is to keep Queenslanders safe by delivering stronger laws and fewer victims of crime, providing meaningful support to victims of crime through victim support services.

Youth Justice does this by:

- delivering implementation of stronger laws that hold youth offenders to account
- delivering rehabilitation programs to help youth turn their lives around and break the cycle of reoffending
- delivering early intervention community-led initiatives to reduce crime, boost education, training, and employment
- reducing youth reoffending through community, partner, and government collaboration.

Victim Support does this by:

- providing more help for victims of crime as they navigate the justice system
- providing victims of crime with timely updates about their case as justice progresses
- establishing a nation-leading Victims Advocate Service
- partnering with communities to support victims of crime.

The department also enables our workforce and partners by:

- improving the capability and capacity of the sector and our workforce to respond to changing demands
- implementing an improved safety environment for our workforce
- optimising infrastructure and facilities to enable improved rehabilitation outcomes and safety
- implementing key performance indicators for every program.

The Office of the Victims' Commissioner works independently of the department. The Office of the Victims' Commissioner vision is that victims are respected, seen, and heard in a justice system that anticipates their needs.

The Office of the Victims' Commissioner's purpose is to ensure our justice and victim support systems uphold the dignity and rights of all victims of crime, within a culture of safety, transparency, and accessibility.

The Office of the Victims' Commissioner does this by:

- promoting and protecting victims' rights in Queensland
- advocating for trauma-informed and empowering responses
- increasing participation, action, and truth-telling
- being transformative, positive disruptors
- collaborating, cooperating, and learning.

About Australia's Disability Strategy 2021-2031

The YJVS Disability Service Plan 2026–27 (DSP) identifies ways we can deliver our services and work with people with disability in alignment with [Australia's Disability Strategy 2021–2031](#) (ADS), which was launched on 3 December 2021. The ADS is committed to 'creating an inclusive community together'.

The ADS includes seven outcome areas that collectively represent the areas people with disability have said are important to them and need to be improved to achieve an inclusive Australian society:

1. employment and financial security
2. inclusive homes and communities
3. safety, rights, and justice
4. personal and community support
5. education and learning
6. health and wellbeing
7. community attitudes.

The ADS represents a unified approach by all governments in Australia to work together with business and the community towards the vision of an inclusive Australia.

Queensland's Disability Plan 2022–2027

[Queensland's Disability Plan 2022–2027](#) (QDP) is a five-year plan that focuses on inclusion and achieving the best outcomes to have a real impact on the lives of people with disability. The QDP aligns with the ADS. The DSP and QDP also contribute to meeting the Queensland Government's obligations under the [United Nations Convention on the Rights of Persons with Disabilities](#).

The QDP guides the Queensland Government's commitment to deliver real action in Queensland and informs the departmental DSP. The QDP describes three elements – building blocks, impact areas, and the ADS outcome areas:

- **Four building blocks** which assist in identifying issues and should underpin all departmental disability service plans: co-design, human rights, measurement of outcomes and impacts, cultural and systems change.
- **Four impact areas** which provide a structure for departmental DSP actions and ensure an impact is made throughout the entire organisation: our service users, our people, our places, and our communities.
- **ADS outcome areas** which all DSP actions must align with.

Purpose

The [Disability Services Act 2006 \(Qld\)](#) (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing, and encouraging their participation in community life. This legislation requires all Queensland Government agencies to develop and implement a DSP. The purpose of the DSP is to ensure the agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. The DSP aims to improve access to services across government for people with disability, including providing more coordinated responses.

What is a disability (definition as per the Act, s. 11)

1. A **disability** is a person's condition that—
 - a. is attributable to—
 - i. an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or
 - ii. a combination of impairments mentioned in subparagraph (i); and
 - b. results in—
 - i. a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self care or management; and
 - ii. the person needing support.
2. For subsection (1), the impairment may result from an acquired brain injury.
3. The disability must be permanent or likely to be permanent.
4. The disability may be, but need not be, of a chronic episodic nature.

About our Disability Service Plan

Our department's inclusion commitment

As an organisation, we value and promote the benefits of inclusion and diversity. We create a welcoming, safe, and respectful environment for all. Our leadership ensures everyone can safely come to work and be treated fairly, feel valued, and be provided with equitable opportunities to contribute and succeed.

Development of this plan

YJVS is committed to inclusion and accessibility for people with disabilities. This includes our service users, staff, our physical and online environments, and our community. The DSP was developed through a working group with broad representation from across the department, including subject matter experts, and consultation with people with disability. The working group is ongoing and will monitor the progress of this plan.

