

Hon Craig Crawford MP
MINISTER FOR SENIORS AND DISABILITY SERVICES AND
MINISTER FOR ABORIGINAL AND TORRES STRAIT
ISLANDER PARTNERSHIPS

ESTIMATES PRE-HEARING
QUESTION ON NOTICE

Question 1

With reference to Volume 2, page 119 of the Service Delivery Statement, following the full implementation of the National Disability Insurance Scheme (NDIS) in Queensland –

Will 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, (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 and (c) if the department is aware of any instances or circumstances in which departmental delivered and/or funded specialist disability support services or facilities are no longer available to Queenslanders with a disability, and equivalent funding or support services are not available through the NDIS?

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 relied on 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) program.

(a) There are currently 32 clients funded through the CoS program.

CoS provisions aim 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.

The Queensland Government Continuity of Support is a grandfathering arrangement and is limited to people who:

- receiving funded disability supports from the former Disability Services prior to Queensland's transition to the NDIS (before 30 June 2019)
- 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.

- (b) On 1 July 2019, the Queensland Government commenced the Queensland Community Support Scheme (QCSS), to support individuals who experience chronic illness, disability, mental health or other conditions at some point in their lifetime that impacts on their functional capacity to undertake regular day-to-day living activities and participate in the community.

The QCSS fits within the framework of care and support options available to Queenslanders, including the NDIS, My Aged Care, Queensland Health, Housing and Homeless Services, as well as other formal and informal support networks, and is available to provide supports to applicants who are not eligible for the Commonwealth Government's NDIS.

Due to the recent Machinery of Government changes, the Department of Communities, Housing and Digital Economy now processes applications for the QCSS in circumstances where Queenslanders who are experiencing impacts on their functional capacity to undertake regular day-to-day living activities do not meet the NDIS eligibility criteria.

- (c) The department's specialist disability services transitioned to the NDIS in a phased way across 2016-2020. The department is not currently aware of any instances where individuals eligible for specialist disability services have been denied those services. If this were to occur, the department will and can:
- accept complaints and conduct internal reviews of eligibility
 - provide intensive case management and clinical support to access the NDIS through the department's Assessment and Referral Team
 - escalate and resolve complaints about access/entry to the NDIS with the NDIA
 - refer people to the Queensland Community Support Scheme
 - refer people to other Queensland Government agencies for appropriate mainstream supports.

Question 2

With reference to Volume 2, page 119 of the Service Delivery Statement – Will the Minister advise what steps Queensland has taken in 2019-20 to transition Disability Services clients to the NDIS?

ANSWER:

In 2019-2020, Queensland Government took the following steps to assist Disability Services clients to transition the NDIS:

- Provided client data to the National Disability Insurance Agency (NDIA), where required or requested.
- Provided assessment reports and other documents available on department files to the NDIA to support former clients' NDIS access requests, where requested.
- Assisted approximately 113 former clients to access the NDIS through the Disability Connect and Outreach Program (DCOP).
- Contacted former Disability Services clients who had not entered the NDIS in the initial NDIS rollout locations to offer assistance to make an access request.
 - This was completed by the Assessment and Referral Teams (ART) as part of DCOP.
 - ART initial rollout locations included the NDIS regions of Caboolture/Strathpine, Sunshine Coast, Gympie, Maryborough, Toowoomba, Bundaberg, Rockhampton, and the Townsville LGA.
 - ART has also assisted approximately 35 people who have been referred from the Minister's Office and/or the Complaints and Investigations Unit. This would include some former Disability Services clients.
- Continued to fund disability advocacy organisations \$9.2M over two years (2019-21) to ensure people with disability across the state continue to have access to disability advocacy, including advocacy to enter the NDIS.
- Provided funding of \$10.8M over four years (2019-23) for Queensland Health's Specialist Mental Health Intellectual Disability Service, which operates clinics with the NDIA in Indigenous communities to help people (including former disability services clients) access the NDIS or other supports.

Question 3

With reference to Volume 2, page 119 of the Service Delivery Statement – Will the Minister advise how many clients have accessed the 11 centre-based respite services (separated by centre)?

ANSWER:

In 2019-20, 351 clients have accessed the 11 departmental centre-based respite centres state-wide.

The number of clients per centre is as follows:

Service Area	Centre Name	Number of Clients
Northern	Ashgrove Respite Centre	40
	Deception Bay Respite Centre	34
	Ka'wan Respite Centre	30
	Nangare Respite Centre	31
	Yandina Respite Centre	37
South East	Gold Coast Yalburu Respite Centre	39
	Loganholme Respite Centre	35
South West	Respite Centre (Adult) - 98B Thorn St	50
	Respite Centre (Childrens) - 98A Thorn St	29
	Respite Centre Robertson Rd	2
	Toowoomba Respite Centre	24
Total Clients		351

As part of a combined response to COVID by the department and Queensland Health, the Robertson Road Respite Centre was leased to a Non-Government Organisation on 9 April 2020, to assist a person with disability to transition to long-term accommodation. This arrangement continues while the NDIS identify Specialised Disability Accommodation for the person.

Question 4

With reference to Volume 2, page 118 of the Service Delivery Statement regarding seniors –
Will the Minister advise the social characteristics and profile of the Queensland Seniors cohort regarding social engagement, health, longevity and physical activity?

ANSWER:

Analysis by the Queensland Government Statistician's Office shows that the number of older Queenslanders has increased significantly over the last 45 years, reaching an estimated 800,000 persons.

Over the past two decades, population ageing, driven by sustained low fertility and increasing life expectancy has contributed to larger increases in older Queenslanders. By 2049, the number of older Queenslanders aged 65 years and over is projected to more than double, reaching around 1.7 million or one in five (21.9%).

Social engagement

Social connection and engagement with others is vital, particularly for older people. Loneliness and isolation can be detrimental to health and wellbeing, especially during a global pandemic.

- In May this year, the Australian Bureau of Statistics identified loneliness as the most common stressor during the COVID-19 pandemic.
- Recent international research shows that older people are adversely impacted by forced lockdowns, fear of the virus and how to safely re-integrate into their communities.
- Research by Council on the Ageing this year highlights isolation as a key challenge for older people.

In contrast, the 2018 Australian Bureau of Statistics *Survey of Disability, Ageing and Carers* showed that most older Queenslanders living in households had participated in social activities at home (97%) or outside their home (93%) in the previous three months.

