

Disability Service Plan 2023–2026

Department of State Development, Infrastructure,
Local Government and Planning

The Department of State Development, Infrastructure, Local Government and Planning connects industries, businesses, communities and government (at all levels) to leverage regions' strengths to generate sustainable and enduring economic growth that supports well-planned, inclusive and resilient communities.

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Copies of this publication are available on our website at www.statedevelopment.qld.gov.au and further copies are available upon request.

Acknowledgement of Country

The department acknowledges the First Nations peoples in Queensland: Aboriginal and Torres Strait Islander peoples and their connections to the lands, winds and waters we now share. We pay our respect to Elders, past, present and emerging. We also acknowledge the continuous living cultures of First Nations Queenslanders – their diverse languages, customs and traditions, knowledges and systems. We acknowledge the deep relationship, connection and responsibility to land, sea, sky and Country as an integral element of First Nations identity and culture.

The Country is sacred. Everything on the land has meaning and all people are one with it. We acknowledge First Nations peoples' sacred connection as central to culture and being. We acknowledge the stories, traditions and living cultures of First Nations peoples and commit to shaping our state's future together. The department recognises the contribution of First Nations peoples and communities to the State of Queensland and how this continues to enrich our society more broadly.

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A message from the Director-General

I am pleased to present the Department of State Development, Infrastructure, Local Government and Planning's disability service plan 2023-26. This plan outlines our continued responsibility to making real and lasting change for people with disability.

More than 4.4 million, or 1 in 5, people in Australia have some form of disability. This means creating an inclusive state is everyone's responsibility, not just the government's. But as a Queensland Government agency – part of one of Queensland's largest employers – we can lead the way. This is why we are committed to Australia's Disability Strategy vision of an inclusive Australian society that ensures people with a disability can fulfil their potential, as equal members of the community.

Through our purpose to think ahead and act now to secure responsible economic development and liveable communities, we are uniquely positioned to drive change for Queensland. Where we can make a difference as a department is through creating inclusive infrastructure and liveable communities.

As Queensland's population and economy grows, it's more important than ever for our department to be future-focused and bold in its leadership. So with responsibility for many exciting projects on the horizon, like the Brisbane 2032 Olympic and Paralympic Games Infrastructure and Precincts program, it is critical that we create an inclusive state. We will be setting the standard in projects like this by fully embracing universal design principals and co-design.

While we're setting the standard externally, it's important to recognise that change starts within. That's why we also commit in this plan to working towards inclusive and accessible workplace practices and behaviours, for the benefit of everyone. By working collaboratively, we can go further and steer the way to get outcomes which benefit people with disability.

We look forward to what we can achieve over the next three years to build a solid foundation for future change.



Mike Kaiser

Director-General

Department of State Development, Infrastructure, Local Government and Planning

About our Disability Service Plan

Purpose

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 to develop and implement a disability service plan (DSP).

The purpose of DSPs is to make sure 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 and framework

The collective framework outlined below forms Queensland's commitment to upholding and promoting the rights of people with disability.

United Nations Convention on the Rights of Persons with Disabilities	Internationally, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) provides the framework to promote and protect the human rights of people with disability.
Australia's Disability Strategy 2021–2031	<p>Australia is implementing the UNCRPD through Australia's Disability Strategy 2021–2031 (the ADS). The ADS has been co-designed with people with disability to provide a framework and the outcomes we need to advance the human rights of people with disability.</p> <p>It includes an outcomes framework and five targeted action plans (TAPs) in the areas of employment, community attitudes, early childhood, safety and emergency management.</p>
Legislation	The Queensland Government also implements the UNCRPD through a range of legislation, including the <i>Anti-Discrimination Act 1991</i> , the <i>Disability Services Act 2006</i> and the <i>Human Rights Act 2019</i> .
Queensland's Disability Plan 2022-27: Together, a better Queensland	<p>Queensland's state disability plan (SDP) is the primary way in which we implement the ADS in Queensland. There are no actions in the SDP, instead the Queensland Government has committed to actions in the TAPs.</p> <p>The SDP provides four Building Blocks to be considered when developing agency disability service plans: co-design, measurement of outcomes and impact, human rights, and cultural and systems change; and four Impact Areas to structure actions: Our service users, Our people, Our places and Our community.</p>
Our Disability Service Plan 2023-2026 (DSP)	<p>Queensland Government departments have a legislative requirement to develop and publish a DSP every three years. The DSP must include actions relevant to the department from the TAPs. Departments can then develop further actions.</p> <p>The steps to defining actions follow three elements: consider the Building Blocks, decide which Impact Area it fits under and which ADS Outcome Area it aligns with.</p> <p>This document forms the Department's DSP for the period 2023-2026.</p>

Progress reporting

We will report annually on the implementation of this plan and contribute to a yearly progress report on the state disability plan implementation.

Information from the annual progress reports will be shared across Australian state and territory governments as part of reporting on Queensland's contribution to implementing the ADS.

