

# **Disability Service Plan 2017–2020**

**June 2018**



## Document history

Version	Date	Status	Key changes made	Author/s	Reviewer/s
1.0	19/06/18	Draft	Initial draft	Sharon Dun	Rhiannan Howell
2.0	21/06/18	Draft	Feedback from T&S	Sue Matley Melinda Toze	Rhiannan Howell

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## Message from the Director-General

The Department of Employment, Small Business and Training (DESBT) Disability Service Plan 2017-2020 delivers on the Queensland Government's vision "to build an inclusive Queensland where all Queenslanders, including the one in five Queenslanders who have disability, can thrive and reach their full potential as equal citizens.

A Queensland where people with disability are respected for their abilities and have equal access to opportunities, to contribute and participate in all that Queensland has to offer." Our plan contributes to the strategies and actions of the *State Disability Plan 2017-2020 All Abilities Queensland: opportunities for all*. Developed by the Department of Communities, Child Safety and Disability Services (DCCSDS).

Our plan ensures people with disability have access to the same department services, information and facilities that are available to the broader community and details the actions we will be undertaking to improve this access. The plan also acknowledges the right of people with disability to participate as equitably as others, bringing to the department a set of unique skills, experiences, perspectives and knowledge. The department will report annually on the actions outlined and contribute to the whole-of-Government report.

I am pleased to support DESBT's Disability Service Plan 2018–2020.

## About the department

The Department of Employment, Small Business and Training (DESBT) is focused on increasing 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.

We are committed to:

- Ensuring people with disability have the same equality of opportunity in accessing customer services as other members of the community, and will be encouraged and supported to exercise those rights.
- Having sufficient regard to the needs of families, carers and advocates of people with disability.
- Providing services in a safe, accessible environment appropriate to the needs of people with disability.
- Working with other government agencies to ensure our services link effectively.

# About Disability Service Plans (DSPs)

## 1. Purpose

The *Disability Services Act 2006 (Qld)* 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 departments / 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 more coordinated responses.

## 2. Context

*All Abilities Queensland: opportunities for all* (State Disability Plan 2017-2020) sets a vision of "Opportunities for all Queenslanders" and five priority areas to guide action by Queensland Government and encourage other to act to bring the plan to life, being:

- communities for all
- lifelong learning
- employment
- everyday services
- leadership and participation.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the *National Disability Strategy 2010-2020* (NDS) and its second implementation plan, *Driving Action 2015-2018*. The NDS, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action:

- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and skills
- health and wellbeing.

*Driving Action 2015-2018* builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being

- NDIS transition to full scheme;
- improving employment outcomes for people with disability;
- improving outcomes for Aboriginal and Torres Strait Islander people with disability; and
- communication activities to promote the intent of the strategy throughout the community.

DSPs and the state disability plan also complement Queensland's transition to the *National Disability Insurance Scheme* (NDIS), with full implementation in 2019 as outlined in the *Bilateral Agreement between the Commonwealth and Queensland: Transition to a NDIS*. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities* (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

### 3. Policy Statement

Department of Employment, Small Business and Training Disability Service Plan 2018-2020 articulates our commitment to achieving the best possible outcomes for Queenslanders with disability. Our people are clear about their responsibilities towards Queenslanders and are eager to put them at the centre of everything they do.

One of our greatest assets in delivering for Queensland is our people and working together as a team is our strength. The capability of our team to create inclusive work and service environments is a focus of our plan for the future. Our plan provides clear direction and support to ensure that Queenslanders with disability are succeeding. All of us contribute to creating work and service delivery environments that deliver the benefits that diversity brings. In doing this, we are committed to collaborating with our staff, community and partners, to support all Queenslanders to success, regardless of their background, postcode, personal circumstances or ability.

## Monitoring and reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the *National Disability Strategy 2010-2020*.

## Contact for more information

The Department welcomes feedback and suggestions on its Disability Services Plan.

