

Disability Service Plan | 2026–2029

Our plan is developed under the *Disability Services Act 2006* and aligns with *Queensland's Disability Plan 2022–2027: Together, a better Queensland*.

Our department's vision is to be a trusted social services leader empowering people, communities and strengthening families.

Our department's purpose is to deliver effective social services that support Queenslanders to live safe, connected and fulfilling lives.

Strategic context

United Nations Convention on the Rights of Persons with Disabilities A global agreement to protect the rights of people with disability.

Australia's Disability Strategy 2021–2031 A national plan to make Australia more inclusive and fairer for people with disability.

Queensland's Disability Plan 2022–2027: Together, a better Queensland Queensland's plan to achieve the outcomes of *Australia's Disability Strategy 2021–2031* for Queenslanders with disability.

Disability service plans Outline how Queensland Government departments will make services better and more accessible for people with disability.

Our department's services

- Prevention of domestic and family violence services:** To prevent and respond to domestic, family and sexual violence.
- Family services:** Accessible, timely and responsive delivery of community services, including human and social recovery and resilience activities for Queenslanders impacted by disasters and critical incidents.
- Seniors and disability services:** To deliver high-quality services and safeguards and promote the safety, inclusion, engagement, rights, and social and economic participation of seniors, carers and people with disability.
- Child safety services:** To enable families to safely care for their children and young people, and provide services to support the safety, belonging and wellbeing and best interests of children and young people not able to be cared for by their families.
- Our staff:** To successfully deliver our services, we are building on a capable, values-driven workforce focused on continuous learning and development.

Outcome areas

The outcome areas of *Australia's Disability Strategy 2021–2031* form the goals we aim to achieve through the actions in our plan.

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

Who this plan is for

Our plan is for all Queenslanders with disability, in all communities, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, women, LGBTQIA+ people, and those experiencing multiple forms of disadvantage.

We drive change through our services by recognising the diverse experiences of people with disability. This means meaningfully including voices from all communities and acknowledging the unique challenges that can be faced by some people in our community.

By addressing these intersecting needs through co-design and genuine connection, we aim to foster greater equity and inclusion.

Our role in growing inclusion of people with disability

We are committed to delivering high-quality services and safeguards that promote the safety, inclusion, engagement, rights, and social and economic participation of Queenslanders with disability. Our work focuses on removing barriers and creating opportunities so people with disability can thrive in all aspects of community life.

Our services and support for people with disability include:

- » **Empowering social and economic participation:** Supporting Queenslanders with disability to access more opportunities for inclusion and independence, supported by significant investment in the National Disability Insurance Scheme (NDIS).
- » **Driving disability reforms:** Working with other jurisdictions and across Queensland Government agencies to advance key reforms in response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the independent review of the NDIS. We work closely with people with disability, their families, and sector stakeholders to address disadvantage and shape Queensland's reform priorities.
- » **Providing essential accommodation support:** Delivering accommodation support and services for people with intellectual disability and high support needs who require full-time support with daily living activities.
- » **Operating the Forensic Disability Service:** Providing specialised support for people with disability who require forensic support services.
- » **Monitoring disability service plans across government:** Tracking the progress of disability service plans to ensure a coordinated, whole-of-government approach to improving outcomes for people with disability.

What we will do

We have committed to **12 key initiatives** across our department that align with the goals of our plan. These initiatives are focused on improving outcomes for Queenslanders with disability as service users and our staff members across our communities and our places.

You can read more about key initiatives in the next section.

As at date of publication these are the most recent data sources:

1. NDIS Explore data, Q3 FY25/26, [Explore data | NDIS](#), accessed 29 May 2026.
2. Australian Bureau of Statistics (2022) '[Cultural diversity data summary, 2021](#)', accessed 29 May 2026.
3. Australian Bureau of Statistics, Disability, Ageing and Carers, 2022, TableBuilder.
4. Australian Bureau of Statistics, [National Aboriginal and Torres Strait Islander Health Survey](#), accessed 29 May 2026.
5. Bilateral Agreement between the Commonwealth and Queensland on the [National Disability Insurance Scheme](#).
6. Department of Families, Seniors, Disability Services and Child Safety (DFSDESCS) internal reporting.
7. The State of Queensland (Department of Families, Seniors, Disability Services and Child Safety) 2025, [Annual report 2024–25](#).
8. Department of Families, Seniors, Disability Services and Child Safety, [Working for Queensland survey 2025](#).

