

Department of Employment, Small Business and Training

DISABILITY SERVICES PLAN

2024-2026



**Queensland
Government**

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A message from the Director-General

The Department of Employment, Small Business and Training (DESBT) Disability Service Plan (DSP) 2024-2026 recognises our commitment to ensuring inclusion for Queenslanders with disability.

Disability is a natural part of human diversity, and people with disabilities have the same rights and deserve the same opportunities as anyone else. We all have unique abilities and talents that should be recognised and celebrated.

Unfortunately, people with disabilities often face barriers to participation in society, including discrimination, stigma, and physical and social obstacles. It is everyone's responsibility to create a more accessible and inclusive environment for people with disabilities.

By working together, we can break down these barriers and create a more inclusive society. Let us all commit to advocating for the rights of people with disabilities, promoting accessibility, and celebrating the unique abilities and contributions of all individuals.

Remember, disability does not define a person, and everyone has the potential to achieve great things.

DESBT is committed to promoting choice and participation and addressing the barriers people with disability may experience accessing services and programs and contributing within the DESBT community. We want to attract the broadest talent pool available to strengthen the diversity within DESBT, resulting in improved performance, innovation, and efficiencies across the Department. We want DESBT to be the best place to work for all people, including those, who live with disability, and we are committed to making this happen and reporting annually on the actions outlined in this Plan and contribute to the whole-of-Government report.

Our plan contributes to the *Australia's Disability Strategy 2021-2031 (ADS)* and the *Queensland's Disability Plan 2022-2027 (QDP)*. DESBT is also leading the delivery of *Good People: Good Jobs Queensland Workforce Strategy 2022-2032 (QWS)*, a whole-of-government strategy to address workforce shortages and support Queenslanders who want to work, including people with disability.

I look forward to delivering on our actions over the next three years to improve participation and representation of people with disability in Queensland.

As the Director-General, the DESBT Disability Champion, and as an employee with disability, I am pleased to support DESBT's Disability Service Plan 2024-2026 in a whole-of-government approach to create real and lasting change for people with disability.

Steven Koch

Acting Director-General Department of Employment, Small Business and Training

About the department

The Department of Employment, Small Business and Training's (DESBT) vision is focused on building Queensland's future workforce through connecting all Queenslanders to learning opportunities, quality training, employment opportunities, and by helping small businesses to start and thrive.

We seek to increase economic participation by providing the trusted advice and support that enables both sustainable small business opportunities and a skilled workforce now and into the future.

About Disability Service Plans

The DESBT DSP aligns with the national disability strategy, called *Australia's Disability Strategy 2021-2031 (ADS)*, which was launched on 3 December 2021. The ADS is committed to "creating an inclusive community together".

The ADS builds on the previous National Disability Strategy 2010-2020 and renews the joint commitment of all levels of government to improve the lives of Australians with disability and achieve an inclusive society that ensures people with disability can fulfil their potential.

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

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

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

There are also five three-year Targeted Action Plans (TAP) in place. DESBT leads Queensland TAP actions in the areas of employment and community attitudes and these actions have been incorporated into the DESBT Disability Service Plan (DSP).

Queensland's Disability Plan 2022-2027

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

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

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

Purpose

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

Our agency's inclusion commitment

The department's vision is to be a workforce reflective of the community we service, and that all our people contribute to an inclusive workplace culture.

The department's **Workforce Diversity and Inclusion Strategy** identifies people with disability as a key focus area and our initial actions will address the following objectives:

- Creating a culture of trust where employees with disability are supported and comfortable to share their status.
- Increasing the employment and career opportunities for people who identify as having a disability.

The objectives will be supported by the implementation of the following actions:

- Identifying resources, including training, to improve capability in recruiting and managing employees with disability.
- Continuing to support and develop our volunteer Mental Health Support Officers, instil a workplace culture that understands mental health and supports comfortable disclosure.
- Continuing to implement the DSP.
- Implementing the **Reasonable Adjustment Policy** to support managers and employees to work at their best.
- Participating in and acknowledging sector-wide events such as Disability Action Week and Mental Health Week.
- Reviewing our talent acquisition approach to improve opportunities.