The plan will also contribute to the Queensland Government's obligations under the UNCRPD.

Identifying and addressing issues

The Building Blocks of the state disability plan have guided us in identifying what we need to do to work towards the things that are most important to people with disability in Queensland.

In the development of this plan, we have considered the building blocks to ensure our actions are framed to create impact and long-lasting change.

Building Block statements

1. Co-design – *nothing about us without us*

A key principle of *Queensland's Disability Plan 2022-2027: Together, a better Queensland* is collaborating with people with disability to co-design plans and actions.

Co-design empowers individuals and communities through working together with government to create the best possible responses to person-centred services. Done well, co-design will result in outcomes made possible through shaping solutions with the participation of the intended beneficiaries.

We will ensure co-design with people with disability is incorporated. Particularly for projects with great impact, like the 2032 Olympic and Paralympic Games.

2. Human rights – *we will respect, protect and promote human rights in everything we do*

We are committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, we have 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/>.

3. Measurement of outcomes and impact – *we set clear targets and measure progress*

Measuring outcomes and impacts recognises that collecting and reporting accurate and accessible information is essential to creating and implementing the best policies, programs and actions and adjusting where needed.

We will set clear targets, and measure if we reach them. We will ensure respect for privacy of people with disability in any data we collect to measure our progress.

4. Cultural and systems change – *we will grow diversity and inclusion from within*

When we highlight the capabilities of people with disability, we can reframe organisational cultures, attitudes and perceptions. We can only achieve cultural and systems change by bringing disability issues to the forefront and building recognition of the value and potential of people with disability.

By considering the cultural and systems change in each action, we can create greater impact.

Our actions

Because of the work we do to shape Queensland’s future, we do not provide traditional services and so our plan mostly focuses within. For the purposes of this plan, our service users are our workforce, the agencies of the Queensland public sector and private organisations that we work with.

We are working towards inclusive and accessible workplace practices and behaviours for the benefit of all, for what we’re modelling within will be modelled outwards.

Our service users

Action	Detail	Measurement	Timing	ADS outcome areas	Responsibility
1. Provide telephone translation or interpreting services for people with disability to access, on request.	Improving access to the Queensland Government for people with disability supports cultural and systems change . By breaking down the barriers to access, people with disability have the opportunity for full inclusion.	Translation and interpreting services are available to Queenslanders with disability.	Ongoing	Community attitudes	Whole of department
2. Consider the needs of people with disability during development, monitoring and evaluation of legislation, policies and programs.	This action supports co-design, human rights and cultural and systems change by ensuring the needs of people with disability are considered during the legislation, policy and program lifecycle.	Legislation, policies and programs consider the needs of people with disability and carers in development and implementation.	Ongoing	Community attitudes	Whole of department
3. Choose accessible venues for events and meetings.	Ensuring accessible venues are used supports full participation for people with disability, supporting cultural and systems change and promoting their human rights .	Events and meetings held at accessible venues	Ongoing	Inclusive homes and communities Community attitudes	Whole of department

Our people

Action	Detail	Measurement/Target	Timing	ADS outcome areas	Responsibility
1. Support the sector to attract, recruit and retain more people with a disability in the Queensland public sector.	Attracting, recruiting and retaining more people with disability supports cultural and systems change and promotes human rights . Diversity means a broader range of skills, experiences and perspectives among employees.	12% of employees in the department identify as living with a disability. The % of employees in the department who identify as living with a disability is within 3% of the Queensland Public Sector (QPS) average. External facing websites and employee attraction channels are accessible.	3 years	Employment and financial security Community attitudes <u>Employment TAP</u> (action 1.3)	Whole of department with Human Resources support Strategic communications
2. Promote opportunities for people with disability to participate on Queensland Government boards.	Queensland Government boards play an important role in providing leadership, direction and advice. Having people with disability participate on boards supports cultural and systems change . Diverse and inclusive board membership is more representative of Queensland.	Recruitment processes for Queensland Government boards within the Department's portfolio are promoted, inclusive and accessible.	3 years	Community attitudes <u>Community attitudes TAP</u> (action 3.1)	Whole of department with Corporate support
3. Improve representation of people with disability in leadership roles in the Queensland public sector.	Making opportunities inclusive to people with disability enables cultural and systems change and promotes human rights . By improving leadership representation, we gain diversity and encourage people with disability to grow their careers with the public sector.	8% representation at the Senior Officer and Senior Executive Service (and equivalent) levels, by 30 June 2024.	3 years	Employment and financial security Community attitudes <u>Community attitudes TAP</u> (action 3.2)	Whole of department with Human Resources support
4. Make disability awareness training available to all staff.	Disability awareness helps to break stereotypes, overcome preconceptions, and will provide skills, knowledge, and tools to confidently work with people with disability. By giving our staff these tools, we trigger cultural and systems change and promote human rights .	Disability awareness training is available to all staff. 20% of employees in the department to have completed the QPS Disability Awareness Training in ELMO.	Ongoing	Safety, rights and justice Community attitudes	Human Resources

