

**FORMER DEPARTMENT OF STATE DEVELOPMENT, MANUFACTURING, INFRASTRUCTURE AND PLANNING<sup>1</sup>**

**DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2019 TO 30 JUNE 2020 (YEAR 3)**

**WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)**

<b>Action</b> <i>All Abilities Queensland commitments for 2017-2020</i>	<b>Action success measure</b> <i>How we know we have completed these actions and activities</i>	<b>Products/Activities</b> <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	<b>Progress/Achievements</b> <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	<b>Status</b>
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> <li>Queensland participates and contributes to national communication strategies and activities</li> </ul>	<ul style="list-style-type: none"> <li>The department will:                             <ul style="list-style-type: none"> <li>ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy</li> </ul> </li> <li>promote awareness campaigns and other activities, as advised by the Department of Social Services (Cth) and/or the Department of Communities, Disability Services and Seniors (DCDSS).</li> </ul>	This action was completed in 2018-19.	Completed
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 (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> <li>Information pack provided to Ministers to support development of partnerships</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	N/A	
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 (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> <li>Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs</li> <li>Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs</li> </ul>	<ul style="list-style-type: none"> <li>The department will investigate the incorporation of targeted inclusion and diversity awareness training (including a focus on disability awareness) into the department's on-boarding procedures.</li> </ul>	<p>Queensland Disability and Awareness training available in ELMO (Learning and Talent Management System). All employees encouraged to complete.</p> <p>All new starters to the department receive an auto-email notification requesting completion of a suite of induction modules through ELMO (Learning and Talent Management System). This suite of modules includes the Queensland Disability Awareness training module.</p> <p>The ELMO Onboarding system has been built to automatically enroll all new starters within a suite of induction modules, which includes the Queensland Disability Awareness training module. This onboarding system is currently in Live Pilot across Departmental Business Groups.</p>	<p>Completed</p> <p>Completed</p> <p>On track</p>
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 (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> <li>Letters sent to all Local Governments and key non-government stakeholders</li> <li>Information to support Local Governments, non-government organisations and businesses to develop plans provided on dedicated website</li> </ul>	<ul style="list-style-type: none"> <li>This is outside of the scope of the department. However, the department will ensure all communication strategies, where relevant, will align to the principles of the objectives of the State Disability Plan to promote inclusiveness and access.</li> </ul>	N/A	
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 (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> <li>Guidance provided to staff about how to choose an accessible venue for an event or meeting</li> </ul>	<ul style="list-style-type: none"> <li>This is outside of the scope of the department. However, the department will be guided by the principles of the objectives of the State Disability Plan to promote inclusiveness and access.</li> </ul>	This action was completed in 2018-19.	Completed
Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government,	<ul style="list-style-type: none"> <li>Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services</li> </ul>	<ul style="list-style-type: none"> <li>The department will continue to provide telephone translation or interpreting services for people with disability to access, on request.</li> </ul>	This action was completed in 2018-19.	Completed

<sup>1</sup> Effective 11 May 2020, the Department of State Development, Manufacturing, Infrastructure and Planning underwent Machinery-of-Government changes. The department was renamed the Department of Regional Development and Manufacturing and Infrastructure and Planning functions transferred to Queensland Treasury, and the State Development functions transferred to the now Department of State Development, Tourism and Innovation.