Progress reporting

DESBT will report annually to the Public Service Commission (PSC) on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan (as required). Information from the annual progress reports on DSPs and the state disability plan will be shared with the federal and other state and territory governments as part of reporting on Queensland's commitment to the ADS 2021-2031.

More Information

DESBT is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you wish to provide feedback on this plan, or require an interpreter to communicate the DESBT DSP, or require the document in an alternative format, please contact us on the details below.

The department's contact details are:

150 Mary Street

Brisbane Qld 4000

PO Box 15483

City East Qld 4002

Email: onedesbt@desbt.qld.gov.au

DESBT Disability Service Plan

1.0 Identifying and addressing issues

The Building Blocks of QDP have guided us in identifying the things that are most important to people with disability in Queensland.

Building Block statements

1.1 Co-design – We do things with people with disability, not to them

DESBT has developed this DSP through the voice of our employee networks and in consultation with other key employee stakeholders. We will continue to work with our employees to ensure our approach to disability inclusion is one that is humanistic and transparent.

1.2 Human rights – We will promote and protect the rights of people with disability in everything we do

DESBT promotes and protects human rights and ensures our workforce is aware of how we must consider people with disability in our everyday work. This DSP is compatible with the rights protected by the Human Rights Act 2019 (Qld). The ADS has adopted the United Nations Convention of the Rights of Persons with Disabilities which provides a framework to promote and protect the human rights of people with disability.

1.3 Measurement of outcomes and impact - We set clear targets and we measure our progress

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

To ensure a continuous feedback loop, we will provide review opportunities throughout the life of the DSP.

1.4 Cultural and systems change - We will grow inclusion from within our organisation by removing barriers embedded in structures and systems

WfQ survey data shows the workplace experience of employees with disability across the sector is less positive than the wider workforce and their levels of engagement and job satisfaction are significantly lower than most other employees. Through this DSP we will identify opportunities for ongoing change to ensure that all employees in DESBT have a positive, enjoyable, and fulfilling experience at work.

2.0 Our actions

Our Service Users – our services must be inclusive for all people

DEBST staff frequently work across our services to support industry and considers the needs of business owners, jobseekers and students to ensure people with disability have opportunity to participate in the workforce.

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

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

Action	Detail	Measurement	Timing	ADS Outcome Areas
1.	Ensure all DESBT policies, plans and programs are developed with the use of inclusive language and reflect the needs of people with disability and their carers.	Regular consultation and review of policies, plans and programs from employees and external stakeholders with disability.	Initial audit June 2024 and ongoing 2024 - 2026	Employment and Financial Security Community Attitudes
2.	Ensure all Queensland Government and DESBT information is accessible and provided in multiple formats.	All new key Queensland Government information provided in accessible formats. Existing content progressively reviewed and updated.	2024-2026 2024-2026	Personal and Community Support
3.	Government policies require Queensland Government websites to meet contemporary Web Content Accessibility Guidelines.	DESBT website and intranet is scalable and has been designed with CUE and web accessibility guidelines.	2024-2026	Employment and Financial Security Community Attitudes

	Action	Detail	Measurement	Timing	ADS Outcome Areas
4.	Provide interpreting services across all DESBT stakeholders.	Language, translating, and communication services are available to all Queenslanders with disability when accessing DESBT services.	Details uploaded to DESBT website. Increased numbers accessing on-line services in a range of accessible formats.	June 2024 and on-going review. Initial report June 2024 and on-going annual reporting.	Employment and Financial Security Community Attitudes
		5. Ensure Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life.	Subsidise training delivered through annual VET Investment including for people with disability.	People with disability accessing vocational education and training.	Initial report June 2024 and on-going annually.
Provide targeted funding and support for people with disability through the statewide Skilling Queenslanders for Work (SQW) initiative.	Showcasing success stories.		2024-2026	Education and Learning	
Promote the availability of assistive technology that can support the participation of people with disability in vocational education and training through the Skills Disability Support (SDS) service.	Advice provided to Skills Assure Suppliers (SAS) on assistive technology.		2024-2026	Personal and Community Support	

