

Department of State Development, Infrastructure and Planning

DSDIP Disability Service Plan 2023–26

Progress report 2024–25

Our service users

Action	Measurement	Status	Progress/achievements	Responsibility
1. Provide telephone translation or interpreting services for people with disability to access, on request.	Translation and interpreting services are available to Queenslanders with disability.	Completed	<ul style="list-style-type: none"> This action is completed and fully embedded in the department's operations. For areas of the department that run events with stakeholders, the registration process includes a question to identify if a person has a disability and requires assistance. The regional office will follow up to provide appropriate support. Departmental templates have information on translating and interpreting service for all public facing documents The department utilises the Queensland Government's Standing Offer Arrangement for the provision of interpreting and translation services. Staff are made aware of the availability of these services when joining the department. The Office of Industrial Relations (OIR) has translation and relay services with frontline services. When arranging internal and external events such as webinars, OIR factors in options such as screen readers, colour, transcripts, hard coded subtitles etc. 	Whole of department
2. Consider the needs of people with disability during development, monitoring and evaluation of legislation, policies and programs.	Legislation, policies and programs consider the needs of people with disability and carers in development and implementation.	Ongoing	<ul style="list-style-type: none"> The department continued to consider the needs of people with a disability during development, monitoring and evaluation of legislation, policies, programs and services to comply with the principles and objectives of the State Disability Plan promoting inclusiveness and access. Legislative obligations have continued to be upheld in relation to anti-discrimination and as an equal 	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
			opportunity employer and is committed to having a diverse and inclusive workforce that reflects the community we serve.	
3. Choose accessible venues for events and meetings.	Events and meetings held at accessible venues	Completed	<ul style="list-style-type: none"> This action is completed and fully embedded in the department's operations. Groups that run workshops and events capture accessibility requirements through the registration process and ensure that the venue for workshops/events has full accessibility as required for attendees. The department has held 61 events at accessible venues including: <ul style="list-style-type: none"> 3 x Supply into Major Projects forums 30 x Capability Statement workshops 19 x Tendering workshops 3 x Contract Delivery workshops 6 x Regional Projects Industry briefing/Regional Projects forum/Meet the Buyer event Note that these figures do not capture the Webinar events which are online access only. Industry breakfasts, workshops and all other events are held at venues that are accessible for people with disabilities. This includes considering the location, participants' transport options, and the venue's features and facilities. Venue setup, activity spaces, and technology is considered so people with a disability can move freely; take breaks; contribute fully; access audio, visual, and text-based information; and concentrate. Prioritising of physical, mental, emotional, and cultural safety for guests joining events and 	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
			meetings with identified disabilities captured when registering to attend.	

Our people

Action	Measurement	Status	Progress/achievements	Responsibility
1. Support the sector to attract, recruit and retain more people with a disability in the Queensland public sector.	<p>12% of employees in the department identify as living with a disability.</p> <p>The % of employees in the department who identify as living with a disability is within 3% of the Queensland Public Sector (QPS) average.</p> <p>External facing websites and employee attraction channels are accessible.</p>	On track	<ul style="list-style-type: none"> Tailored recruitment and selection training references workplace adjustments and informs panel chairs of their responsibilities and obligations to support people living with a disability. HR have delivered in person and on-line awareness sessions including the SBS Inclusion – Inclusive Recruitment module. Ensure candidate care when facilitating recruitment and selection processes by confirming if they require any reasonable adjustment/s to be made to assist them throughout the process to promote and facilitate equitable employment opportunities and a safe, inclusive and diverse workplace. Value the perspective of applicants with a disability to ensure our program and policy delivery reflects our commitment to achieving a diverse and inclusive workforce that reflects the community we serve. Working for Queensland survey (WfQ) 2024 – 10.9% of employees identified as a person with a disability. MOHRI/EEO Census – 4.5% of employees identified as a person with a disability, exceeding the Queensland Public Sector average of 3.63% (as at March 2025). 	<p>Whole of department with Human Resources support</p> <p>Strategic communications</p>