Common activities included:

- telephone calls (91%) or visits (88%) from family or friends
- visiting (83%) or going out (73%) with family or friends
- sport or recreation with others (31%) and holidaying with others (27%).

The *Queensland: an age-friendly community* Strategic Direction Statement and Action Plan supports older Queenslanders to be engaged and active in their communities through a range of initiatives including:

- Funding programs and services to support social connection and reduce social isolation of older Queenslanders.

- Celebrating seniors through activities and events each year during Seniors Week, in collaboration with Council on the Ageing Queensland. This year, despite the COVID-19 pandemic, approximately 25,000 seniors participated in events across Queensland, including virtual events.
- Funding projects in local communities through the Advancing Queensland: an age friendly community grants program in 2019-20 to support seniors to be active in their communities.
- Funding the Seniors Enquiry Line to provide and link seniors with community information across Queensland.
- Delivering the Seniors Card, Seniors Card+go and Seniors Business Discount Card schemes to enable older people to participate in community. Nearly 90% of all Queensland seniors aged 60 years and over have one of these Seniors Cards.

Health and Longevity

The current *Health of Queenslanders 2020 – Report of the Chief Health Officer* acknowledges our ageing population and the ongoing challenge to the health of individuals, communities and health services.

Life expectancy for both men and women is increasing – current life expectancy for men is 80.2 years and for females 84.7 years. Given their poorer health outcomes in general, life expectancy for Aboriginal and Torres Strait Islander people is lower compared to the non-Indigenous population.

Dementia was the second leading cause of death in Australia in 2017. The number of persons living in Queensland with dementia continues to rise to 87,700 in 2020.

Frailty also leads to higher rates of unplanned hospitalisations and readmissions. Frail patients aged 80 years or older are more than twice as likely to die in hospital than their non-frail counterparts. Frailty is growing in importance as a health concern given the ageing population and people living longer with multiple morbidities.

Enabling older people to be active and participate in activities in their local communities is important to support good health and wellbeing.

Through the Queensland: an age-friendly community Action Plan, Queensland Health leads a number of key initiatives to support and improve the health of older Queenslanders, including:

- Implementing the *Healthy ageing: a strategy for older Queenslanders* to improve health services for older Queenslanders.
- Delivering consumer-centred health care and engagement with older people through Health Consumers Queensland, the state's peak organisation representing the interests of health consumers and carers, to participate in the planning, design and evaluation of health services.
- Providing \$20 million in grants over four years to non-government organisations to provide long day respite for carers that caters to the

specific needs of people with dementia and neurodegenerative conditions.

Physical Activity

Research tells us that participation in sport and active recreation decreases with age.

Results from the *Adult participation in sport and recreational activities Queensland survey in 2016* showed that approximately 69% of Queenslanders aged 60 years and over participated in sport and active recreation.

The *Survey of Disability, Ageing and Carers 2018* shows that 44% of older Queenslanders participated in physical activities for exercise or recreation in the previous 12 months.

Initiatives to support and enable older Queenslanders to be active are implemented through the Queensland: an age-friendly community Action Plan, including:

- Funding programs to improve seniors connection and prevent isolation across Queensland, including the 60 and Better programs, which offer activities such as exercise classes, walking groups, dancing, photography, outdoor art classes, craft afternoons and day trips.
- Implementing the Queensland Sport and Active Recreation Strategy *Activate! Queensland 2019-29* and Three Year Action Plan, which incorporates targeted initiatives for seniors.
- Using findings from the Queensland Sport, Exercise and Recreation Survey of Adults to better understand participation by seniors in sports, exercise and recreation in Queensland for active ageing.

Question 5

With reference to Volume 2, page 118 of the Service Delivery Statement regarding Seniors, and as Queenslanders age and retire from the workforce, living arrangements can become more complex with some even experiencing homelessness –

Will the Minister advise the options for older Queenslanders?

ANSWER:

According to the 2016 Census, more than nine in ten (95%) or 607,600 older Queenslanders who were at home on census night were living in private dwellings.

While most older Queenslanders want to remain in their own homes and 'age-in-place', some older people move into non-private dwellings, such as an aged care facility, reflecting an increased need for medical care, including specialised care, and general assistance with daily living.

While responsibility for regulating aged care rests with the Australian Government Department of Health, and the national Aged Care Quality and Safety Commission, the Queensland Government recognises the need to ensure seniors get the support they need as their living arrangements become more complex, and avoid the risk of homelessness.

The Queensland Government also recognises that to ensure seniors are able to continue living in their own home, the scourge on our community that is elder abuse must also be tackled head on. According to the Elder Abuse Prevention Unit's (EAPU) *Year in Review*, the most commonly reported form of elder abuse is financial abuse. In regards to the family home, seniors can sometimes be placed at risk of being forced out of their own home by entering into verbal family agreements with their adult children which later turn sour.

To prevent this, the Queensland Government has delivered an investment of \$400,000 per annum to deliver the Seniors Financial Protection Service. This service provides free independent financial information tailored to seniors on complex financial issues, including aged care contracts and family agreements. Together with the EAPU and the Seniors Enquiry Line, both of which provide seniors with free advice on recognising and responding to elder abuse and scams, this service works to assist seniors in navigating complex property and family agreements that might otherwise result in them losing their home.

Under the *Queensland: an age-friendly community* Strategic Direction Statement and Action Plan, a range of initiatives are implemented under the housing domain to support access to adequate and appropriate housing for seniors, including:

- Implementing the *Queensland Housing Strategy Action Plan 2017-2020*.
- Constructing 50% of public housing dwellings to the Liveable Housing Design Guidelines Gold Level or Platinum Level standards to increase accessibility and adaptability.

- Providing social housing to eligible seniors on low incomes that is physically appropriate or adapted to their needs.
- Assisting seniors to enter the private rental market through the RentConnect program.
- Helping seniors maintain their tenancies through the HomeStay Support and Common Ground initiatives.
- Assisting seniors to remain in their own homes or private rental tenancy through the Home Assist Secure program that addresses critical home maintenance and safety issues.
- Assisting older Queenslanders who are homeless or at risk of homelessness to regain their independence through Specialist Homelessness Services.
- Delivering a Housing Chats Information Helpline to assist older Queenslanders to make the right decisions about their housing options so they maintain control over how and where they live.
- Implementing the amendments to the *Retirement Villages Act 1999* and the *Manufactured Homes (Residential Parks) Act 2003* to ensure fairness and improve consumer protection for residents and homeowners.