	Action	Detail	Measurement	Timing	ADS Outcome Areas
6.	Increase employment of people with disability.	<p>Build employment skills, experience, and confidence of Queenslanders with disability through participation in the Skilling Queenslanders for Work (SQW) initiative.</p> <p>Empower diverse small businesses to access support and assistance available through DESBT services by:</p> <ul style="list-style-type: none"> Continuing to embed the principles of Small Business Engagement Framework that is responsive to the needs of people with disability. Providing the Mentoring for Growth program to all abilities business owners. 	<p>Percentage of successful employment outcomes for people with disability following participation in SQW.</p> <p>Percentage of people with disability participating in the SQW initiative.</p> <p>Showcasing participant success stories.</p> <p>Reported economic participation of people with disability.</p> <p>Reported economic independence of people with disability.</p>	<p>Initial report June 2024 then ongoing quarterly reporting to ELT.</p> <p>Initial report June 2024 then ongoing quarterly reporting to ELT.</p>	<p>Employment and Financial Security</p> <p>Community Attitudes</p>
7.	Improve the transition of young people with disability from education to employment	Encourage and support the participation of young Queenslanders with disability in VET through tailored learning pathways under Skilling Queenslanders for Work (SQW) and through the Skills Disability Support (SDS) service.	<p>Number of young Queenslanders with disability participating in VET.</p> <p>Percentage of employment outcomes for young people with disability following participation in SQW.</p> <p>Maintained demand for SDS services.</p> <p>Proportion of VET graduates with disability in employment or further study.</p> <p>Proportion of VET graduates with disability satisfied with their training.</p>	Initial report June 2024 then ongoing quarterly reporting to ELT.	<p>Employment and Financial Security</p> <p>Education and Learning</p> <p>Community Attitudes</p>

	Action	Detail	Measurement	Timing	ADS Outcome Areas
8.	Employers value the contribution people with disability make to the workforce and recognise the benefits of employing people with disability.	Give businesses the confidence to employ Queenslanders who have experienced a period of unemployment and help workers facing disadvantage in the labour market, including people with a disability through participation in the revitalised Back to Work (BTW) program.	<p>Percentage of successful employment outcomes for people with disability from engagement in the revitalised BTW program.</p> <p>Percentage of employees with disability participating in the revitalised BTW program.</p> <p>Number of employees with disability who gain employment following period of unemployment in regional areas.</p>	Initial reporting June 2024 and then half-yearly.	Community Attitudes
9.	Provide funding and support to employers to create inclusive and safe workplaces for employees with disability.	<p>Through the Back to Work program, provide short courses on leading and communicating with people with disability designed in conjunction with people with disability sharing their lived experience.</p> <p>Provide grants to small business to ensure an inclusive and safe workplace and employ people with disability.</p>	<p>Enrolment and completion numbers for short courses.</p> <p>Satisfaction levels with short courses.</p> <p>Number of people with disability employed through Back to Work.</p>	2024 - 2026	<p>Employment and Financial Security</p> <p>Education and Learning</p> <p>Community Attitudes</p>

Our People – we recognise that our workplace and workforce are inclusive, we play a role in building the workforce participation of people with disability.

DESBT has a commitment to inclusion and diversity, including an employment target for people living with disability of 12% by 2025. Measuring the success of our initiatives relies on both supporting more inclusive work practices, as well as ensuring staff are comfortable to identify as living with disability in our employee census data.