Key facts about people with disability in Queensland

165,611 Queensland NDIS participants¹

More than **4,100** Queenslanders use Auslan at home²

There are over **655,000** carers of people with disability in Queensland³

1.19 million Queenslanders have disability³ including almost 500,000 (or 42%) over the age of 65

Almost **23%** of our population³

51% identify as male³

49% identify as female³

36.7% of Aboriginal and Torres Strait Islander peoples in Queensland have disability⁴

Of Queenslanders who identify using a term other than male or female, **28%** have a disability³

Our department

\$2.7 billion investment in the NDIS in 2026–27⁵

\$12.5 million to funded disability advocacy organisations in 2026–27⁶

\$5.3 million to funded disability peak organisations in 2026–27⁶

\$1.08 billion in payments to provide cost of living relief and assistance for seniors in 2024–25⁷

26,042 hours of advocacy support to **3,202** service users in 2024–25⁷

5.09% of our staff identify as having a disability as at 27 June 2025⁷

73% of our staff believed employees with disability have an equal opportunity to succeed in our workplace in 2025⁸

Our service users

We will improve service delivery and experiences for our service users with disability.



What we will do

Drive the inclusion of children, young people, and parents with disability

We will maintain our significant ongoing investment in the NDIS and continue with the long-term national commitment to progress disability reforms in response to the Disability Royal Commission and NDIS Review.

We will do this by working in partnership with people with disability, their families and sector stakeholders to set the priorities for Queensland, and by representing Queenslanders with disability in national forums, including in negotiating the implementation of the National Agreement on Foundational Supports.

Coordinated impact under Queensland Government disability service plans

We will strengthen our approach to coordination, monitoring and delivery of disability service plans through collaboration across all Queensland Government departments.

The expertise of the Queensland Disability Advisory Council will be leveraged to independently monitor the progress and implementation status of departmental disability service plans, and to help ensure all Queensland Government services, facilities, and programs are accessible and inclusive for people with disability.

Protection of rights and supporting of dignity

The Queensland Government is committed to reforming the restrictive practices authorisation framework to better protect the rights, safety and dignity of people with disability.

We will work with people with disability, families, carers, and stakeholders to reform the authorisation, review and oversight processes.



Our service users (continued)

Deliver quality NDIS services

Our work as a registered NDIS provider will focus on achieving the highest standards in enabling individuals to live fulfilling and independent lives while ensuring their safety, dignity and wellbeing.

The department will continue to deliver high-quality, person-centred support to people with intellectual disability who require full-time assistance with the core activities of daily living, i.e. supported independent living.

We will also continue to assess the best strategic use of our specialist disability accommodation (SDA) and position our housing assets in the areas of greatest demand through monitoring market signals and listening to our stakeholders and partner agencies.

Support for people with lower intensity needs

We will continue to deliver the Queensland Community Support Scheme (QCSS) to people affected by circumstances that impact their ability to live independently at home.

The lower intensity supports that QCSS offers also assist with increasing connections and participating in the community. The services support both re-enablement and the prevention of social isolation and will also provide links to other formal and informal supports and services in the community.

Improve services for children and young people with disability in the care of Child Safety

Children and young people with disability represent a significant cohort within the child safety system and require tailored, inclusive and coordinated support to meet their safety, well-being and developmental needs.

The department will work to enhance and embed collaborative service responses for children and young people in the child safety system with disability, including through providing support to access and utilise specialist NDIS funded support.



Our people

We will foster a diverse, inclusive, and supportive workplace where all staff, including those with disability, can fully participate and thrive.



What we will do

Disability Proud Network

We will continue to support the critical role and status of our department’s Disability Proud Network, in helping to make the department more accessible and inclusive, and an employer of choice for people with disability.

The Disability Proud Network operates as a disability-led collaboration of staff from across the department, who work together to highlight the positives, negatives and areas for improvement of the workplace, systems, structures and attitudes.



