

Disability Service Plan 2020–21

Including COVID-19 recovery plan 2020–21



The Department of Regional Development and Manufacturing.

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About disability service plans (DSP)

The *Disability Services Act 2006* (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 departments and 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. Disability service plans aim to improve access to services across government for people with disability, including more coordinated responses.

Priorities

All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020 (AAQ) sets a vision of “opportunities for all Queenslanders”. To bring this vision to life, the plan has five priorities for action:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services
5. Leadership and participation.

The department has actions under four of these priority areas: Communities for all, Employment, Everyday services and Leadership and participation.

Interim COVID-19 recovery plan 2020–21

The *Queensland Disability Recovery Action Plan* has been developed as an interim initiative under AAQ in response to COVID-19. The recovery plan will be led by the Department of Communities, Disability Services and Seniors (DCDSS).

The department will support DCDSS in delivering the actions under the recovery plan.

Monitoring and reporting

The department will report annually on the implementation of its plan and contribute to a yearly progress report on the implementation of the AAQ.

Information from the annual progress reports will be shared across Australian state and territory governments as part of reporting on Queensland's contribution to national reporting on the implementation of the *National Disability Strategy 2010–2020*.

Human rights compatibility

The department is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

For further information on the *Human Rights Act 2019* see <https://www.qhrc.qld.gov.au/>.

The Department of Regional Development and Manufacturing (the department) DISABILITY SERVICE PLAN ACTIONS (plan actions)

Communities for all

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
Changing attitudes and breaking down barriers by raising awareness and capability			
Action – Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>			
<ul style="list-style-type: none"> The department will: <ul style="list-style-type: none"> ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy promote awareness campaigns and other activities, as advised by the Department of Social Services (Cwth) and/or the Department of Communities, Disability Services and Seniors (DCDSS). 	<ul style="list-style-type: none"> The department will continue to support national communication strategies and activities. 	<ul style="list-style-type: none"> Queensland promotes the principles and objectives of the National Disability Strategy, and participates and contributes to strategies, campaigns and other activities. 	Whole-of-government action (DCDSS lead)
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			
<ul style="list-style-type: none"> The department will ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and creation of opportunities by Queensland businesses, industries and partners. 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> ensure all communication strategies align, where relevant, to the principles and objectives of the State Disability Plan promote inclusiveness and creation of opportunities by Queensland businesses, industries and partners. 	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships. 	Whole-of-government action (DCDSS lead)

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	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			
<ul style="list-style-type: none"> The department will: <ul style="list-style-type: none"> publish and promote online inclusion and diversity awareness training (including a focus on disability awareness) to all departmental staff investigate the incorporation of targeted inclusion and diversity awareness training (including a focus on disability awareness) into the department’s on-boarding procedures continue to review and assess its disability awareness training framework and programs to ensure they remain relevant and fit-for-purpose. 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> make disability awareness training available to all existing staff, and new staff upon commencement review and assess disability awareness training to ensure they remain relevant and fit-for-purpose. 	<ul style="list-style-type: none"> Disability awareness training is made available to all existing staff, and new staff upon commencement. 	Whole-of-government action (DCDSS lead)
Action – Encourage local government, non-government organisations and businesses to develop disability access and inclusion plans and use process to engage with people with disability in the design and delivery of services			
<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will continue to ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> 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 action (DCDSS lead)
Accessible places and spaces			
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 or meetings			
<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will be guided by the principles and objectives of 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will continue to be guided by the principles and 	<ul style="list-style-type: none"> Guidance provided to staff about how to choose an accessible venue for an event or meeting. 	Whole-of-government action (DCDSS lead)

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
the State Disability Plan to promote inclusiveness and access.	objectives of the State Disability Plan to promote inclusiveness and access.		
Accessible information			
Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats			
<ul style="list-style-type: none"> The department representatives attend workshops / information sessions on web standards and on addressing accessibility (as led by DCDSS). 	<ul style="list-style-type: none"> The department will continue to ensure its information is accessible, reviewed and updated. 	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated. 	Whole-of-government action (DCDSS lead)
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 for newly created time-based media (i.e. pre-recorded video/audio)			
<ul style="list-style-type: none"> The department will: <ul style="list-style-type: none"> make available various communication platforms (e.g. video conferencing, Skype, Teams) comply with national government web content accessibility guidelines (WCAG 2.0) investigate and implement (as required) assistive services for staff with a disability. 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> make available various communication platforms (e.g. video conferencing, Skype, Teams) comply with national government web content accessibility guidelines (WCAG 2.0) implement (as required) assistive services for staff with a disability. 	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines. 	Whole-of-government action (Department of Housing and Public Works lead)
Welcoming and inclusive communities			
Action – Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events			
<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will be guided by the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will continue to be guided by the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> Number of businesses, offering the Companions Card Scheme. 	Whole-of-government action (DCDSS lead)