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

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
1.	Implement strategies to support the Queensland Government target of employing 12% of employees with disability	Implement key objectives for the employment of people with disability as identified in the Workforce Diversity and Inclusion Strategy 2022-2025 .	Improved disability identification rates via MOHRI data. Improved WfQ survey results. Progress towards reaching 12% target.	2024- 2026 End 2024 Quarterly reporting to ELT.	All business areas (People & Culture lead)	Employment and Financial Security Community Attitudes
2.	Promote the DESBT Diversity and Inclusion Strategy.	Inform employees of strategy and associated initiatives.	Promote across all DESBT communication channels.	2024-2026	People & Culture (Diversity and Inclusion Network)	Employment and Financial Security Safety, Rights and Justice Health and Wellbeing

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
3.	Investigate and develop options to provide disability literacy (knowledge) training opportunities for all employees.	<p>Develop employee disability literacy and capability to support employees with disability training, including how to make reasonable adjustments.</p> <p>Promote resources to support #Words at Work inclusive conversations.</p> <p>Create disability awareness resources.</p>	<p>Disability literacy training included in DESBT induction and annual mandatory training.</p> <p>#Words at Work conversation starter resources uploaded onto DESBT intranet.</p> <p>5-minute knowledge bites focused on specific disabilities uploaded to DESBT intranet (quarterly).</p>	<p>ELT and SLT training completed by June 2024. Whole of DESBT training completed by end 2024.</p> <p>June 2024 then quarterly from June 2024.</p>	<p>All Business areas (People & Culture lead)</p> <p>Diversity and Inclusion Network)</p> <p>People & Culture</p>	<p>Employment and Financial Security</p> <p>Safety, Rights and Justice</p> <p>Health and Wellbeing</p> <p>Education and Learning</p>
4.	Utilise the Australian Network for Disability, the Diversity Council Australia, Queensland Disability Network and other relevant professional organisations or networks to develop resources for DESBT to promote positive disability inclusion.	By building diverse, inclusive and disability confident workplaces, DESBT will promote human rights for employees.	<p>Upload resources to the DESBT intranet on a quarterly basis.</p> <p>Increase in employees with disability identifying as such.</p>	<p>Quarterly from June 2024.</p> <p>2024-2026</p>	People & Culture (Diversity and Inclusion Network)	<p>Employment and Financial Security</p> <p>Community Attitudes</p>

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
5.	Develop mental health awareness.	<p>Provide knowledge and understanding around mental health, including early awareness strategies. Encourage a workplace culture within DESBT without stigma associated with mental health issues that allows employees to feel safe in identifying with disability.</p> <p>Continued implementation of the Mental Health Support Officer (MHSO) Network.</p> <p>Identification of employees to become MHSO's across the department.</p>	<p>Education campaign for early detection of mental health issues and stress in the workplace.</p> <p>Mental health awareness training sessions.</p> <p>Employees can identify and access MHSO's.</p>	<p>2024-2026</p> <p>ELT and SLT training completed by June 2024. Whole of DESBT training completed by end 2024.</p> <p>2024-2026</p>	<p>All business areas</p> <p>(People & Culture lead)</p>	<p>Employment and Financial Security</p> <p>Safety, rights, and Justice</p> <p>Health and Wellbeing</p> <p>Education and Learning</p>
6.	Promote inclusion benefits of flexible work arrangements and reasonable adjustments.	<p>Showcase flexible work options and the purpose and benefits of reasonable adjustments.</p> <p>Engaging employees with disability to ensure they are heard and that they can participate fully in work life.</p> <p>Promote adjustments as part of the employee experience (i.e. business as usual).</p>	<p>Increased uptake in flexible work arrangements.</p> <p>Increased uptake in flexible work arrangements for employees with disability.</p> <p>Showcase employee storytelling that highlights employees with disability across all DESBT communication channels.</p>	<p>Initial report June 2024 and annual reporting from end 2024.</p> <p>2024-2026</p>	<p>All business areas</p> <p>(People & Culture lead)</p> <p>(Diversity & Inclusion Network)</p>	<p>Employment and Financial Security</p> <p>Community Attitudes</p> <p>Inclusive Homes and Communities</p> <p>Health and Wellbeing</p>