Examples of how older Queenslanders were assisted with their housing needs last year include:

- 37,495 households with older people and people with disability were supported to remain in their own homes or private rental tenancies through Home Assist Secure, a program that addresses critical home maintenance and safety issues.
- 2,768 older people received information and advice through RentConnect's Advisory Service to assist in securing private rentals.
- Specialist Homelessness Services assisted 2,027 older people who were homeless or at risk of homelessness.
- Queensland Retirement Villages and Parks Advisory Service assisted 243 people and has been funded to June 2023 to deliver specialist legal information and advice to people living in manufactured homes and retirement villages.
- A Housing Chats Line was established to provide seniors with planning and information in housing options, including renting, aged care and home ownership.

Question 6

With reference to Volume 2, page 123 of the Service Delivery Statement – Will the Minister advise how the Queensland Government is working with council, local leadership and service providers to continue to implement a strategy that focuses on restoring community strength and healing on the ground in Aurukun?

ANSWER:

The Palaszczuk Government continues to work with the Aurukun community impacted by the events of January this year, including those who are currently residing elsewhere.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships initially established a Whole of Government Coordination team in Cairns to support the Government's response. This team has now transitioned to be based in Aurukun.

The Whole of Government Coordination team continues to prioritise the sharing of information and coordination of support services to ensure displaced residents, as well as community members in Aurukun, understand the need for resolving community conflict.

The Aurukun Recovery Strategy provides for immediate, medium and long term initiatives to respond to the community unrest in Aurukun and has a focus on the key outcomes of governance and communication, local leadership, safety and alcohol management, economic engagement and education.

The response is clearly focused on the delivery of the department's Aurukun Recovery Strategy and strategies embedded in the Local Thriving Communities Reform.

The department continues to work with Mr Bruce Martin, a Wik man who grew up in Aurukun and is a former member of the Prime Minister's Indigenous Advisory Council, to develop a community-led strategy in Aurukun to build on strong and positive social norms.

The Aurukun Shire Council's Community Safety Plan consultation phase has been completed. Extensive community engagement has occurred across community members, local service delivery agencies and government departments currently working in Aurukun. The endorsed Community Safety Plan is due to the department by 31 December 2020.

The Palaszczuk Government is committed to partnering with Aboriginal and Torres Strait Islander communities to reframe the relationship between communities and Government and embracing local leadership to make community-led decisions.

Question 7

With reference to Volume 2, page 121 of the Service Delivery Statement – Community Support and Services Committee - Estimates 2020 - Questions on Notice Page 2 of 3

Will the Minister advise how the Queensland Government is working to increase the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2022?

ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is the lead agency for increasing the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2022.

Queensland Public Service workforce statistics supplied by the Public Service Commission and published on their website, advises that as of September 2020, 2.5 percent of Queensland public sector employees identified as Aboriginal and Torres Strait Islander People.

As the state's largest employer, the Palaszczuk Government is clearly stepping up to demonstrate our commitment to creating a diverse workforce and we're already matching our intentions with actions through a range of measures, including recruitment, retention and career development.

The Moving Ahead Strategy launched in 2016 titled *Moving Ahead: A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in Queensland's economy 2016–2022* reflects an integrated, whole-of-government approach to improving economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders. The Moving Ahead strategy includes 27 actions, to be implemented by Queensland Government departments, and coordinated centrally by the Cultural Agency Leaders, to drive targeted, sustainable change.

A key strategy for *Moving Ahead* is the commitment by the Queensland Government to improve their existing practices in attracting, recruiting, retaining and developing Aboriginal and Torres Strait Islander staff, and contribute to an aggregate 3 per cent target across the Queensland Public Service on the direct employment of Aboriginal and Torres Strait Islander staff by 2022 for all departments.

In partnership with the Public Service Commission, my department has supported the sectorwide Aboriginal and Torres Strait Islander Career Pathways Service, designed and built with and around the strengths of First Nations people's leadership and networks. It is an ongoing, user-driven service that provides participants access to cross-agency and external career development opportunities, the ability to grow personal networks and an opportunity to identify mentors within a culturally safe space. By pooling development opportunities across the Queensland Government, participants

of the service are able to access a broader range of options to support their learning and progression.

An example of our commitment the Department of Transport and Main Roads has an Indigenous Employee Network in place to provide advice and input into strategies to increase the participation rate of Aboriginal and Torres Strait Islander people employed within the department. As part of their commitment, Transport and Main Roads provides Aboriginal and Torres Strait Islander Scholarships to financially assist eligible students undertaking a degree or diploma in engineering or engineering related qualifications and bring them into the workforce to help build transport infrastructure for the future.

The Palaszczuk Government continues to work with Aboriginal and Torres Strait Islander people and across Government to increase the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2020.

Question 8

With reference to Volume 2, page 124 of the Service Delivery Statement – Will the Minister explain how the Queensland Government is building cultural capability across Government under the Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework?

ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is the lead agency for cultural capability within the Queensland Government.

The Cultural Capability Framework (the Framework) is the foundation document of the Queensland public sector's cultural capability policy agenda and is a whole of government framework

The Framework has five key principles for building cultural capability:

1. Valuing Culture
2. Leadership and Accountability
3. Building Cultural Capability to Improve Economic Participation
4. Aboriginal and Torres Strait Islander Engagement and Stronger Partnerships
5. Culturally Responsive Systems and Services.

The implementation of the Framework is the responsibility of the Cultural Agency Leaders committee (the Committee). Facilitated by my department, the Committee has membership representing all Queensland Government departments, and meets on a quarterly basis.

To implement the Framework in a meaningful way and to achieve consistency across government, it is mandatory, under the *Queensland Government's Specific Purpose Planning*, for each department to maintain a current Cultural Capability Action Plan and to report on the implementation of those plans on a six-monthly basis. The Cultural Capability Action Plans must contain actions that align with the principles of the Framework.

Since the launch of the Framework, the Queensland Government's Cultural Capability agenda has expanded to include the following strategies and policies:

- Moving Ahead: A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in the Queensland economy 2016-2022
- Cultural Capability Matters, Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Training Strategy
- Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP)
- Queensland Government Reconciliation Action Plan 2018-2021
- Moving Ahead Workforce Strategy and Workforce Planning Framework

In 2020, my department launched the Aboriginal and Torres Strait Islander Workforce Planning Framework as a key initiative to drive cultural capability across the Queensland Government.