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
Respecting and promoting the rights of people with disability and recognising diversity			
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			
<ul style="list-style-type: none"> All department business areas take into consideration: <ul style="list-style-type: none"> the needs of people with disability during development, monitoring and evaluation of legislation, policies, programs and services the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> The department will continue to consider: <ul style="list-style-type: none"> the needs of people with disability during development, monitoring and evaluation of legislation, policies, programs and services the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> 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 action (DCDSS lead)
Action – Government services and funded non-government services provide access to language, translating and communication services			
<ul style="list-style-type: none"> The department will continue to provide telephone translation or interpreting services for people with disability to access, on request. 	<ul style="list-style-type: none"> The department will continue to provide telephone translation or interpreting services for people with disability to access, on request. 	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services. 	Whole-of-government action (DCDSS lead)

Employment

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Leading the way – increasing opportunities in the Queensland public sector			
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			
<ul style="list-style-type: none"> The department will <ul style="list-style-type: none"> solidify knowledge of anti-discrimination legislation and positive practice 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> continue to uphold legislative obligations in relation to anti- 	<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector 	Whole-of-government

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
<ul style="list-style-type: none"> – continue to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer – develop and promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches – incorporate employment of people with a disability into work on an employer value proposition – continue to undertake reasonable adjustments to meet individual needs as well as introduce a ‘reasonable adjustment passport’. 	<p>discrimination and as an equal opportunity employer</p> <ul style="list-style-type: none"> – promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches – continue to undertake reasonable adjustments to meet individual needs as required and support through a ‘reasonable adjustment passport’ – review recruitment practices to ensure accessibility for people with a disability. 	<p>workforce increases towards eight per cent by 2022.</p>	<p>action (DCDSS lead)</p>

Increasing employment opportunities for Queenslanders with disability

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

<ul style="list-style-type: none"> • The department will: <ul style="list-style-type: none"> – ensure links are available to access DCDSS website and published materials – investigate production of appropriate departmental information and resources related to internal experiences of employing people with a disability – prepare and publish, as appropriate, departmentally specific information and resources. 	<ul style="list-style-type: none"> • The department will continue to: <ul style="list-style-type: none"> – ensure links are available to access DCDSS website and published materials – prepare and publish, as appropriate, departmentally specific information and resources. 	<ul style="list-style-type: none"> • Information, resources and good practice case studies uploaded to the dedicated website. 	<p>Whole-of-government action (DCDSS lead)</p>
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Everyday services

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Disability and community supports			
Action – Work with the National Disability Insurance Agency to provide a smooth transition to the NDIS			
<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will continue to ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019. 	Whole-of-government action (DCDSS lead)

Leadership and participation

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Inclusion in consultation, civic participation and decision-making and supporting leadership development			
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			
<ul style="list-style-type: none"> The department will: <ul style="list-style-type: none"> make available various communication platforms (e.g. video conferencing, Skype, Teams) comply with national government web content accessibility guidelines (WCAG 2.0) investigate and implement (as required) assistive services for staff with a disability. 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> make available various communication platforms (e.g. video conferencing, Skype, Teams) comply with national government web content accessibility guidelines (WCAG 2.0) implement (as required) assistive services for staff with a disability. 	<ul style="list-style-type: none"> Increased participation of people with disability consultation Options for engagement promoted. 	Whole-of-government action (DCDSS lead)

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions			
<ul style="list-style-type: none"> The department will ensure all communication strategies (including consultation activities), where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> The department will continue to ensure all communication strategies (including consultation activities), where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> Queensland Government's Disability Service Plans 2017– 2020 include details of consultation with people with a disability or details of consultation with people with a disability, is reflected in progress reporting. 	Whole-of-government action (DCDSS lead)
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability			
<ul style="list-style-type: none"> The department will ensure all internally delivered leadership development programs are accessible in several formats (e.g. videos produced with captioning; use of interpreters where appropriate; able to be undertaken online; etc.) and able to be targeted to meet circumstances of participants. 	<ul style="list-style-type: none"> The department will continue to ensure all internally delivered leadership development programs are accessible in several formats (e.g. videos produced with captioning; use of interpreters where appropriate; able to be undertaken online; etc.) and able to be targeted to meet circumstances of participants. 	<ul style="list-style-type: none"> 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 action (DCDSS lead)
Action – Promote inclusion of people with a disability on state government boards, steering committees and advisory bodies to foster 'change from within'			
<ul style="list-style-type: none"> The department will continue to uphold the principles of anti-discrimination and equal opportunity to promote inclusion of people with a disability on all agency boards, steering committees and advisory bodies. This includes, but is not limited to, the management and treatment of individuals based on their merits throughout the selection, duration and completion of their appointment. 	<ul style="list-style-type: none"> The department will continue to uphold the principles of anti-discrimination and equal opportunity to promote inclusion of people with a disability on all agency boards, steering committees and advisory bodies. This includes, but is not limited to, the management and treatment of individuals based on their merits throughout the selection, duration and completion of their appointment. 	<ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability. 	Whole-of-government action (DCDSS lead)