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
7.	Ensure a human-centred approach to DESBT recruitment policy and practice.	<p>Ensure recruitment processes become accessible to people with disability who may have limited experience in advocating for themselves or of requesting adjustments. Provide strategic advice and support to hiring managers and selection panels with information that covers each phase of the recruitment process from an inclusion perspective.</p> <p>Reasonable adjustments are implemented prior to commencement of employment to allow for seamless transition to the workplace.</p>	<p>Review recruitment processes and upload targeted resources.</p> <p>Increase in numbers of candidates with disability applying for roles.</p> <p>Review of applicants identifying with disability and being shortlisted.</p> <p>Number of reasonable adjustments implemented.</p> <p>New starters with disability feel supported to do what they were employed to do.</p>	<p>End 2024</p> <p>Review end 2024-half-yearly</p> <p>Survey three months after new starter commences.</p>	<p>People & Culture</p> <p>Diversity and Inclusion Network)</p>	<p>Employment and Financial Security</p> <p>Community Attitudes</p> <p>Inclusive Homes and Communities</p> <p>Health and Wellbeing</p>
8.	Utilise existing agency Standing Offer Arrangement with disability employment providers.	Explore options to partner with disability employment organisations to provide pathways for people with disability and create a streamlined and efficient DESBT approach to procuring Disability Employment Services (DES).	Engage with an organisation to integrate with DESBT recruitment.	End 2024	People & Culture	<p>Employment and Financial Security</p> <p>Community Attitudes</p>

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
9.	Provide support to employees with disability to progress learning, development, and career progression.	Offering person-centred development options and providing support to supervisors and line-managers to enable them to succeed in their roles.	<p>Appropriate flexible development opportunities are provided to employees with disability during Positive Performance Management.</p> <p>Develop supporting material for line-managers to successfully conduct Positive Performance Management with employees with disability.</p> <p>Number of enquiries for modified delivery and uptake on modified delivery.</p>	<p>June 2024 and on-going yearly.</p> <p>2024-2026</p>	<p>All business areas (People & Culture lead) Internal Communications</p>	<p>Employment and Financial Security Community Attitudes</p>

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
10.	Ensure all DESBT employees with disability receive appropriate support and technology to perform their job.	<p>Review reasonable adjustments and assisted technologies to ensure they continue to meet the needs of all employees. Engage specialist advice where required.</p> <p>Create a knowledge bank to capture all reasonable adjustment across DESBT.</p> <p>Review of all DESBT building access cards for employees with disability with additional functionality to include:</p> <ul style="list-style-type: none"> • Allocation of a specific lift (closest to the operating panel for example). • Additional time to travel from the operating panel to an allocated lift. • Additional space allocated in lift. • Voice announcements, including voice guidance when using the lift. 	<p>On-boarding processes include reasonable adjustment conversations.</p> <p>Training on reasonable adjustments provided for managers.</p> <p>Audit completed annually.</p> <p>Employees with disability have their building access cards programmed appropriately.</p>	<p>On-boarding review June 2024</p> <p>June 2024 and on-going as needed for new managers.</p> <p>Initial knowledge bank audit End 2024 on-going annually.</p> <p>2024-2026</p>	<p>All business areas (People & Culture lead)</p> <p>Corporate Services</p>	<p>Employment and Financial Security</p> <p>Community Attitudes</p> <p>Personal and Community Support</p>

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
11.	Ensure any DESBT leadership programs are accessible and inclusive for those with disability.	Review opportunities for leadership training and programs to ensure a focus on inclusive leadership.	Identify suitable leadership and training programs for employees with disability. Application and assessment processes for leadership programs are accessible. Participant demographics for leadership programs are representative of employees with disability.	June 2024 2024-2026 Initial reporting end 2024, then annually.	People & Culture All business areas	Employment and Financial Security Community Attitudes
12.	Liaise with DPC regarding the Policy Futures Graduate Program to encourage diverse candidate placements.	Offering accessibility adjustments to our placements and provide support to line-managers to ensure successful outcomes for placements.	Numbers of graduate placements with disability. Feedback from graduates regarding their DESBT placement. Feedback from graduates regarding the DPC recruitment process.	Initial reporting end 2024 then annually from conclusion of placement at end of financial year.	People & Culture	Employment and Financial Security Community Attitudes Education and Learning
13.	Investigate establishment of a forum for employees with disability.	A forum for employees with disability, along with MHSO's to meet, share ideas and provide support to enhance disability inclusion at DESBT.	Develop a survey to be completed by those employees with disability, along with MHSO's to gauge interest in a forum.	June 2024	People & Culture (Diversity and Inclusion Network)	Employment and Financial Security Community Attitudes