The Aboriginal and Torres Strait Islander Workforce Planning Framework will help Queensland Government departments to meet the three per cent employment target under the Moving Ahead strategy for Aboriginal and Torres Strait Islander people within the Queensland Government by 2022.

The key priorities of the Strategy and Workforce Planning Framework are:

- Attraction and recruitment
- Retention and cultural safety
- Development and progression
- Enabling and leadership.

Under this framework, each department is expected to implement actions that align with the key priorities. Reporting on the implementation of their Workforce Planning actions will form part of the six-monthly reporting starting for the period January to July 2021.

An example of a Queensland Government agency working towards achieving higher levels of cultural capability is within the former Department of Communities, Disability Services and Seniors who in early 2020 reaffirmed their commitment by updating cultural capability resources — the Respectful Language Guide and Indigenous Knowledge Lens. All staff were issued with an Acknowledgement of Traditional Owners and Elders card, to prompt them to open meetings, training and forums where appropriate, with a formal acknowledgment.

Question 9

With reference to Volume 2, page 117 of the Service Delivery Statement – Will the Minister advise how the department provides support and services our Indigenous Queenslanders across the state?

ANSWER:

The department provides whole-of-government leadership in working with other Queensland Government departments to ensure their services are culturally informed and include input from Aboriginal and Torres Strait Islander people. The department leads the implementation of the Aboriginal and Torres Strait Islander Cultural Capability Framework and supports departments to develop Cultural Capability Action Plans which detail actions agencies are taking to increase their cultural capability.

Through the Local Thriving Communities (LTC) reform, the government has committed to improve self-determination, service delivery, productivity, governance and economic opportunities for Aboriginal and Torres Strait Islander communities. The department is currently collaborating with government agencies and communities to develop the first whole-of-government action plan that will include: embedding a co-design framework; building capacity for government to engage effectively with Local Decision Making Bodies (LDMB); and for government to enable communities that opt-in to LTC to establish an LDMB that has the capacity and authority to engage in decision-making processes, creating the enabling environment for the reform.

Long-term success will result in improved support and service delivery for Aboriginal and Torres Strait Islander Queenslanders as each Queensland Government department builds capacity to engage with cultural intelligence in a process of co-design with LDMBs when making decisions about service delivery (policy and program design, development and implementation) that impact Aboriginal and Torres Strait Islander communities. Through LTC, the Queensland Government will recognise the authority and agency of LDMBs and embed the principles of self-determination, participation, equality and culture in government decision-making practice. Legislative, policy and economic frameworks will enable efficient and effective delivery of services that meet the needs of community and economic development opportunities will facilitate communities to achieve their economic aspirations.

The Palaszczuk Government also worked closely with Aboriginal and Torres Strait Islander communities to respond to the health risk and Commonwealth and Queensland Government COVID-19 measures. The then Department of Aboriginal and Torres Strait Islander Partnerships allocated liaison officers to work with Local Disaster Management Groups across the state to ensure the needs of Aboriginal and Torres Strait Islander Queenslanders were front and centre. Regular teleconferences were held that brought together all levels of government, including Ministers the State Disaster Coordinator, the Chief Health Officer and Directors-General, to coordinate responses, share information and hear local concerns firsthand.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) has staff in seven regions across Queensland. Regional staff working directly with community leaders, funded service providers, Aboriginal and Torres Strait Islander businesses and all levels of Government – Local, State and Commonwealth to lead and contribute to key initiatives that provide appropriate, accessible and quality services for Aboriginal and Torres Strait Islander Queenslanders.

Services provided by the regions include support for Aboriginal and Torres Strait Islander businesses, family and community safety initiatives, co-designing program implementation and brokering strategic partnerships.

Services delivered or supported more broadly by the department

Economic Participation

DSDSATSIP has a role in maximising economic participation and works across Queensland to empower people, business and communities to define and achieve their economic aspirations. The whole-of-government *Moving Ahead 2016-2022* strategy outlines actions to improve economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders.

The department also works across government to implement the *Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy*, which aims to increase the level of government spend with Aboriginal and Torres Strait Islander businesses to three per cent of the value of the government's addressable spend by 2022, as a pathway to increasing Aboriginal and Torres Strait Islander economic participation through jobs and business ownership. Since the introduction of the Policy, DSDSATSIP has worked closely with the Office of the Chief Advisor Procurement and across Government agencies to increase understanding of and commitment to achieving the QIPP target of three per cent of addressable spend by 2022.

Whole-of-government spend is increasing in value and as a proportion of procurement spend. In 2018/19, QIPP outcomes of \$329M represented approximately 1.92 per cent in 2018/19, while last year's \$362M, from 475 suppliers, represents 2.42 per cent of spend. For the purpose of QIPP, an Indigenous business is defined as one that is at least 50 per cent owned by Aboriginal and/or Torres Strait Islander people, and may take the form of a social enterprise, registered charity or not for profit. Procurement spend with Aboriginal and Torres Strait Islander Councils is also included in the overall QIPP outcome and in 2019-20, this amounted to \$127.4M. With responsibility for achieving the target shared across Government, all agencies must maintain momentum and continue to engage more Aboriginal and Torres Strait Islander suppliers into supply chains.

Further, under the Queensland public sector workforce strategy, as at September 2020, 2.5 per cent of employees identified as Aboriginal and/or Torres Strait Islander, a significant increase on 1.98 per cent as at September 2016, at the time of the launch of *Moving Ahead*.

Employment and training opportunities

The Youth Employment Program (YEP) brokers employment and training opportunities, especially for young people, throughout Queensland. In 2019-20, 686 job placements were facilitated by YEP officers in DSDSATSIP regions, while a further 347 job placements were secured from social housing and infrastructure projects across the National Partnership on Remote Housing communities and other capital works programs.

Additionally, DSDSATSIP leverages Queensland Government building and construction projects to create skills development, employment and business opportunities for Aboriginal and Torres Strait Islander people throughout Queensland. In addition to securing 347 job opportunities in remote and discrete communities, infrastructure projects delivered \$3.3M in procurement opportunities within these communities in 2019-20. Outside discrete communities, jobs and procurement opportunities to a combined value of \$5.9M were delivered through declared Indigenous projects under the Queensland Government Building and Construction Training Policy. A further \$19.6M in combined economic outcomes were delivered through negotiation on non-declared projects.