Action	Measurement	Status	Progress/achievements	Responsibility
			<ul style="list-style-type: none"> Employee engagement increased by 7% compared to Working for Queensland survey 2023 and is above the sector average. OIR - There is a significant discrepancy between the MOHRI data which indicates 3.92% of people living with a disability and the WfQ 2023 results which indicate 14%. Results for WfQ 2024 indicate 15% people living with disability. 	
2. Promote opportunities for people with disability to participate on Queensland Government boards.	Recruitment processes for Queensland Government boards within the Department's portfolio are promoted, inclusive and accessible.	On track	<ul style="list-style-type: none"> The department is committed to increasing the representation of people with disability on Queensland Government boards and committees. This is supported by proactively engaging with agencies and community networks to promote upcoming vacancies and encourage diverse nominations. This approach aims to ensure that people with disability have equitable opportunities to contribute to decision-making and leadership across government. 	Whole of department with Corporate support
3. Improve representation of people with disability in leadership roles in the Queensland public sector.	8% representation at the Senior Officer and Senior Executive Service (and equivalent) levels, by 30 June 2024.	Some delays	<ul style="list-style-type: none"> Tailored recruitment and selection training references workplace adjustments and informs panel chairs of their responsibilities and obligations to support people living with a disability. HR have delivered in person and on-line awareness sessions including the SBS Inclusion – Inclusive Recruitment module. Diversity targets are incorporated into Senior Executive performance agreements. As at June 2025 quarterly MOHRI submission – <ul style="list-style-type: none"> Senior Officer level representation of people with disability was 7.69% 	Whole of department with Human Resources support

Action	Measurement	Status	Progress/achievements	Responsibility
			<ul style="list-style-type: none"> Senior Executive Service (and equivalent) level representation of people with disability was 2.56%. OIR: MOHRI data indicates that 1 out of 77 SES/SO equivalents live with a disability (1.2%). 	
4. Make disability awareness training available to all staff.	<p>Disability awareness training is available to all staff.</p> <p>20% of employees in the department to have completed the QPS Disability Awareness Training in ELMO.</p>	On track	<ul style="list-style-type: none"> Disability awareness training is available in the department learning talent management, through Diversity Council of Australia for all employees and additional support through specialist organisations on demand. SBS Core Inclusion suite of modules available to all staff including specific modules for Core Inclusion, Appropriate Workplace Behaviour and Disability. 301 employees have completed for 33% completion rate. OIR: Currently 45% of employees have completed the training in CREaTE. Note: On 1 July 2025 OIR mandated the Disability Awareness training for all staff to complete by 30 September 2025. 	Organisation Development Analytics
5. Provide reasonable adjustments to meet individual needs as required.	<p>Reasonable adjustments are available to meet individual needs as required.</p> <p>WfQ result within 1% of previous year for the question: <i>Do you have a workplace adjustment in place to assist you in managing work and life with your disability?</i></p> <p>WfQ result at least 30% positive responses for the question: <i>Do you feel confident applying for new and different job opportunities within your organisation?</i></p>	On track	<ul style="list-style-type: none"> The 2024 WfQ results indicate that 40% of those who identify as living with a disability have a formal or informal reasonable adjustment in place in their workplace (i.e., positive responses). This is 4% higher than in 2023. 70% of those who identify as living with a disability responded positively to whether they felt confident applying for job opportunities, a 21% increase from 2023. Workplace adjustment materials released by the Public Sector Commission have been made available on the department's intranet. HR has 	<p>Hiring and line managers with Human Resources support</p> <p>Facilities</p>