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
14.	Review existing policies and processes relating to Domestic and Family Violence with a focus on employees with disability.	Apply an intersectional lens to issues that can be significant to employees with disability.	Update policies and processes and information across all DESBT communication channels for ease of access and implementation	June 2024	People & Culture (Diversity and Inclusion Network)	Employment and Financial Security Community Attitudes Education and Learning
15.	Support the DESBT Disability Champion.	Work with the DESBT Disability Champion to raise awareness and identify key actions for disability targets. Encourage Diversity Support Champions within metro and regional offices.	Communication plan – including LinkedIn and other social media channels. Diversity and Inclusion update (10 minutes) for DESBT Champion at half-yearly All Staff Forum Numbers identifying as Diversity Support Champions.	2024-2026 Quarterly from July 2024. Annual review from December 2024.	People & Culture (Diversity and Inclusion Network)	Community attitudes
16.	Review the Working for Queensland survey for greater inclusivity.	Provide feedback on relevant questions for people with disabilities to better reflect issues of working flexibly, reasonable adjustments and discrimination experiences. Collaborate with PSC to ensure optimal communication prior to survey release.	Increased DESBT numbers completing the survey. Increased numbers of DESBT employees with disability completing the survey.	Prior to 2024 survey release and on-going annually.	People & Culture (Diversity and Inclusion Network)	Employment and Financial Security Community Attitudes
17.	Disability awareness training to be provided in corporate induction.	Including SBS Inclusion Program training package. Mandatory training.	Completion rates.	2024	People & Culture	Community attitudes

Our Places – we recognise the need for our places and services to be accessible for people with disability.

Accessibility is assessed as part of due diligence for new leases. Major fit outs, refurbishments and major upgrades are cognisant of accessibility and need to comply with Building Act 1975(Qld) disability requirements and the National Construction Code.

This impact area recognises that our physical and digital places must be accessible for all people.

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
1.	Access for people with disability is improved by considering their needs when buildings and venues used by DESBT are refurbished, or leases renewed and where possible in choosing venues for DESBT-run events and meetings.	<p>Ensure any new office fit outs comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines.</p> <p>Ensure any DESBT- managed buildings and events are accessible wherever possible. Select venues for DESBT events based on accessibility and suitability for people with disability. Provide specialised support services as required (e.g., interpreters).</p> <p>Where appropriate, establish and maintain hearing loops in meeting room facilities to assist people with hearing impairments.</p>	<p>Documentation and advice provided to employees and stakeholders about how to choose an accessible venue for an event or meeting. Include information in disability knowledge bank.</p> <p>Upload information to DESBT website.</p> <p>Hearing loops established, utilised, and maintained.</p>	<p>2024-2026</p> <p>June 2024</p> <p>2024-2026</p>	<p>Corporate Finance and Facilities lead.</p> <p>Infrastructure Investment</p> <p>Corporate Facilities</p>	Inclusive Homes and Communities

