

Disability Service Plan 2017–2020

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Message from the Director-General

Department of Infrastructure, Local Government and Planning

The Department of Infrastructure, Local Government and Planning (DILGP) supports the vision of ‘Opportunities for all Queenslanders’ and the five priority areas of the *All Abilities Queensland: opportunities for all* (State disability plan 2017-2020) which guide action by the Queensland Government. DILGP plays a role in encouraging others, including local governments, businesses, non-government and community organisations, communities and individuals, to enable Queenslanders with disability to have the same access to opportunities as other Queenslanders.

The *DILGP Disability Service Plan 2017-2020* (the plan) describes the way our department is working towards normalising diversity and contributing to providing appropriate services and facilities for people with disability. The plan sets out how we are responding to each of the priorities, including how progress will be measured between 2017 and 2020. The plan is flexible, with progress reviewed annually and additional actions included where appropriate. It is intended to support increased responsiveness and improvement of services across the department to ensure people with disability have the same access to services as everybody else in the community. The plan is an integral part of customer service planning, quality assurance and corporate planning processes in DILGP.

The actions outlined in the plan reflect the department’s commitment to building an inclusive Queensland where all people are respected for their abilities and have equal access to opportunities, to contribute and participate, and can thrive and reach their full potential. It also reflects DILGP’s commitment to supporting a government workforce that is representative of its community. These steps to dismantle structural barriers, be responsive and improve access to services for Queenslanders with disability have my full support.

Frankie Carroll
Director-General
Department of Infrastructure, Local Government and Planning

About the department

The Department of Infrastructure, Local Government and Planning is working to build a prosperous, connected, liveable, sustainable and resilient Queensland. DILGP brings together the functions of infrastructure planning and policy, planning and local government and regional services, as well as economic and regional development. These areas work together to create better cities, towns and communities through future-focused planning, smart development, engagement and strong partnerships. The department also has a key role in supporting and providing advice to local governments throughout Queensland, and implementing local government grants and funding programs.

About Disability Service Plans (DSPs)

Purpose of DSPs

The *Disability Services Act (Qld) 2006* 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.

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:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services
5. 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 Australian, state and territory governments 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; and 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 (1) NDIS transition to full scheme (2) improving employment outcomes for people with disability (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and (4) 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 National Disability Insurance Scheme*. 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, obliges the Australian, state and territory governments 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.

DILGP's commitment to furthering the vision of the state disability plan

The department is committed to working with other agencies, our partners and the broader Queensland community to contribute to the vision of "Opportunities for all Queenslanders" by delivering on the objectives we have in place for the coming years to drive activities and initiatives that bring economic and social benefits to all Queenslanders and build connected communities.

The [department's Strategic Plan 2017–21](#) sets out the department's vision and priorities over the next four years with a focus on liveability, sustainability and prosperity across Queensland.

The plan highlights our vision for cities, towns and communities across the state that are great places to live, work and play, and outlines the strategies through which the department will provide a responsive range of services and drive and promote:

- economic and social benefits for Queenslanders
- prosperous and vibrant cities and urban places
- greater liveability and connectedness in coastal and hinterland communities
- resilient, strong and sustainable rural and remote communities
- a high performing, innovative and diverse workforce delivering value for money services and outcomes.

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*.

1. Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability				
Year 1: 2017–2018	Year 2: 2018–2019	Year 3: 2019–2020	Overall measure	Responsible area
Activities/success measure	Activities/success measure	Activities/success measure		
Action - Develop a new dedicated website showcasing examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome Queenslanders with disability				
Links to tools, resources and showcase examples, including championing role models, progressively published on DILGP intranet and website	ongoing	ongoing	Links published on DILGP intranet and website	DILGP
Action - Support national communication strategies and activities to promote the National Disability Strategy 2010–2020				
DILGP action to be identified			Queensland participates and contributes to national communication strategies and activities	Whole-of-government
Action - Queensland Government ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities				
DILGP action to be identified			Information pack provided to Ministers to support development of partnerships	Whole-of-government
Work with DCCSDS* to provide portfolio specific information—coordinate departmental responses to information requests	ongoing	ongoing	Portfolio information provided as appropriate	DILGP

*Department of Communities, Child Safety and Disability Services

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
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				
DILGP action to be identified			Disability awareness training program developed and piloted with DCCSDS staff and in DCCSDS induction programs Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs	Whole-of-government
DILGP induction includes online course and specialist information about disability	ongoing	ongoing	Induction includes specialist disability information	DILGP
Deliver “walk in my shoes” disability awareness experiential learning program for DILGP staff	ongoing	ongoing	Disability awareness experiential learning program delivered	DILGP
Action - Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services				
DILGP action to be identified			Letters sent to all local governments and key non-government stakeholders Information to support local governments, non-government organisations and businesses to develop plans provided on dedicated website	Whole-of-government
	Include links to <i>All Abilities Queensland: opportunities for all</i> State Disability Plan 2017-2020 and access and inclusion plans in Corporate Planning Guidance materials for local governments	ongoing	Links included in guidance materials for local governments	DILGP