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			<p>engaged with various administrative, support and management networks to promote these materials.</p> <ul style="list-style-type: none"> • HR provides advice and support to employees and managers exploring workplace adjustment. • Facilities and ITS provide information, advice and support for reasonable adjustments to hiring and line managers as part of their business-as-usual support to the department. • The department has processes in place to support people living with a disability during emergency procedures. • OIR: 2024 WfQ results indicate: <ul style="list-style-type: none"> ○ 34% of those who identify as living with a disability have a formal reasonable adjustment in place in their workplace, an increase of 6% from 2023. There has been a 10% decrease in responses for people who have informal reasonable adjustments in place. ○ 63% of those who identify as living with a disability responded positively to whether they felt confident applying for job opportunities, an increase of 8% from 2023. 	
6. Ensure all centrally delivered leadership development programs are accessible and able to be tailored to meet circumstances of participants.	Departmental leadership programs are accessible.	On track	<ul style="list-style-type: none"> • Reasonable adjustments are provided for individual requirements to access leadership development opportunities. This extends to partnering with providers such as Institute of Managers and Leaders for delivery of the People Matters program. • The department also ensures internally delivered leadership development programs are accessible across multiple formats, with flexible and online delivery, captioning, and any-time access, taking 	<p>Human Resources/Organisation Development Analytics</p> <p>Strategic Communications</p> <p>Facilities</p>

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			<p>into consideration 'all abilities' of participants (for example LEADING AHEAD).</p> <ul style="list-style-type: none"> Facilities are reactive as required/requested to provide workplace adjustments. 	Information Technology Services
7. Provide mental health and wellbeing support for staff with a disability	<p>Content and resources provided on the Connect Mental Health Hub are accessible to staff with a disability and are regularly updated.</p> <p>All staff have access to an employee assistance provider or specialist provider/services.</p>	Completed	<ul style="list-style-type: none"> This action is completed and fully embedded in the department's operations. All staff have access to extensive information on the Connect Mental Health Hub including Employee Assistance Provider details, upcoming events and learning opportunities, tips for managing mental health and support, workplace adjustments etc. The information is updated regularly to ensure access to the latest events, and information and learning opportunities. Staff are actively encouraged to utilise department resources available on the intranet such as accessing its Employee Assistance Program provider Benestar, Mental Health Hub, and other resources. A safe space/meeting room can be made available for staff with disability to use if they need to administer medication etc. The department's performance management framework, including the Professional Development Agreement template has been updated to promote regular conversations with employees that includes a focus on wellbeing and inclusion, and encouraging leaders/managers to proactively asking employees if they have workplace adjustment requirements. Staff are encouraged to raise any issues of accommodations, such as 	Whole of department with Human Resources support

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			<p>flexibility in hours to attend appointments, which may be needed.</p> <ul style="list-style-type: none"> OIR: Intranet page set up with Support Services and flyers distributed to all offices. The Health and Wellbeing team continue to promote and support staff living with a disability by working with their managers and external providers to provide specialist assistance as required. Reasonable adjustment and support session included in Manager Onboarding. 	
8. Contribute to progress against the outcomes in Queensland's plan to respond to domestic and family violence against people with disability.	DSDILGP White Ribbon accreditation. 85% of employees in the department to have completed the Domestic and Family Violence prevention and awareness in the workplace training in ELMO.	On track	<ul style="list-style-type: none"> White Ribbon Accreditation has expired. Department resources have transitioned to align with Queensland Government Domestic and Family Violence prevention frameworks. 81.5% employees have completed workplace training with 1.5% in progress of completing. OIR: Provides programs and support focussed on the prevention of violence. 74% of employees have completed Domestic and Family Violence Training on CREaTE. Note: On 1 July 2025 OIR mandated the Domestic and Family Violence training for all staff to complete by 30 September 2025. 	Organisation Development Analytics
9. Ensure staff emergency information and warnings are accessible.	Emergency information and warnings are accessible to staff with a disability.	On track	<ul style="list-style-type: none"> Information about site specific emergency warnings are shared with all staff as they happen, including in appropriate methods for those staff with a disability. OIR: All new and existing information and signage are reviewed and updated regularly 	Strategic communications
10. Celebrate Disability Action Week	DSDIP shares success stories and helpful information on the value of diversity.	On track	<ul style="list-style-type: none"> Disability Action Week and other diversity awareness resources available to all staff on the intranet. 	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
			<ul style="list-style-type: none"> Diversity Council of Australia resources/webinars available to all staff. SBS Core Inclusion suite of modules available to all staff including specific modules for Core Inclusion, Appropriate Workplace Behaviour and Disability. Teams actively participated in workplace activities for Disability Action Week both through the department and with co-located departments locally in addition to other events celebrated throughout the year to raise awareness. OIR: Disability Action Week was celebrated in OIR through promotion of events and learning opportunities on the OIR Intranet and via Executive Communication. 	