Engagement across government with Queensland's peak industry bodies, Indigenous businesses and community members underpins the realisation of economic opportunities from these initiatives. Due to the critical importance of economic recovery following the impact of COVID-19, this focus will remain a priority.

Domestic and Family Violence

The department supports the work of the Department of Justice and Attorney-General as the responsible agency for domestic and family violence through implementation of the Domestic and Family Violence Prevention Strategy. Through *Queensland's Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence*, a co-designed approach for domestic and family violence responses, DSDSATSIP has eight (8) regionally based Senior Project Officers in Ipswich, Brisbane North, Cherbourg, Mount Isa, Cairns, Caboolture, Mackay and Logan who continue to act as cultural connectors providing support to the domestic and family violence High Risk Teams – a core component of Queensland's integrated service response approach.

Cultural Heritage

DSDSATSIP is responsible for administering the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003*. The department provides assistance to land users and Indigenous Queenslanders to manage their cultural heritage responsibilities by providing information about the location of recorded sites and places, contact details for relevant parties, advice about the operation of the cultural heritage legislation and facilitating relationships between parties seeking to manage cultural heritage.

Community and Personal Histories

DSDSATSIP continues to provide Aboriginal and Torres Strait Islander peoples with access to historical departmental records through the Community and Personal Histories Unit. The records are accessed for a variety of purposes including documenting proof of birth and tracing family removed to missions and reserves.

Question 10

With reference to Volume 2, page 124 of the Service Delivery Statement – Will the Minister advise how the Queensland Government is meeting its targets when it comes to customer satisfaction in engaging with the cultural heritage services provided by the department?

ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships maintains the Aboriginal and Torres Strait Islander Cultural Heritage Online Portal.

The Online Portal enables land users to search the Aboriginal and Torres Strait Islander cultural heritage Database and Register to assist with meeting the cultural heritage duty of care established by the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003*.

Over 25,000 searches of the Database and Register are conducted annually by land users including resource companies, residential developers, and government agencies.

Since 2016 the department has commissioned an independent market and social research agency to undertake an annual survey of registered users of the Online Portal to gauge their satisfaction with the cultural heritage services provided by the department.

In 2020, the survey reported an overall satisfaction rate of 85 per cent among users of the Online Portal, which exceeded the Service Delivery target of 75 per cent. In addition, 90 per cent of users stated that they often or always got the information they needed and 97 per cent of users agreed that departmental staff were attentive to their enquiries.

Question 11

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister outline (a) the estimated date the NDIS transition was due to be completed, (b) the date it was completed, (c) the cost incurred as a result of any delay, (d) the factors that led to the delay, (e) the number of participants that had care delayed and (f) the measures taken by the department to ensure care was provided during the delay?

ANSWER:

(a) The Queensland and Australian governments signed the *Bilateral Agreement between Commonwealth and Queensland for the Transition to the National Disability Insurance Scheme* on 16 March 2016 (Transitional Bilateral), agreeing to transition to the National Disability Insurance Scheme in Queensland from 1 July 2016 to 30 June 2019. The transition bilateral agreement estimated 91,217 Queensland participants in the scheme by 30 June 2019.

(b) On 9 July 2019, the Queensland and Australian governments signed the Bilateral Agreement for the *National Disability Insurance Scheme* (Full Scheme Bilateral).

The Full Scheme bilateral agreement formally commenced on 1 October 2020 in recognition of the slower than expected transition of Queenslanders into the scheme by the National Disability Insurance Agency and the Commonwealth Government.

(c) There were no direct costs associated with the extended transition period. Under transition funding arrangements, Queensland paid for the actual number of Queensland participants, at 60 per cent of agreed NDIS package costs. At full scheme, Queensland pays a fixed and capped contribution of \$2.128 billion.

(d) All former State clients were supported to seek NDIS access – their data and information were provided to the National Disability Insurance Agency (NDIA) and a special pathway was created to fast-track their access.

The Commonwealth Government was responsible for transitioning former Commonwealth clients and new clients into the scheme.

Factors that contributed to the delay of Queenslanders transitioning into the scheme included:

- delays by the NDIA in establishing NDIS Community Partners, Local Area Coordination and Early Childhood Early Intervention partners in most transition locations across Queensland – these were planned to be operational six months prior to the scheduled phase-in date but this was largely not achieved

- the model of service delivery also changed, with Community Partners becoming responsible for intake and planning functions, rather than the information, linkages and capacity building function they were originally established to deliver
- the complexity and timeframes in NDIA access and planning processes
- the NDIA's application of the eligibility requirement to demonstrate a permanent disability impacting on access for people with psychosocial disability
- insufficient additional support being provided by the Commonwealth to enable people with disability with complex needs to access the NDIA, including people with psychosocial disability, people from Aboriginal and Torres Strait Islander communities and people from Culturally and Linguistically Diverse communities
- the cost and time involved in obtaining assessments, including waitlist times to access specialist paediatricians and other specialist services.

(e) The Commonwealth NDIA is responsible for delivering the NDIS and reporting on its performance, including its efforts to build NDIS participation in Queensland.

The NDIA regularly reports on performance in each jurisdiction via the NDIS website, located on line at www.ndis.gov.au/about-us/publications/quarterly-reports.

(f) A key element of the Full Scheme Bilateral Agreement with the Commonwealth Government for the delivery of the NDIS in Queensland has been the \$20M strategic investment negotiated from the Commonwealth Government over three years (2020 - 2022) to increase NDIS participation, with a focus on new entrants. The \$20M investment was agreed in recognition of the fact that the Commonwealth had not made sufficient progress towards achieving the Transition bilateral estimate by 30 June 2019.

The investment fast tracks vulnerable Queenslanders' access to NDIS to get them the supports they need, and will help build the capacity of Aboriginal and Torres Strait Islander providers to deliver local NDIS services.

The department established the Disability Connect and Outreach Program (DCOP) to deliver four strategic projects:

- The Assessment and Referral Team (ART) to accelerate entry of new participants into the NDIS, with a focus on rural, regional and remote areas and other vulnerable or hard to reach cohorts aged 7-65 years.
- A Targeted Outreach Project, which identifies potential participants in hard to reach cohorts and provides warm referrals of clients to ART.
- A Building Market Capacity Project, which supports Aboriginal and Torres Strait Islander organisations and sole traders to become NDIS providers.
- A Research Partnership Project, which seeks to understand why participants aren't using all of the supports in their plans.