Accessible places and spaces				
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
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				
DILGP action to be identified			Guidance provided to staff about how to choose an accessible venue for an event or meeting	Whole-of-government
Accessible information				
Year 1 2017-18- Activities/success measure	Year 2 2018-19- Activities/success measure	Year 3 2019-20- Activities/success measure	Overall Measure	Responsible area
Action - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats				
DILGP action to be identified			All new key Queensland Government information/materials are provided in accessible formats	Whole-of-government
Key DILGP information/materials are provided in accessible formats	ongoing	ongoing	Information/materials are provided in accessible formats Existing content progressively reviewed and updated	DILGP
Progressively adapt recruitment and selection materials and processes to provide accessibility	ongoing	ongoing	Existing recruitment and selection materials and processes progressively reviewed and adapted	DILGP
Updates to the State Infrastructure Plan (SIP) Part B are provided in accessible formats	ongoing	ongoing	SIP Part B updates in accessible formats	DILGP
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)				
DILGP action to be identified			All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines	Whole-of-government

Welcoming and inclusive communities				
Year 1: 2017–18 Activities/success measure	Year 2: 2018–19 Activities/success measure	Year 3: 2019–20 Activities/success measure	Overall measure	Responsible area
Action - Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events				
DILGP action to be identified			Number of businesses, offering the Companion Card Scheme	Whole-of-government
Respecting and promoting the rights of people with disability and recognising diversity				
Year 1: 2017–18 Activities/success measure	Year 2: 2018–19 Activities/success measure	Year 3: 2019–20 Activities/success measure	Overall measure	Responsible area
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				
DILGP action to be identified			New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Whole-of-government
Development and release of the Strategy for Social Infrastructure (SSI) considers the needs of people with disability	Ongoing	Ongoing	SSI supports well-located, accessible and multi-functional infrastructure to meet the needs of all occupants, including people with disability	DILGP
Diversity is recognised in the new planning framework through relevant policies in the State Planning Policy (SPP) and South East Queensland Regional Plan (SEQ Regional Plan) and North Queensland Regional Plan			SPP and Regional Plans recognise diversity and support adaptable, accessible and inclusive built environments	DILGP

Year 1: 2017–18 Activities/success measure	Year 2: 2018–19 Activities/success measure	Year 3: 2019–20 Activities/success measure	Overall measure	Responsible area
Action - Government services and funded non-government services provide access to language, translating and communication services				
DILGP action to be identified	ongoing	ongoing	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	Whole-of-government
Language, translating and communication services available to people with disability when accessing DILGP services			Language, translating and communication services available	DILGP

2. Lifelong learning

Tertiary and vocational education				
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
Action – Equitable access to learning and development opportunities for employees with disability				
Provide learning and development opportunities to all staff	ongoing	ongoing	Increased uptake of learning and development opportunities by staff with disability	DILGP

3. 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
Action – Implement strategies to reach the Queensland Government target that, by 2022, eight per cent 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.				
DILGP action to be identified			The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022	Whole-of-Government
Implement inclusive practices and measures to compensate for unconscious bias in DILGP recruitment and selection processes	ongoing	ongoing	Inclusive practices and measures implemented	DILGP
Increasing employment opportunities for Queenslanders with disability				
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
Action – Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment.				
DILGP action to be identified			Information, resources and good practice case studies uploaded to the dedicated website	Whole-of-Government
Deliver unconscious bias training, targeting recruitment and selection panels Deliver Disability Awareness training to all staff Increase ease of applying for jobs at DILGP for people with disability <i>(links to Priority Area 1 Communities for all - Accessible information)</i>	ongoing	ongoing	Training delivered	DILGP

4. Everyday services

Housing				
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
Action – Include additional guidance in Economic Development Queensland (EDQ) guidelines for accessible housing to promote liveable housing design in new dwellings in Priority Development Areas (PDAs) and in PDAs where EDQ is the developer.				
	Guideline published		Incorporate accessible housing design in new dwellings in PDAs	DILGP
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
Action – Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.				
DILGP action to be identified			All existing eligible clients transition and access services through the NDIS by 30 June 2019	Whole-of-Government
Office of the Queensland Government Architect				
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
Action – Incorporation of ‘universal design principles’ in Better Design Agenda Material				
QDesign and QCompanion—incorporation of ‘universal design principles in Better Design Agenda Material	ongoing	ongoing	‘Universal design principles’ incorporated in Better Design Agenda Material	DILGP

5. 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
Action – Incorporation of ‘universal design principles’ in Better Design Agenda Material				
DILGP action to be identified			Increased participation of people with disability in consultation Options for engagement promoted	Whole-of-government
Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.				
DILGP action to be identified			Queensland Government Disability Service Plans 2017-2020 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	Whole-of-government
DILGP representatives attend DSP planning workshop with Disability Advisory Council Queensland representatives, June 2017	Consult with self-nominated disability focus group within DILGP on draft plan reporting and review	Consult with self-nominated disability focus group within DILGP on draft plan reporting and review	Increased participation of people with disability in consultation	DILGP
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability.				
DILGP action to be identified			Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community	Whole-of-government

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
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability.				
'Inspire' leadership events open to participation of all levels of DILGP employees	Deliver DILGP 'inspire' formal leadership program inclusive of people with disability (if implemented)		'Inspire' leadership events delivered	DILGP
Action – Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.				
DILGP action to be identified			Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	Whole-of-government
Advocate for access and inclusion plans for statutory/government bodies within the DILGP portfolio	ongoing	ongoing	DILGP writes to portfolio statutory/government bodies encouraging development of disability access and inclusion plans	DILGP

Contact for more information

For more information or to provide feedback please contact corporateplanning@dilgp.qld.gov.au

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