Queensland Government's COVID-19 Disability Recovery Action Plan 2020–21

DCDSS activities	DRDM activities	Due date	Status
High quality engagement and communication			
Action – Use expert advisors and Ministerial Councils to confirm and prioritise areas for action on systemic issues and modifiable risks during active COVID-19, and also to inform the recovery phase			
<ul style="list-style-type: none"> Gather evidence on the economic impacts of COVID-19 on People with a Disability (PwD): <ul style="list-style-type: none"> employment/unemployment rates (change compared to general population) and potential for re-employment any disproportionate impact of disrupted education on children with disability and any special needs now required to help get back on-track cost of living impacts particular to PwD during COVID-19 and financial support required. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action. 	July 2020	Underway (DCDSS lead)
Action – Work with disability experts to develop communication and resources tailored to the needs of people with disability during the active and recovery phases of COVID-19			
<ul style="list-style-type: none"> Translate Commonwealth and Queensland roadmaps to practical guidance on how and when restrictions will be lifted. Generate communication campaign to encourage PwD to safely re-engage with community and regular activities. Work with Queensland Government agencies on any interim COVID-19 specific updates required to their DSPs. 	<ul style="list-style-type: none"> The department has updated its DSP (this plan) to incorporate COVID-19 updates. The department will contribute to DCDSS activities as required to support delivery of the remainder of this action. 	Commenced and ongoing	Underway (DCDSS lead)
Identify opportunities for reshaping service arrangements and supporting providers			
Action – Identify actions to assist sector to respond to easing of the Public Health Directions (PHD) and assess the client and community impacts			
<ul style="list-style-type: none"> Translate and prepare guidance for the disability sector on both the timing and implication for service delivery of restrictions being eased under the PHDs. Support the Disability Sector to develop COVID-Safe Plan/s. 	<ul style="list-style-type: none"> The department will take learnings from the disability sector of successful changes made to modes of service delivery to be incorporated into BCPs. The department will contribute to DCDSS activities as required to support delivery of the remainder of this action. 	Commenced and ongoing	Underway (DCDSS lead)

DCDSS activities	DRDM activities	Due date	Status
<ul style="list-style-type: none"> Capture learnings from the disability sector of successful changes made to modes of service delivery during COVID-19, for promotion to the sector and inclusion in business continuity plans (BCP). 			
Action – Engage disability peaks to deliver tailored new COVID-19 related programs, resources and services to help support the Disability Sector, including NDIS service providers			
<ul style="list-style-type: none"> Engage disability peak and representative bodies to translate DCDSS messaging about COVID-19 recovery into accessible formats and distribute – including some guidance on what a COVID-Safe Plan should include for services broadly. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action. 	Commenced and ongoing	Underway (DCDSS lead)
Action – Advocate to the Commonwealth for support programs tailored to identified and anticipated needs in the Queensland sector			
<ul style="list-style-type: none"> Capture, prepare supporting evidence and promote the recovery needs of the Queensland Disability Sector to the Commonwealth, incorporating analysis of regional need and service type. Promote the intention and benefits of the Commonwealth NDIS Workforce Strategy to the Queensland Disability Sector. 	<ul style="list-style-type: none"> The department will contribute to DCDSS: <ul style="list-style-type: none"> – requests for evidence to promote recovery needs for regions – activities as required to support delivery of the remainder of this action. 	July 2020	Underway (DCDSS lead)
Action – Promote opportunities for the sector to access financial support programs provided by governments			
<ul style="list-style-type: none"> Research Commonwealth and Queensland subsidies and supports available to the Disability Sector and assemble easy to understand information. Promote the available subsidies to the Queensland Disability Sector through all available channels. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action. 	Commenced and ongoing	Underway (DCDSS lead)
Ongoing monitoring of service capacity and value			
Action – Monitor and quantify any NDIS savings from COVID-19 underutilisation			
<ul style="list-style-type: none"> Analyse available data and model future savings for the Commonwealth resulting from COVID-19. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action. 	December 2020	Underway (DCDSS lead)
Action – Advocate for reinvestment of any underutilised NDIS funds during COVID-19 in the Queensland sector			
<ul style="list-style-type: none"> Develop advocacy plan identifying available forums and approaches for pursuing the investment of any Commonwealth NDIS savings in the Queensland Disability Sector and for the benefit of PwD. 	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action. 	July 2020	Underway (DCDSS lead)

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