Our places

Action	Measurement	Status	Progress/achievements	Responsibility
1. Implement inclusion principles and actions across the 2032 Olympic and Paralympic Games planning.	2032 Olympic and Paralympic Games infrastructure planning for venues and villages is co-designed and aligns to domestic and international access and inclusion principles and standards.	On track	<ul style="list-style-type: none"> The Olympic Host Contract details the requirements for access and inclusion principles and standards. These will be incorporated in the design of venues and villages. 	Infrastructure and Regional Strategy

Our community

Action	Measurement	Status	Progress/achievements	Responsibility
1. Ensure communication strategies align to the principles and objectives of the ADS and state disability plan.	Queensland promotes the principles and objectives of the ADS, and participates and contributes to strategies, campaigns and other activities.	On track	<ul style="list-style-type: none"> The department ensures that all communication strategies are aligned with the principles of inclusion, accessibility, and equity outlined in the Australian Disability Strategy and the Queensland State Disability Plan. This includes the use of inclusive language, accessible formats, and multiple communication channels to reach and engage people with disability. It also includes representation in imagery and vision for campaigns. OIR: Actively promotes and participates in sector-wide campaigns, consultations, and initiatives that advance the objectives of the ADS, contributing to a more inclusive Queensland public sector. 	Strategic Communications
2. Make available various communication platforms (e.g. video conferencing, Teams).	Increased participation of people with disability in consultation. Options for engagement promoted.	On track	<ul style="list-style-type: none"> The department continues to make available various communication platforms that comply with national government web content accessibility guidelines and implement (as required) assistive services for staff with a disability. OIR: Continues to ensure that a variety of accessible communication platforms are available to support inclusive participation, consultation, and engagement with people with disability. This includes the use of Microsoft Teams, video conferencing, and other accessible digital tools, which enable flexible and inclusive engagement formats. Options for participation are clearly promoted in consultation invitations and communications, resulting in increased engagement from people 	Strategic Communications Information and Technology Services

Action	Measurement	Status	Progress/achievements	Responsibility
			with disability across relevant forums and initiatives.	
3. Ensure departmental websites comply with web content accessibility guidelines (WCAG 2.0 and Digital services policy).	All new key website content is accessible and complies with guidelines.	On track	<ul style="list-style-type: none"> All new key website content complies with Web Content Accessibility Guidelines (WCAG) 2.0 and the Queensland Government Digital Services Policy. Accessibility is embedded into content development processes, with regular checks to ensure that digital materials are usable by people with disability, including those using assistive technologies. This includes ensuring that all website content appears in text-based format. Additional materials or assets are provided in graphic or PDF format to enhance visual understanding for some topics. Descriptive captions and image tags are mandatory. 	Strategic Communications
4. Ensure departmental information and publications are accessible, reviewed and updated.	All new key Departmental information/materials are provided in accessible formats.	On track	<ul style="list-style-type: none"> All new and existing information and publications are reviewed regularly and updated accordingly. The Strategic Communication approach is digital-first. This ensures that materials and information is provided in a text-based format that supports accessibility and assistive devices. 	Strategic Communications

Note: The results from the Working for Queensland survey are from 2024, as the 2025 survey has not yet been conducted at the time of this report.