The Queensland Government also continues to operate the Queensland Community Support Scheme. During 2019-20, the scheme was available to people with a condition that restricted their ability to carry out activities of daily living, such as dressing, bathing, preparing meals, house cleaning and maintenance, and using public transport.

Question 12

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, in relation to page 20 of the Department of Communities, Disability Services and Seniors 2019-2020 Annual Report which refers to a dedicated team that was set up, (a) the total number of issues made known to the dedicated team set up to respond to and monitor COVID-19 issues impacting people with disability, (b) what these issues were, (c) the number of issues resolved and (d) the number of outstanding issues?

ANSWER:

(a) 252 issues were made known to the dedicated team set up to respond to and monitor COVID-19 issues impacting people with disability.

(b) The issues were categorised as follows:

- (i) Health and Safety (51 issues)
- (ii) Service Delivery (123 issues)
- (iii) Financial (35 issues)
- (iv) Workforce (33 issues)
- (v) Data (2 issues)
- (vi) Information and Communication Technology (8 issues).

(c) number of issues resolved was 252.

(d) There are no outstanding issues.

Question 13

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services – Will 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 (i) that were successful and (ii) who were unsuccessful?

ANSWER:

The Queensland Government has supported former Disability Services clients to seek NDIS access – their data and information were provided to the National Disability Insurance Agency and a special pathway was created to fast-track their access. Contact was attempted with all clients by letter, phone and/or home visits to assist or encourage transition.

- (a) At 31 October 2020, approximately 30,000 Disability Services clients formerly funded by the department under the *Disability Services Act 2006* chose to seek access to the NDIS.
- (b) (i) Approximately 29,000 (96.5%) of the 30,000 have met NDIS access requirements and approximately another 250 are in the access pipeline.
- (ii) Approximately 750 were deemed by the National Disability Insurance Agency as not having met its requirements for access.

The majority of former Disability Services clients who did not meet NDIS access requirements were not receiving Disability Services funded supports at the time their NDIS access decision was made. Many former Disability Services clients required intermittent supports only and therefore may not have met the NDIS access requirements.

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

Question 14

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services – Will the Minister advise, between 2017/18 to 2020/21 to date, (a) the total number of adults with an intellectual disability or cognitive impairment detained to the Forensic Disability Service (FDS) on forensic orders (reported separately per month) and, of those, the number of detainees who have been held in secluded cells and for what period of time, (b) the total number of FTE staff, including position titles (reported separately per month), (c) the total number of times staff have called police to attend the FDS and (d) the number of investigations carried out by a statutory body such as the Queensland Ombudsman and the total number of unlawful conduct / breaches identified by the investigations?

ANSWER:

The FDS is a small specialist, medium-security residential rehabilitation facility for up to 10 clients.

- (a) The below table details the total number of adults with an intellectual disability or cognitive impairment detained to the Forensic Disability Service (FDS) on forensic orders (reported separately per month).

Month and year	# clients detained to FDS
Jul-17	7
Aug-17	7
Sep-17	7
Oct-17	6
Nov-17	5
Dec-17	5
Jan-18	6
Feb-18	7
Mar-18	6
Apr-18	6
May-18	6
Jun-18	6
Jul-18	5
Aug-18	5
Sep-18	5
Oct-18	6
Nov-18	6
Dec-18	5
Jan-19	5
Feb-19	6
Mar-19	6

Month and year	# clients detained to FDS
Apr-19	6
May-19	6
Jun-19	6
Jul-19	7
Aug-19	7
Sep-19	7
Oct-19	7
Nov-19	7
Dec-19	6
Jan-20	6
Feb-20	6
Mar-20	6
Apr-20	6
May-20	6
Jun-20	6
Jul-20	6
Aug-20	6
Sep-20	6
Oct-20	6
Nov-20	6

Of those clients listed above between 2017 and 2020, 3 clients have been subject to seclusion orders whilst detained to the FDS. There have been a total of 10,049 seclusion orders during this time. Each seclusion order is made for a period of time as deemed necessary to address the risks, noting that no one order can exceed a duration of 3 hours. Any further disaggregation could lead to the identification of individual clients which would be contrary to the *Forensic Disability Act 2011*.

- (b) The total number of FTE staff at the Forensic Disability per month is detailed in the tables below.

Total number of FTE staff: July 2017 to September 2018¹

Position	#FTE
Administrator	1
Senior Service Manager	1
Principal Clinician	1
Clinical Team Leader	3
Clinician - Program Specialist	4
Business Officer	1
Senior Administration Officer	1
Administration Officers	2
Administrative Officer	1
FDW Clinician	15
FDW Clinician backfill	1
Shift Coordinator	6
Forensic Officer	18
Forensic Officer backfill	1
TOTAL	56

October 2018 to December 2020²

Position	#FTE
Administrator	1
Senior Service Manager	1
Principal Clinician	1
Principal Project Officer (NR)	1
Clinical Team Leader	3
Clinician - Program Specialist	4
Business Officer	1
Senior Administration Officer	1
Administration Officers	2
Administrative Officer	1
FDW Clinician	15
FDW Clinician backfill	1
Shift Coordinator	6
Forensic Officer	18
Forensic Officer backfill	1
TOTAL	57

¹ FTE were stable for months indicated and there were no permanently unfilled or vacant positions.

² FTE were stable for months indicated and there were no permanently unfilled or vacant positions.

- (c) Police have been called to attend the FDS on 12 occasions since 1 July 2017 up to and including 7 December 2020.
- (d) The Queensland Ombudsman conducted an investigation between 2018 and 2019 into the Forensic Disability Service. The final report of the Ombudsman and its findings was tabled on 22 August 2019.

Question 15

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, with respect to the Queensland Ombudsman's "The Forensic Disability Service report: an investigation into the detention of people with a disability", published in August 2019 (a) the total number of opinions and recommendations made by the Ombudsman, (b) of those, the total accepted, accepted in principle or rejected (with reference to what they were) and (c) the total number which have been (i) implemented and (ii) not yet implemented?

ANSWER:

- (a) The Queensland Ombudsman made 49 recommendations under 15 key themes in the report.
- (b) The department accepted all 49 of the Ombudsman's recommendations, either in full (35), in part (2) or in principle (12).

The recommendations were broadly themed under the following categories:

- policies and procedures at the Forensic Disability Services (FDS)
- records and recordkeeping
- Individual Development Plan compliance
- review of programs delivered at the FDS
- Limited Community Treatment compliance
- review and implementation of a Risk Management Framework
- use of Regulated Behaviour Control
- medication record-keeping
- use of seclusion
- Queensland Police attendance at the FDS
- client transition planning from the FDS
- review of person not physically detained to the FDS
- contributing factors and indicators
- the FDS workplace and operating model
- Governance Structures.