The Queenslanders with Disability Network (QDN) was engaged to review the current and previous plans, providing recommendations to improve participation of people with disability through co-design and a people-centred focus of services, policies, programs, and projects.

We have also invited Together Queensland, Industrial Union of Employees and The Australian Workers' Union of Employees Queensland to review this plan as part of our consultation process.

The DSP incorporates:

- current and planned policies, programs, and projects to improve services for people living with disability
- insights from staff living with disability who participated in the DSP working group and survey to identify ways to improve the workplace environment
- alignment with the requirements of the QDP, ADS, and the [Human Rights Act 2019 \(Qld\)](#).

Impact areas

Each business area has identified programs of work and performance measures to achieve our objectives across all four key impact areas:

- Our service users
- Our people
- Our places
- Our community.

Implementation

Implementation of the DSP will be in accordance with the building blocks prescribed in the QDP:

1. Co-design: We do things with people with disability, not to them or for them.

Activities undertaken to implement the DSP incorporate the perspectives of people with disability.

YJVS has developed this DSP in consultation with the Equity and Diversity Network, and other key employee stakeholders through the DSP working group. We will continue to work with our employees to ensure our approach to disability inclusion is one that is humanistic and transparent.

2. Measurement of outcomes and impact: We set clear targets, and we measure our progress.

Each DSP action includes how we will measure and monitor outcomes.

This DSP is a living document, allowing for flexibility in the achievement of agreed actions. In addition to the measurements against the actions in this plan, YJVS will monitor our progress through data from our Working for Queensland (WfQ) results, and changes in our Minimum Obligatory Human Resource Information (MOHRI) data. We will also undertake further investigation through engagement with and participation in the equity and diversity data audit process.

3. Human rights: We will promote and protect the rights of people with disability in everything we do.

The [Human Rights Act 2019 \(Qld\)](#) is applied when making decisions and developing policies and procedures.

In 2023, the [Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#) identified important areas for improving our service system needs, both more broadly as well as within YJVS.

4. Cultural and systems change: We will grow inclusion from within organisations by removing barriers embedded in structures and systems.

We will improve inclusion by removing barriers within structures and systems and use a strengths-based approach to change attitudes and perceptions.

Progress reporting

YJVS will report annually to the Department of Families, Seniors, Disability Services and Child Safety on the implementation and progress of the DSP.

Contact details

If you would like to provide feedback on this plan, or contact us for further information about the plan, the department's contact details are:

- Email: strategicwp@youthjustice.qld.gov.au
- Website: <https://www.youthjustice.qld.gov.au/>
- Telephone: 13 QGOV (13 74 68).

Our actions

Impact area 1: Our service users – our services must be inclusive for all people.

YJVS staff frequently work with people with disabilities across our services and considers the needs of children and youths with disability when planning engagement and consultation activities, including the consideration that people in contact with the department may not have a diagnosis, particularly in relation to neurodevelopment disorders.

Disability awareness online training is included in the induction program for all department staff to increase effective communication, interaction, and support for people with disability. In addition, frontline staff have access to a range of training courses and advanced learning options to increase understanding of needs to enhance working with people with disability.

The activities in this plan are designed to elevate the DSP beyond awareness. The department is committed to move beyond consultation towards co-design with our staff, service users, and communities to elevate the voices of those with disabilities and their carers.

This impact area recognises that services must provide a person-centred user experience, inclusive of all people. This includes:

- understanding that people with disability have different levels of digital literacy, access to technology, and connectivity
- understanding that many people's experiences as a person with disability are multi-layered and shaped by not only their disability, but by their age, sex, gender, gender identity, sexual orientation, intersex status, ethnic origin, or race.

#	Category	Action	Detail	Measurement	Timing	Responsible area
1.1	Collaboration	Implementation of Recommendation 8.4 from Disability Royal Commission	YJVS specific screening and assessment services funded in each region as per Disability Royal	1. Funding provided to procured services 2. Screening and assessment service established and commenced for	December 2026	Disability Practice Team, Regional Operations