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status
<b>Department of Local Government, Racing and Multicultural Affairs (DLGRMA) lead).</b>				
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats <b>(AAQ whole-of-government, DCDSS lead).</b>	<ul style="list-style-type: none"> <li>All new key Queensland Government information/materials are provided in accessible formats</li> <li>Existing content progressively reviewed and updated</li> </ul>	The department representatives attend workshops / information sessions on web standards and on addressing accessibility (as led by DCDSS).	This action was completed in 2018-19.	Completed
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) <b>(AAQ whole-of-government, DHPW support).</b>	<ul style="list-style-type: none"> <li>All new key website content is accessible and complies with guidelines</li> <li>Increase in the number of government websites that meet guidelines</li> </ul>	<ul style="list-style-type: none"> <li>The department will: <ul style="list-style-type: none"> <li>make available various communication platforms (e.g. video conferencing, Skype)</li> <li>comply with national government web content accessibility guidelines (WCAG 2.0)</li> <li>investigate and implement (as required) assistive services for staff with a disability.</li> </ul> </li> </ul>	This action was completed in 2018-19.	Completed
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events <b>(AAQ whole-of-government, DCDSS lead).</b>	<ul style="list-style-type: none"> <li>Number of businesses, offering the Companion Card Scheme</li> </ul>	This is outside of the scope of the department. However, the department will be guided by the principles of the objectives of the State Disability Plan to promote inclusiveness and access.	This action was completed in 2018-19.	Completed
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>(AAQ whole-of-government, DCDSS lead).</b>	<ul style="list-style-type: none"> <li>New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation</li> </ul>	<ul style="list-style-type: none"> <li>All department business areas take into consideration: <ul style="list-style-type: none"> <li>the needs of people with disability during development, monitoring and evaluation of legislation, policies, programs and services</li> <li>the principles and objectives of the State Disability Plan to promote inclusiveness and access.</li> </ul> </li> </ul>	This action was completed in 2018-19.	Completed
	<ul style="list-style-type: none"> <li>SSI supports well-located, accessible and multi-functional infrastructure to meet the needs of all occupants, including people with disability</li> </ul>	<ul style="list-style-type: none"> <li>The department will develop and release the Strategy for Social Infrastructure (SSI) which considers the needs of people with disability.</li> </ul>	This action was completed in 2018-19.	Completed in 2018-19
	<ul style="list-style-type: none"> <li>SPP and Regional Plans recognise diversity and support adaptable, accessible and inclusive built environments</li> </ul>	<ul style="list-style-type: none"> <li>The department will recognise diversity in the new planning framework through relevant policies in the State Planning Policy (SPP) and South East Queensland Regional Plan (ShapingSEQ).</li> </ul>	This action was completed in 2018-19.	Completed in 2018-19
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 <b>(AAQ whole-of-government, Public Service Commission (PSC) lead).</b>	<ul style="list-style-type: none"> <li>The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022</li> </ul>	<ul style="list-style-type: none"> <li>The department will: <ul style="list-style-type: none"> <li>develop and promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches</li> <li>continue to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer</li> <li>incorporate employment of people with a disability into work on an employer value proposition</li> <li>continue to undertake reasonable adjustments to meet individual needs as well as continued use of a 'reasonable adjustment passport'.</li> </ul> </li> </ul>	<p>The Department made available in the last quarter of 2019 an online training module (ELMO) 'Managing Unconscious Bias'. This course relays the importance for staff members to recognise and deal with their own unconscious biases so that they do not influence their behaviours and decisions at work.</p> <p>In February 2020, the department promoted face to face training attendance for Unconscious Bias training. This training was facilitated by the former Department of Innovation and Tourism Industry Development.</p> <p>Continued to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer</p> <p>Continued to promote and use the department's 'reasonable adjustment passport'.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
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 disability to	<ul style="list-style-type: none"> <li>Information, resources and good practice case studies uploaded to the dedicated website</li> </ul>	<ul style="list-style-type: none"> <li>The department will: <ul style="list-style-type: none"> <li>Investigate production of appropriate departmental information and resources related to internal experiences of employing people with a disability</li> <li>Ensure links are available to access DCDSS website and published materials.</li> </ul> </li> </ul>	<p>Departmental intranet site is updated to include appropriate departmental information, including links to DCDSS website and published materials.</p> <p>Partnership with JobAccess was established. This includes;</p>	Completed