- (c) All recommendations have been actioned and finalised.

Question 16

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, since the enactment of the *Human Rights Act 2019* to date, the total number of human rights complaints (a) made to the department, (b) investigated by the department, and of those, the total number of complaints (i) dealt with by the department, (ii) referred to the Queensland Human Rights Commission, (iii) referred to the Queensland Ombudsman and (iv) not referred to the commissioner within one year after the alleged contravention to which the complaint relates happened, and (c) investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that (i) the department failed to act or make a decision in a way that is not compatible with human rights or (ii) in making a decision, failed to give proper consideration to a human right relevant to the decision?

ANSWER:

Seniors and Disability Services

(a) made to the department

From 1 January 2020 to 30 September 2020:

- 3 Human Rights complaints were received by the Complaints and Investigations Unit.

(b) investigated by the department, and of those, the total number of complaints

- i. 3 Human Rights complaints were investigated by the Complaints and Investigations Unit.
- ii. none were referred to the Queensland Human Rights Commission,
- iii. none were referred to the Queensland Ombudsman, and
- iv. none were referred to the commissioner within one year after the alleged contravention to which the complaint relates as the *Human Rights Act 2019* applies from 1 January 2020 and applies to acts and decisions made on or after that date.

(c) investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that

- i. the department failed to act or make a decision in a way that is not compatible with human rights or
 - a. one complaint was investigated by the department
- ii. in making a decision, failed to give proper consideration to a human right relevant to the decision?
 - a. none

Seniors and Disability Services also received three human rights complaints that were about other agencies. In two of these complaints, the department referred the matter to the relevant agency. In the other complaint, the department provided advice to the complainant to contact the Queensland Human Rights Commission.

Ethical Standards also assessed internal matters received for any implications regarding the *Human Rights Act 2019* to identify areas for improvement.

Aboriginal and Torres Strait Islander Partnerships

(a) made to the department

From 1 January 2020 to 30 September 2020:

- 1 Human Rights complaint was received by Aboriginal and Torres Strait Islander Partnerships.

(b) investigated by the department, and of those, the total number of complaints

- i. 1 Human Rights complaint was investigated by Aboriginal and Torres Strait Islander Partnerships and has been finalised.
- ii. none were referred to the Queensland Human Rights Commission,
- iii. none were referred to the Queensland Ombudsman, and
- iv. none were referred to the commissioner within one year after the alleged contravention to which the complaint relates as the *Human Rights Act 2019* applies from 1 January 2020 and applies to acts and decisions made on or after that date.

(a) were investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that:

- i. the department failed to act or make a decision in a way that is not compatible with human rights or
 - a. none
- ii. in making a decision, failed to give proper consideration to a human right relevant to the decision?
 - a. none

Question 17

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister (a) provide an update on the progress of the Queensland: an age-friendly community strategy and action plan, (b) the total number of initiatives implemented, (c) the total number of outstanding initiatives not yet implemented and (d) an estimate of when all initiatives will be addressed?

ANSWER:

- (a) The *Queensland: an age-friendly community* Strategic Direction Statement, based upon the World Health Organisation's (WHO) framework, was launched in April 2016 by Premier Annastacia Palaszczuk, followed by the Action Plan in June 2016.

The Action Plan outlines initiatives to be implemented by relevant Queensland State Government agencies aligned to WHO's eight age-friendly domains, for example, transport, housing, and community support and health services.

Examples of completed actions by agencies since 2016 include:

- Funding of 47 age-friendly community grants projects across Queensland communities.
- Review the prevalence and characteristics of elder abuse to better understand the impacts on older people and to inform the development of integrated service response models.
- Implement all supported responses to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors.
- Respond to the recommendations of the Advisory Taskforce on the Residential Transition for Ageing Queenslanders, to support older people to maintain control over how and where they live.

- (b) The Queensland Government made a commitment to update the Action Plan as required.

While the original Action Plan released in 2016 had 79 actions, it is important to note that the Action Plan is a dynamic document and changes over time in accordance with agency work programs and priorities. It has been updated twice to incorporate contemporary agency work and any necessary changes. Over the life of the Action Plan, a total of 114 actions have been committed to by Queensland government agencies. Over time, some actions have been removed due to completion, with new actions added. To date, approximately one-third (36) of the total 114 actions have been completed.

- (c) The current Action Plan and accompanying Implementation Schedule 2019-20 and 2020-21 contains 78 actions for implementation by agencies, including six new actions, 15 amended/updated actions and 57 actions which are ongoing.

- (d) There is currently no timeframe for the Action Plan to cease – or plan to do so. Implementation of the Queensland age-friendly community Action Plan will be ongoing, and updated as required across relevant Queensland government agencies to ensure alignment of work programs to an age-friendly approach that supports our growing Seniors cohort to live with dignity in their later years.

Question 18

With reference to the expansion of the Federal Government's cashless debit card into the Cape York region and the increase in unemployment in areas where the cashless debit card is currently in use –

Will the Minister advise (a) what particular impacts does this have on Indigenous people and communities in these areas and (b) if the Government has a plan to fund additional jobs or support services for Indigenous people and communities being forced onto the cashless debit card?

ANSWER:

Matters relating to social security, including the Cashless Debit Card (CDC) and related service supports, are within the domain of the Commonwealth Government.

Income management through the BasicsCard has operated in the Welfare Reform communities of Aurukun, Coen, Hope Vale and Mossman Gorge since 2008, and in Doomadgee since 2016.

Income Management in the Welfare Reform communities is operationalised through the Family Responsibilities Commission (FRC).

The FRC receives notices for school attendance and school enrolment, child safety, court convictions, domestic and family violence, and housing tenancy breaches. On receiving these notices, the FRC conferences with community members who are welfare recipients to encourage them to improve behaviour, refer them to community support services and where necessary, order that a proportion of their welfare payments are income managed.

The FRC can order that a person have 60, 75 or 90 per cent of their welfare payment income managed for periods of between three months and one year. Clients can also apply to the FRC to have their income management orders amended or ended during this time period.