#	Category	Action	Detail	Measurement	Timing	Responsible area
			Commission (Recommendation 8.4)	Brisbane and Moreton Bay, South East, Sunshine Coast and Central, and South West (Roll out for Far North Queensland and North Queensland is scheduled to commence in 2027)		Commissioning, Investment and Innovation
1.2		Disability Support Plans developed	Assessments are funded, and disability support plan will be provided to YJVS. This will provide targeted advice about how staff can be disability responsive with individual youths	1. Disability Support Plan template developed 2. Confirmed resourcing/support availability to implement support plans 3. Staff trained in how to use template and program implemented	December 2026	Disability Practice Team, Regional Operations
1.3	Training and Awareness	Improved capture of information about disability in Unify	Information about disability and National Disability Insurance Scheme (NDIS) status is	1. Staff are trained in how to effectively use disability fields 2. 10% of Unify records include a response in a 'suspected	December 2026	Manager, Unify

#	Category	Action	Detail	Measurement	Timing	Responsible area
			<p>accurately recorded in Unify</p> <p>Staff are supported to record disability and NDIS status in the client management system throughout the implementation period</p>	disability' and/or 'confirmed disability' field		

Impact area 2: Our people – we recognise that our workplace and workforce are inclusive, and our role in building the workforce participation of people with disability.

YJVS is committed to inclusion and diversity, including an employment target for people living with disability of 12 per cent by 2026. Measuring the success of our initiatives relies on both supporting more inclusive work practices, as well as ensuring that staff are comfortable identifying as living with disability in our employee census data. Staff with disability have access to supports such as flexible work arrangements and workplace adjustments. This plan is aimed to build maturity of inclusion by ensuring:

- staff are informed about support options
- our leaders are educated about the needs for supports or adjustments in the way work is performed, and
- other ways to attract and retain staff who live with disability.

This impact area recognises the importance and value of inclusive workplaces and workforces, which are integral to building the workforce participation and financial security for people living with disability.

#	Category	Action	Detail	Measurement	Timing	Responsible area
2.1	Accessible Resources	Inclusion of accessibility review during regular policy/ procedure reviews	Policies and procedures reviews consider needs of people with disabilities	<ol style="list-style-type: none"> 1. All new policies and procedures include accessibility options. (i.e. how to access interpreter assistance/ National Relay Service) 2. All new policies and procedures have been reviewed for accessibility. (i.e. 	Ongoing	All business areas

#	Category	Action	Detail	Measurement	Timing	Responsible area
				confirmation that accessibility software can be used) 3. Policy and procedure reviews include accessibility considerations (i.e. review of language level and/or easy-read options)		
2.2	Attraction and Retention	Promote inclusion benefits of Flexible work arrangements policy and Reasonable workplace adjustments policy	Showcase flexible work options and the purpose and benefits of reasonable adjustments to engage with employees living with disability to support full participation in work life	1. Update of relevant Human Resources intranet pages (Inclusive, targeted and identified recruitment/ Equity and diversity) 2. Published content on intranet stories/ Equity and Diversity Newsletter/ Champion messages throughout the year	1. July 2026 2. Ongoing	1. Human Resources page owners 2. Equity and Diversity Network

#	Category	Action	Detail	Measurement	Timing	Responsible area
2.3		Ensure a consistent disability inclusive approach to recruitment policy and practice	Hiring managers and selection panels complete recruitment processes which align to the Recruitment and selection policy Adjustments are implemented as far as reasonably practicable prior to commencement of employment to allow for seamless transition to the workplace	1. All hiring processes include accessibility/ accommodation options for candidates 2. Disability recruitment to appear on standard Recruitment pages on Human Resources Intranet	May 2026	1. Human Resources Business Partnerships and Hiring managers 2. Attraction and Recruitment intranet/internet page owners
2.4	Training and Awareness	Continuously update disability awareness training options on a range of topics pertaining to disability, and intersectionality	Make non-mandatory courses about disability available to staff including funded services	Development of e-learning disability modules	June 2026	Disability Practice Team, Regional Operations
2.5		Embed Neurodevelopmental Disability Framework (NDDF) for Practice	Deliver NDDF training to staff in line with screening and assessment services coming	1. Delivery of NDDF training 2. Practice toolkit published and accessible,	1. South East, Brisbane and Moreton Bay – March 2026	Disability Practice Team, Regional Operations