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
	By equipping TAFE for our future through building new fit-for-purpose infrastructure and upgrading existing facilities, we will consider the needs of people with disability as a key component.	<p>Ensure any new or upgrade infrastructure works shall comply with Building Code Australia Part 3, Australian Standard 1428 and the Commonwealth Disability (Access to Premises-Buildings) Standards 2010 (also known as Premises Standards).</p> <p>Consideration of an approved hearing augmentation system in spaces that are fitted with an amplified Public Address system to assist people with hearing impairments. Where applicable, signage indicating the presence of hearing systems shall be displayed in the prescribed manner. Examples include, but are not limited to, teaching spaces, computer and science laboratories, student centres and major reception areas.</p> <p>Consider other appropriate electronic/automatic systems for supporting people with disability in the learning and working environment where applicable (e.g., automatic pedestrian barriers, location of security card readers are accessible for people with disability, others)</p>	Implementation of infrastructure to support people with disability is documented and recognised (as required).	2024-2026	Infrastructure Investment	Inclusive Homes and Communities
2.	Undertake health and safety audits to identify potential hazards that may impact employees or customers with disability.	Build on existing workplace health and safety audit to ensure that issues are identified and reported to Facilities for collaboration and resolution.	Review existing workplace audit and conduct review quarterly.	End 2024 and then quarterly.	Corporate Facilities and People & Culture	Employment and Financial Security Health and Wellbeing

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
3.	Work with our employees to make reasonable adjustments as needed.	Engaging employees with disability to ensure they are heard and that they can participate fully in work life.	Documented reasonable adjustments requests – which are implemented and reviewed.	Initial reporting end 2024 then half-yearly.	All business areas (People & Culture lead)	Employment and Financial Security Inclusive Homes and Communities Health and Wellbeing

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

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

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

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
1.	Promote DESBT's commitment to our diverse workforce.	Utilise our social media and digital channels to highlight DESBT services to people with disabilities and the work of our employees with disability.	Communications and photo opportunities. Increase in applications from enquiries regarding our services, programs, and recruitment processes.	2024-2026 Initial reporting end 2024, then annually.	All business areas	Employment and Financial Security
2.	Promote and participate in Disability Action Week and other Celebratory Days focused on disability.	Promote and create opportunities for employees to participate in celebratory activities.	Numbers of DESBT employees participating in celebratory activities.	2024-2026 Reporting after each event.	All business areas (HR and Diversity and Inclusion Network lead)	Community Attitudes
3.	Promote social procurement where appropriate.	Consider utilising suppliers who are generating social benefits by providing people with disability the opportunity to participate in employment opportunities.	Embed social procurement in Invitation to Offer (ITO) and/or tender processes. Number of social enterprises engaged by DESBT that employ people with disability.	2024-2026 Initial reporting June 2024 then June 2025.	All business areas (People & Culture and Procurement lead)	Employment and Financial Security Community Attitudes
4.	Promote the benefits of people with disability joining Queensland State Government boards, steering committees, and advisory bodies.	Opportunity for people with disability to foster change from within.	Number of DESBT employees awarded board, committee, and advisory roles.	Initial reporting end 2024 then annually.	All business area	Employment and Financial Security Community Attitudes

	Action	Detail	Measurement	Timing	Responsible Area	ADS Outcome Areas
5.	Inclusion of people with disability in applicant pools for Board appointments within DESBT's portfolio	Briefing partner recruitment agencies/DESBT delegate on inclusion of people with disability in applicant pools	Increased awareness of diversity and inclusion to DESBT delegates for suitable Board appointments.	Initial reporting end 2024 then annually.	All relevant business areas	Employment and Financial Security Community Attitudes

3.0 For further information or to provide feedback

Telephone: 13 QGOV (13 74 68)*

Email: info@desbt.qld.gov.au

Website: desbt.qld.gov.au

Hearing impaired assistance

Please contact us through the National Relay Service:

- TTY users, phone 133 677 (no additional call charges apply).
- Speak-and-listen (speech-to-speech relay) users, phone 1300 555 727.
- Internet relay users connect to the **National Relay Service**.
- Video relay users choose the available video relay contact on Skype and ask for 13 QGOV (13 74 68).
- SMS relay users, phone 0423 677 767 and ask for 13 QGOV (13 74 68).

Interpreter assistance

Contact the National Translator and Interpreter Service on 131 450.