You can respond to the team:

Department of Employment, Small Business and Training

Human Resources

Level 15, 53 Albert Street

Brisbane Qld 4000

PO Box 15483

City East Qld 4002

## Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability				
Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
<b>Action – Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs – whole of Government</b>				
Work with the DCCSDS to promote the National Disability Strategy	Pilot DCCDS disability awareness training in department		Explore options for disability awareness training to be progressively rolled out to departmental staff	Corporate
<b>Action – Active promotion and participation in Disability Action Week - DESBT</b>				
Promote and create opportunities for staff to participate in Disability Action Week activities	Promote and create opportunities for staff to participate in Disability Action Week activities	Promote and create opportunities for staff to participate in Disability Action Week activities	Active participation in Disability Action Week by DESBT staff	Corporate / Office of the Director-General (Communications and Media)

<b>Accessible places and spaces</b>				
<b>Year 1 2017–2018 Activities/success measure</b>	<b>Year 2 2018–2019 Activities/success measure</b>	<b>Year 3 2019–2020 Activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Action – Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings</b>				
Ensure all fit-outs for DESBT comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines	Ensure any new office fit-outs comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines	Ensure any new office fitouts comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines	Guidance provided to staff about how to choose an accessible venue for an event or meeting	Corporate (Property Services)

<b>Accessible information</b>				
<b>Year 1 2017–2018 Activities/success measure</b>	<b>Year 2 2018–2019 Activities/success measure</b>	<b>Year 3 2019–2020 Activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats – whole-of-government</b>				
Provide content on DESBT's website in html or PDF format	Provide content in accessible formats for website at all times	Provide content in accessible formats for website at all times	All new key Queensland Government information / materials are provided in accessible formats  Existing content progressively reviewed and updated	Office of the Director-General (Communications and Media)
<b>Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) – whole-of-Government – DESBT lead</b>				



Ensure DESBT's website is scalable and has been designed with consistent user experience (CUE) and web accessibility guidelines	Consider CUE and web accessibility guidelines for the DESBT website	Consider CUE and web accessibility guidelines for the DESBT website	All new key website content is accessible and complies with guidelines  Increase in the number of government websites that meet guidelines	Office of the Director-General (Communications and Media) Strategy and Implementation Office
<b>Welcoming and inclusive communities</b>				
<b>Year 1 2017–2018 Activities/success measure</b>	<b>Year 2 2018–2019 Activities/success measure</b>	<b>Year 3 2019–2020 Activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<i><b>Action – Support Queenslanders from diverse backgrounds to access vocational education and training</b></i>				
Provide Pre-qualified Suppliers (PQS) with guidance and advice on how to provide inclusive learning environments through the Inclusive Learning: A Way Forward framework	Support implementation by conducting scheduled audits	Support implementation by conducting scheduled audits	PQS audited to ensure compliance	Training and Skills
<b>Respecting and promoting the rights of people with disability and recognising diversity</b>				
<b>Year 1 2017–2018 Activities/success measure</b>	<b>Year 2 2018–2019 Activities/success measure</b>	<b>Year 3 2019–2020 Activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<i><b>Action – Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability</b></i>				
Ensure DESBT policies and programs reflect the needs and interests of people with disability and their carers	Ensure DESBT policies and programs reflect the needs and interests of people with disability and their carers	Ensure DESBT policies and programs reflect the needs and interests of people with disability and their carers	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and	All (Department leads to consider as part of their strategy development)

			carers in development and implementation	
<b>Action – Government services and funded non-government services provide access to language, translating and communication services</b>				
Ensure the information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English or who are deaf or hard of hearing	Ensure the information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English or who are deaf or hard of hearing	Ensure the information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English or who are deaf or hard of hearing	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	All (Department leads to consider as part of their strategy development)
<b>Safe, healthy and respectful relationships</b>				
<b>Year 1 2017–2018 Activities/success measure</b>	<b>Year 2 2018–2019 Activities/success measure</b>	<b>Year 3 2019–2020 Activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>Action – Implement early awareness strategies in approach to mental health in the workplace, including an education campaign for early detection of mental health issues and stress in the workplace</b>				
Information available as a part of DESBT's Health and Safety Management System	Awareness sessions and proactive communication with the department	Ongoing	DESBT staff are aware of strategies for early detection of issues relating to mental health and stress in the workplace	All business area (HR lead)