#	Category	Action	Detail	Measurement	Timing	Responsible area
			onboard in each region Develop an online practice toolkit for staff including resources for disability adoptions	including user guide	2. South West, Sunshine Coast and Centre – September 2026 (Far North Queensland and North Queensland delivery scheduled for 2027)	
2.6		Increase visibility of inclusion initiatives	Promote the DSP Provide opportunities to highlight visibility of staff living with disability	1. Communication of the DSP on internal channels (e.g. intranet/ leadership message/ regional and Youth Detention Centre newsletters) 2. Staff living with disability are invited to share their experience via the Equity and Diversity Network (e.g. speaking at	1. February 2026 2. Ongoing	1. Strategic Workforce Planning Team, Regions and Youth Detention Centre's 2. Equity and Diversity Network, and Equity and Diversity Champion

#	Category	Action	Detail	Measurement	Timing	Responsible area
				Equity and Diversity meetings/ promoted through Champion messages)		
2.7	Workplace Adjustments	Support flexible working arrangements (where available) in regions/ Youth Detention Centres and central offices	<p>Promote the YJVS Flexible work arrangements policy, guidelines and processes</p> <p>Promote the Hours of work policy</p> <p>Provide education on how to apply for reasonable adjustments in the workplace</p>	<p>1. Policies are promoted on the intranet, in regional offices and Youth Detention Centres</p> <p>2. Increase of staff accessing flexible work arrangements (where available) in Regions, Youth Detention Centres and central offices</p>	<p>1. Biannually</p> <p>2. 1 January 2026 (to confirm baseline); 30 June and 31 December</p>	Human Resources in partnership with business areas

Impact area 3: Our places – we recognise the need for our places and services to be accessible for people with disability.

This impact area recognises that our physical and digital places must be accessible for all people. Our places must also consider the needs of people with Neurodevelopmental Disability and neurodivergence.

Accessibility is assessed as part of due diligence for new leases for physical spaces. Major fit outs, refurbishments and major upgrades are mindful of accessibility and comply with the *Building Act 1975* disability requirements and the National Construction Code.

#	Category	Action	Detail	Measurement	Timing	Responsible area
3.1	Accessible Resources	Risk assessment completed for all YJVS locations	Accessibility features are clear and recognisable, and kept free from clutter for ease of access and mobility	Health and Safety Representative or other nominated person completes health and safety inspections each quarter	Quarterly	Safety and Wellbeing
3.2		Review of YJVS spaces against current regulations	Options to improve workplace environments are investigated	1. Accessibility of YJVS spaces reviewed against current guidelines 2. Commitment to ensure any new spaces meet minimum accessibility standards (to be agreed)	1. August 2026 2. Ongoing	Property and Procurement

#	Category	Action	Detail	Measurement	Timing	Responsible area
3.3		Improve accessibility to the department's online applications	Delivery of YJVS improvement actions outlined in the <i>Digital Services Accessibility Plan 30 June 2025- 30 June 2026</i>	Full itemised inventory of YJVS applications that require improved accessibility	30 June 2026	Chief Digital Officer

Impact area 4 - Our Community – we recognise that our actions and activities should be inclusive of the whole community, and the requirements of those in all regions.

In addition to directly working with clients, the department engages a range of service providers to deliver support to clients that meets their needs. Where applicable, this includes engaging services that support people living with disability.

This impact area recognises that the actions and activities of government and community-based organisations to deliver local initiatives should be inclusive of the whole community, and the requirements of those in all regions.

#	Category	Action	Detail	Measurement	Timing	Responsible area
4.1	Aboriginal and Torres Strait Islander peoples	Improved understanding of cultural considerations when identifying neurodevelopmental disorders	Culturally safe and accessible assessments with support from Aboriginal and/or Torres Strait Islander community liaisons and advocates	1. Identify what resources are currently available 2. Identify what can be developed to support Aboriginal and/or Torres Strait Islander staff, youth and families 3. Roll out of Aboriginal and Torres Strait Islander Disability working with families training for frontline staff	December 2026	Cultural Capability Disability Practice Team, Regional Operations

#	Category	Action	Detail	Measurement	Timing	Responsible area
4.2	Collaboration	Increase service continuity between YJ, YJ funded agencies (e.g. Staying on Track) and disability services	Providing a streamlined experience for youth and families across the service system	Develop feedback opportunities for youths and families who engage with the department and referral services	December 2026 – Aligning with the screening and assessment rollout	Disability Practice Team, Regional Operations

Other formats:

Hearing impaired assistance

Please contact us through the National Relay Service:

TTY users: 133 677 (no additional call charges apply)

Speak-and-listen: 1300 555 727

Internet relay users: [National Relay Service](#)

Video relay services: relayservice@gov.au

SMS relay users: 0423 677 767

Interpreter assistance

Contact the National Translator and Interpreter Service on 131 450