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participate in employment <b>(AAQ whole-of-government, DCDSS lead)</b> .			<ul style="list-style-type: none"> <li>• JobAccess offering Disability Awareness training in December 2019. Potential for future training offered.</li> <li>• A review by JobAccess on the department's recruitment and selection practices was conducted in the last quarter of 2019. The review is to ensure an all abilities perspective is achieved. Recommendations are currently in implementation / assessment phase.</li> </ul>	Completed  On-track
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme <b>(AAQ whole-of-government, DCDSS lead)</b> .	<ul style="list-style-type: none"> <li>• All existing eligible clients transition and access services through the NDIS by 30 June 2019<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>• This is outside of the scope of the department.</li> </ul>	This action was completed in 2018-19.	Completed
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' <b>(AAQ whole-of-government, DCDSS lead)</b> .	<ul style="list-style-type: none"> <li>• Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	The department undertakes recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.	Completed
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 <b>(AAQ whole-of-government, DCDSS lead)</b> .	<ul style="list-style-type: none"> <li>• Increased participation of people with disability in consultation</li> <li>• Options for engagement promoted</li> </ul>	<ul style="list-style-type: none"> <li>• The department will:               <ul style="list-style-type: none"> <li>– make available various communication platforms (e.g. video conferencing, Skype)</li> <li>– comply with national government web content accessibility guidelines (WCAG 2.0)</li> <li>– investigate and implement (as required) assistive services for staff with a disability.</li> </ul> </li> </ul>	This action was completed in 2018-19.	Completed
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions <b>(AAQ whole-of-government, DCDSS lead)</b> .	<ul style="list-style-type: none"> <li>• Queensland Governments 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	This action was completed in 2018-19.	Completed
Existing leadership programs are accessible and inclusive of Queenslanders with disability <b>(AAQ whole-of-government, DCDSS lead)</b> .	<ul style="list-style-type: none"> <li>• Application and assessment processes for Queensland Government leadership programs are accessible</li> <li>• Participant demographics for Queensland Government leadership programs are representative of the community</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	All internally delivered leadership development programs have been made available in multiple formats and take into consideration 'all abilities' participants. Examples include closed captions, interpreters, ease of accessibility, face to face training, webinar sessions and other bespoke options upon request / need.	Completed

<sup>2</sup> Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme takes effect from 1 July 2020

## FORMER DEPARTMENT OF STATE DEVELOPMENT, MANUFACTURING, INFRASTRUCTURE AND PLANNING

### DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2019 TO 30 JUNE 2020 (YEAR 3)

#### DEPARTMENT SPECIFIC ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status
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 ( <b>Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)</b> ).	<ul style="list-style-type: none"> <li>Guideline published</li> </ul>		The EDQ guidelines are still under review as part of a larger project that has been delayed. It is still intended that the revised EDQ guidelines will refer to the Liveable Housing Design Guidelines.	On Track for completion end 2020

### DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2019 TO 30 JUNE 2020 (YEAR 3)

#### ADDITIONAL DEPARTMENT SPECIFIC ACTIONS (Additional actions detailed in your DSP which are not already detailed in the Action Plan)

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status
Hold Assistive Devices Hackathon events in Regional Queensland.	Participation at Hackathon events.	The department will consider further rollout in 2018-19 based on initial three events in 2017-18.	This action was completed in 2018-19.	Completed
Increase in Queensland manufacturing businesses providing assistive technologies to clients.	Increase in Queensland manufacturing businesses providing assistive technologies to clients of NDIS and the NISQ.	Progress implementation of Scoping Paper initiatives and activities.	This action was completed in 2018-19.	Completed
Deliver the Government Land for Accommodation and Support Services (GLASS) program which will provide surplus government land to not-for-profit (NFP) organisations to develop much-needed facilities for affordable/social accommodation and other support services. Successful GLASS-supported developments may include affordable housing and targeted disability housing	There is no measure for this contained within the State Disability Plan. The department's measure relates to the delivery of the transaction stages.	<ul style="list-style-type: none"> <li>The department will:                             <ul style="list-style-type: none"> <li>deliver the transaction negotiation and agreement stage (of a four-stage program comprising: expressions of interest (closed); request for proposal (closed); transaction, negotiation and agreement; and delivery (construction))</li> <li>work with three proponents to deliver community housing or crisis housing across four projects located in and around Brisbane (in partnership with the Department of Housing and Public Works (DHPW)).</li> <li>Transfer these projects to DHPW as the negotiation stages are close to conclusion.</li> </ul> </li> </ul>	One proponent intended to deliver disability housing, was unable to meet their milestones and the project was closed out. Remaining projects are not related to disability housing.	Completed
Incorporation of 'universal design principles' in Better Design Agenda Material.	The department will incorporate universal design principles in Better Design Agenda Material (QDesign and QCompanion).	This is outside of the scope of the department.	Office of the Queensland Government Architect transferred to HPW.	N/A