Shape an inclusive future: Inclusion Strategy 2027–2030

We will develop and implement the department’s new Inclusion Strategy, which is being co-designed with our diverse workforce, including input from employee resource groups, workforce data and the Working for Queensland survey. It will focus on improving workplace diversity and inclusion, supporting the goals of the *Strategic Plan 2025–2029*.



Our community

We will strengthen the capacity and effectiveness of our funded partners, including advocacy groups and peak bodies, to better support people with disability. We will also foster greater inclusion and collaboration across the broader community.



What we will do

Break barriers: Empower people through personalised support

The Support Beyond Barriers program provides personalised, one-to-one assistance to people facing significant challenges they cannot overcome alone.

The program helps people navigate complex processes, such as applying for the NDIS, Disability Support Pension, My Aged Care, housing, citizenship and visa paperwork, accessing financial supports, and completing online forms.



Partnerships for Person-Centred Emergency Preparedness (P-CEP) Implementation Project

We will continue our collaboration with local government, the disability sector, aged care organisations, and community leaders to develop, implement and evaluate Person-Centred Emergency Preparedness tools and resources. The project aims to strengthen disaster risk reduction and emergency preparedness for Aboriginal and Torres Strait Islander peoples and seniors, including people with disability and chronic health conditions.

This approach will build community awareness, strengthen collaboration and improve information sharing and education. It is designed to address preparedness gaps and develop practical solutions that support communities to prepare for, respond to, and recover from disasters and critical incidents.



Our places

We will improve inclusion and access across our physical and digital spaces, creating a more inclusive and supportive environment for people with disability.



What we will do

Build system capability to improve responses for people with disability impacted by violence

We will strengthen system responses for people with disability affected by domestic, family and sexual violence.



In partnership with DVConnect, Queenslanders with Disability Network and Ethicol, we will engage stakeholders, develop tools to assess service accessibility and integration, and create resources to build organisational capability.

This initiative aims to ensure services are inclusive, accessible and responsive to the needs of people with disability, aligning with the Queensland Government's commitment to preventing domestic, family and sexual violence and assisting victims.

Improve support and advocacy outcomes for people with disability who are, or are at risk of homelessness or living in residential services

The department will continue to commission services to offer support, including independent advocacy for people with disability who are, or are at risk of homelessness or living in residential services.



Implementing our plan

The four building blocks outlined below represent the principles that we will apply across the initiatives outlined in our plan. These interconnected elements work together to enable us to identify and address key issues for people with disability and drive meaningful and sustainable change within the human rights principle of the *Disability Services Act 2006*.

Co-design

Co-design is an inclusive, accessible, and equitable process that engages diverse communities and fosters ongoing collaboration across service design stages.

- ✓ Involving people with disability in designing or improving our services, from scoping through to evaluation.
- ✓ Using feedback from people with disability to guide our work (e.g. through consultation or surveys).
- ✓ User testing to ensure accessibility and usability.
- ✓ Mapping our stakeholders and how they interact with our services, including those in hard-to-reach communities.
- ✓ Including feedback mechanisms for service users with disability.

Measuring outcomes and impact

Measuring outcomes and impact will help us ensure our services make a positive impact on the lived experience of people with disability.

- ✓ Collecting data about service outcomes from people with disability to inform our services.
- ✓ Generating evidence about outcomes through analysis of published and administrative data.
- ✓ Evaluating our initiatives to ensure they meet the needs of people with disability.
- ✓ Sharing data or outcomes related to the impact of our projects.

Human rights

Human rights means making access, inclusion and equality real in the delivery of everyday services and practice.

- ✓ Delivering our services in a way that upholds and advances human rights.
- ✓ Publishing documents in accessible formats (e.g. HTML, Easy Read) and in compliance with Australian Government Web Content Accessibility Guidelines.
- ✓ Ensuring human rights policies are upheld in practice and that complaints processes identify where human rights have been impacted.
- ✓ Adhering to the Queensland Government Language Services Policy.
- ✓ Improving access to government services for people with disability through information sharing (e.g. Queensland Disability e-news).

Cultural and systems change

Cultural and systems change means organisational maturity has reached a point where active consideration of inclusion is the default and drives decisions and service design.