## Lifelong Learning

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
<b>Action – Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life</b>				
Subsidise training delivered through the Annual VET Investment Plan including for people with disability	Ongoing	Ongoing	Allocation of funding to targeted areas	Training and Skills
Provide target funding and support to people with disability through the state-wide Skilling Queenslanders for Work (SQW) initiative	Ongoing	Ongoing	People with disability accessing vocational education and training.	Training and Skills
Promote assistive technology that can support the participation of people with disability in vocational education and training.	Ongoing	Ongoing	Advice provided to Pre-Qualified Suppliers (PQS) on assistive technology	Training and Skills
Develop a communication plan to promote Skills Disability Support	Ongoing	Ongoing	Communication plan implemented	Training and Skills
Update the Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners resource to develop contemporary advice for Registered Training Organisations (RTO)	Promote revised guide for practitioners	Ongoing	Resource published	Training and Skills

## Employment

Leading the way – increasing opportunities in the Queensland public sector				
Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
<b>Action – Implement strategies to reach the Queensland Government target that, by 2022, 8% of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand – whole-of-Government</b>				
Develop DESBT Diversity and Inclusion Strategy 2018/2020 including: <ul style="list-style-type: none"> <li>• Investigate and implement focused programs for employees with disability</li> <li>• Identify and showcase how we support employees with disability through our social channels</li> <li>• Partner with workforce solution providers to facilitate work placements</li> <li>• Creation of a Diversity and Inclusion council to understand, work with and reflect the voice of our employees</li> <li>• Increase participation in, and encouragement of access to flexible working arrangements</li> </ul>	Implement actions from the DESBT Diversity and Inclusion Strategy 2018-2020 including: <ul style="list-style-type: none"> <li>• Investigate and implement focused programs for employees with disability (for example Dandelion Project)</li> <li>• Identify and showcase how we support employees with disability through our social channels</li> <li>• Partner with workforce solution providers (for example WorkFocus) to facilitate work placements</li> </ul>		The proportion of people with disability employed in the Queensland Public Sector workforce increases towards 8% by 2022	Corporate

## Everyday services

Disability and community supports				
Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
<b>Action – Work with the National Disability Insurance Agency, non-government organisations and other government agencies to support the development of a skilled workforce capable of delivering services to people with disability</b>				
Implement the NDIS Training and Skills Support Strategy (NTSSS)	Progress priorities identified under the NTSSS	Complete and evaluate the NTSSS	Priority training delivered	Training and Skills
Commence research into workforce skilling needs to support the NDIS in Queensland	Research in progress	Research finalised	Jobs Queensland sponsored research identifies NDIS workforce skilling needs	Training and Skills

## Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development				
Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
<b>Action – Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers – whole-of-Government</b>				
Offer reasonable adjustment when engaging with stakeholders to maximize their participation	Offer reasonable adjustment when engaging with stakeholders to maximize their participation	Offer reasonable adjustment when engaging with stakeholders to maximize their participation	Increased participation of people with disability in consultation  Options for engagement promoted	All relevant leaders of engagement activities

**Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions – whole-of-Government**

Liaise with DESBT employees with disability when implementing DSP actions by providing employees with opt-in opportunities to engage in action development and ongoing implementation

Queensland Government’s Disability Service Plans 2018-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting

All (Service Delivery impacts)

**Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability – whole-of-Government**

Ensure the application process, content, structure and delivery of DESBT leadership programs meet the needs of people with disability

Application and assessment processes for Queensland Government leadership programs are accessible  
  
Participant demographics for Queensland Government leadership programs are representative of the community

Corporate (HR)