On 10 December 2020, the Commonwealth Social Security (Administration) Amendment (Continuation of Cashless Welfare) Bill 2020 (the Bill) was passed in the Senate. The Commonwealth Government's original Bill proposed to make the cashless welfare scheme permanent, but this was not supported in the Senate. Instead, the Bill was passed with amendment to extend the trial sites of the CDC for another two years. This will see amendment to the federal sunset date for income management, as delivered by the FRC, extended to 31 December 2022.

The amended Bill secures the transition of FRC communities in Cape York and Doomadgee from the BasicsCard to CDC until 31 December 2022. This is an administrative change and all other policy settings remain the same, including the FRC's authority to place clients on welfare income management for time limited periods.

The difference between the cards means that clients will now be able to have the ability to purchase additional items not available to them under the BasicsCard, including for example tobacco.

The federal Department of Social Security is planning to support the transition of FRC clients to the CDC in March/April 2021. This will affect approximately 150 clients.

The targeted and time limited nature of income management through the FRC distinguishes it from the approach to income management for welfare recipients in other CDC sites across Australia, including in Queensland's Bundaberg and Hervey Bay region.

Through FRC referrals to support services, welfare recipients are provided with the opportunity to change their behaviour. Recipients may also apply to the FRC to have their orders that include income management amended or ended.

The Queensland Government remains committed to driving Queensland's economic strategy through the Unite and Recover: Queensland Economic Recovery Plan.

More than \$7 billion has been committed to support jobs and the economic capacity of Queensland, including for Aboriginal and Torres Strait Islander Queenslanders.

The Palaszczuk Government has a strong track record of supporting economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders that will continue moving forward.

For example, the 2020-21 Queensland State Budget is investing \$12.3M in the Indigenous Land and Sea Ranger program and \$36.7M in COVID Works for Queensland to support the delivery of job creating new infrastructure, maintenance or minor work.

In addition, my portfolio will continue to develop strong economic participation outcomes for Aboriginal and Torres Strait Islander people by supporting whole-of-government coordination/programming for infrastructure works in the remote and discrete Aboriginal and Torres Strait Islander communities to maximise local jobs and economic opportunities.

Question 19

With reference to the Forensic Disability Service (FDS) and the Ombudsman's Forensic Disability Service report (the Ombudsman's Report) from August 2019 –

Will the Minister advise (a) how many people are currently detained at the FDS, (b) in relation to people currently detained at the FDS, (i) is a compliant transition plan in place for each person, (ii) what is the average length of detention, (iii) what is the longest time of detention at the FDS, (iv) is the detainee referred to as Adrian still being detained at the FDS, (c) how many instances of the use of regulated behaviour controls at the FDS are recorded for the 2019-20 and 2020 financial years, and what safeguards have been implemented to make sure records are kept in accordance with the Act and (d) which of the recommendations in the Ombudsman's Report, if any, have not yet been implemented?

ANSWER:

- (a) As at 7 December 2020, there are six clients detained at the Forensic Disability Service (FDS).
- (b) (i) Each client that is detained to the FDS has a transition plan developed, which is integrated into each client's Individual Development Plan. The Individual Development Plan is reviewed on a quarterly basis with the client and their relevant stakeholders, including their Legal Guardian and Allied Person.
- (ii) The average length of lawful detention at the FDS is 4.49 years.
- (iii) One client has been detained at the FDS for nine years and four months.
- (iv) The client referred to as 'Adrian' remains detained to the FDS. The FDS and stakeholders continue to focus on Adrian's transition from the service, having regard to available safe and robust specialist disability accommodation and forensic disability support services in the community which are able to meet his complex individual needs.
- (c) During 2019-20 and up to and inclusive of 7 December 2020, there were 4,206 instances of Regulated Behaviour Control, which includes physical restraint, seclusion and mechanical restraint.

All instances of Regulated Behaviour Control are reported by the FDS to the independent statutory Director of Forensic Disability. The FDS maintains a register with regards to all instances of Regulated Behaviour Control, pursuant to section 74 of the *Forensic Disability Act 2011*. The register can be reviewed and audited by the independent statutory Director of Forensic Disability and is made available to the Community Visitor upon request.

- (d) All recommendations have been actioned and finalised.

Question 20

With reference to a personal priority for the late Uncle Sam Watson during the last few years to address the significant number of First Nations people buried, in his words, in paupers' graves or given a pauper's funeral – Will the Minister advise what the department is doing to address this issue?

ANSWER:

The passing and grieving process of an Aboriginal person or a Torres Strait Islander person is generally known as "sorry business" or "sad news".

The Queensland Government acknowledges that sorry business is private and can be a difficult time for a deceased person's family and friends. However, if the deceased person's family, friends or estate are not able to cover the cost of a funeral an application can be made to the Department of Justice and Attorney-General for funeral assistance.

The Queensland Government's Funeral Assistance Program, provides State-funded cremations or burials in these circumstances.

The Department of Justice and Attorney-General also oversees Victim Assist Queensland, which provides access to financial assistance and support services to help victims of violent crime recover from an act of violence including domestic and family violence. Assistance (up to \$8,000) may be provided to the person responsible for paying for the funeral of someone who died as a direct result of violence.

The Patient Travel Subsidy Scheme, administered by Queensland Health, helps families of people who pass away while away from home (more than 50 kilometres (one way) from the public hospital or public health facility closest to their permanent address) to receive assistance to support them to return home. This assistance is linked to original approvals for the person's return home and is instead paid to their estate.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships has listened to Aboriginal peoples and Torres Strait Islander peoples about the need for better support for sorry business, particularly in discrete communities, and has developed a policy on how it will work to support Aboriginal and Torres Strait Islander families in need during sorry business.

This policy acknowledges that sorry business is cultural business, and impacts individuals, families and the broader Aboriginal and Torres Strait Islander community. It also encourages an approach that moves decision making closer to families and communities, consistent with the Local Thriving Communities agenda.

This policy also aims to help relieve some of that stress and pressure on Aboriginal and Torres Strait Islander families to support and enable them and their communities to focus on managing and healing, and to better equip government agencies to appropriately respond in a practical and meaningful way.

Moving forward, my department will continue to work with other government agencies to improve government responses to sorry business, including liaising with families and communities about current initiatives to ensure Aboriginal peoples and Torres Strait Islander peoples' interests, needs and aspirations continue to be heard and appropriate recognition is delivered.

The Queensland Government is committed to a reframed relationship and a new way of working, delivering real change and real outcomes through a genuine partnership approach with Aboriginal peoples and Torres Strait Islander peoples.