- ✓ Ongoing education of staff and funded services about inclusion and the social model of disability.
- ✓ Sharing outcomes, progress and learnings from our services with stakeholders and expert advisors.
- ✓ Senior leaders championing inclusion.
- ✓ Embedding social and accessible procurement approaches.

How we will know we are making a difference

We report on a range of information regularly that helps us understand our impact.

Our people

- Proportion of staff who have completed disability awareness training.¹
- Proportion of people with disability in our workforce.²
- Proportion of staff that believe employees with disability have an equal opportunity to succeed in our workplace.³
- Proportion of approved accommodation support places used for people with disability.⁴
- Proportion of NDIS enrolled specialist disability accommodation properties in use.²

Our places

Our service users

- Proportion of assisted client applications who received NDIS access.⁴
- Proportion of satisfaction ratings for the quality of in-home services provided.²

Our community

- Growth in the number of *Voice of Queenslanders with Disability* survey participants.⁵
- Number of instances of advocacy support provided and hours of support.²

Driving change through meaningful connection

We understand that measuring our impact goes beyond numbers and requires meaningful engagement. We acknowledge the challenges in how data about disability is collected and reported and are committed to addressing these gaps.

To move from one-off consultation to consistent, meaningful engagement, we actively collaborate with people with disability, stakeholders, and the community.

Through this ongoing engagement, we ensure everyone's voice is heard, gain deeper insights into our impact, and continuously improve the work we do to create better outcomes for all.

Annual Disability Conference, regional conferences, and the Minister's Disability Roundtable

Peak Network Forum and the Queensland Independent Disability Advocacy Network

The Queensland Disability Stakeholder Engagement and Co-Design Strategy

Queensland Disability Advisory Council and Queensland Carers Advisory Council

Annual Voice of Queenslanders with Disability survey

1. Internal metrics
2. Annual report
3. Working for Queensland Annual Report
4. Annual Service Delivery Statements
5. Annual Voice of Queenslanders with Disability Survey Reports

How we made our plan

We collaborated with Queenslanders with Disability Network to develop our plan and extend our sincere gratitude to the members of the disability community from across Queensland, whose perspectives have been instrumental in shaping our plan.

The focus group provided over 50 recommendations about co-design, human rights, outcome and impact measurement, and cultural and systems change. We have integrated these recommendations into our plan, reflected them on our website, and embedded them into the implementation of our projects. We will continue to explore how we can further implement the recommendations made.

Our plan will be reviewed in 2027. The review will consider feedback and themes gathered through ongoing consultation with people with disability, service users and sector organisations.

We aim to maintain regular engagement and share updates on our progress throughout the delivery of the plan. This approach supports transparency, accountability, continuous improvement, and better outcomes for people with disability.

Cultural acknowledgement

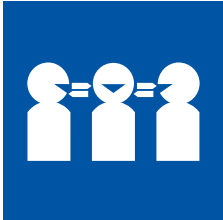
In the spirit of reconciliation, the Queensland Government acknowledges the Traditional Custodians of Country and their ongoing connection to land, sea and community. We pay respect to Elders, past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

A note on our language

Disability is diverse and experienced in many ways. In this plan, we have used person-first language (e.g. 'person with disability') as it reflects the common approach across government. However, we acknowledge that preferences vary within the community – some people prefer identity-first language, like 'disabled person', or other terms, such as 'diverse abilities'.

We respect all individual preferences and welcome feedback on the language used. We also recognise that disability can intersect with other aspects of identity, such as age, gender, sexual orientation, ethnicity, or race, and that not all disabilities are visible.

Other languages and formats



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding this plan, you can contact us on 1800 512 451 and we will arrange an interpreter to effectively communicate the plan to you.

More information

<https://www.publications.qld.gov.au/dataset/language-services-policy>

Alternative formats (including large print) are available on request. If you would like this plan in another format, please contact us (calls from mobile phones are charged at applicable rates).

Telephone: 13 QGOV (13 74 68)

Free call: 1800 177 120

For more information visit the website www.qld.gov.au/help/languages

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

Find more information and get support

You can:

- » Read other [Queensland Government disability service plans](#).
- » Find [advocacy services](#) in your community.
- » Connect with [peak bodies](#) that provide advice, information and referrals.
- » Access resources [for people with disability](#).