Action	Detail	Measurement/Target	Timing	ADS outcome areas	Responsibility
5. Provide reasonable adjustments to meet individual needs as required.	<p>This action supports co-design, human rights and cultural and systems change by engaging employees in the reasonable adjustment process. This ensures employees are heard and allows them to participate fully in work life.</p> <p>NB: Many adjustments are made locally with the supervisor and do not require input from HR.</p>	<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>	Ongoing	<p>Employment and financial security</p> <p>Health and wellbeing</p> <p>Inclusive homes and communities</p> <p>Community attitudes</p>	<p>Hiring and line managers with Human Resources support</p> <p>Facilities</p>
6. Ensure all centrally delivered leadership development programs are accessible and able to be tailored to meet circumstances of participants.	<p>People with disability have the human right to be successful in their careers and support their own economic prosperity. By making our leadership development programs accessible, we contribute to cultural and systems change and allow our employees to thrive at work and grow their careers.</p>	<p>Departmental leadership programs are accessible.</p>	Ongoing	<p>Employment and financial security</p> <p>Community attitudes</p>	<p>Human Resources</p> <p>Strategic Communications</p> <p>Facilities</p> <p>Information Technology Services</p>
7. Provide mental health and wellbeing support for staff with a disability	<p>For our employees to bring their best to work, we know that mental health and wellbeing support is important. By providing information and support services, we can foster cultural and systems change.</p>	<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>	Ongoing	<p>Safety, rights and justice</p> <p>Health and wellbeing</p> <p>Community attitudes</p>	<p>Whole of department with Human Resources support</p>
8. Contribute to progress against the outcomes in Queensland's plan to respond to domestic and family violence	<p>Domestic and family violence is not acceptable and is preventable. This action seeks to create impact by increasing awareness of domestic and family violence against people with disability and drives cultural and</p>	<p>DSDILGP White Ribbon accreditation.</p> <p>85% of employees in the department to have completed the Domestic and Family Violence prevention and</p>	Ongoing	<p>Safety, rights and justice</p> <p>Health and wellbeing</p> <p>Community attitudes</p>	<p>Human Resources</p>

Action	Detail	Measurement/Target	Timing	ADS outcome areas	Responsibility
against people with disability.	systems change to protect human rights .	awareness in the workplace training in ELMO.		<u>Safety TAP</u> (action 3.1)	
9. Ensure staff emergency information and warnings are accessible.	Communicating with our staff in an emergency is important. We will make sure our emergency information and warnings are accessible which contributes to cultural and systems change .	Emergency information and warnings are accessible to staff with a disability.	Ongoing	Health and wellbeing Community attitudes <u>Emergency management TAP</u> (action 1.1)	Strategic communications
10. Celebrate Disability Action Week	We trigger cultural and systems change , promote human rights and create impact by recognising the contributions people with disability make to our lives, families, workplaces, communities, and to Queensland's economy during Disability Action Week.	DSDILGP shares success stories and helpful information on the value of diversity.	Ongoing	Inclusive homes and communities Community attitudes	Whole of department

Our places

Action	Detail	Measurement	Timing	ADS outcome areas	Responsibility
1. Implement inclusion principles and actions across the 2032 Olympic and Paralympic Games planning.	Infrastructure planning for the Brisbane 2032 Olympic and Paralympic Games is fully embracing Universal Design Principles, which will ensure it can be accessed and used to the greatest extent possible by all people regardless of their age, size, ability or disability. Applying Universal Design embraces co-design , supports cultural and systems change and promotes human rights for people with disability by ensuring the community is inclusive.	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.	2023–2026	Inclusive homes and communities Community attitudes	Infrastructure and Regional Strategy

Our community

Action	Detail	Measurement	Timing	ADS outcome areas	Responsibility
1. Ensure communication strategies align to the principles and objectives of the ADS and state disability plan.	By ensuring our communication strategies align, we can promote inclusiveness and create of opportunities by Queensland businesses, industries and partners. Promoting accessibility and opportunities contributes to cultural and systems change and promotes human rights .	Queensland promotes the principles and objectives of the ADS, and participates and contributes to strategies, campaigns and other activities.	Ongoing	Community attitudes	Strategic Communications
2. Make available various communication platforms (e.g. video conferencing, Teams).	Making communication platforms accessible protects human rights by ensuring people with disability are able to fully take part in public life.	Increased participation of people with disability in consultation. Options for engagement promoted.	Ongoing	Community attitudes	Strategic Communications Information and Technology Services
3. Ensure departmental websites comply with web content accessibility guidelines (WCAG 2.0 and Digital services policy).	We promote cultural and systems change and protect human rights by making sure our websites comply with minimum accessibility guidelines.	All new key website content is accessible and complies with guidelines.	Ongoing	Community attitudes	Strategic Communications
4. Ensure departmental information and publications are accessible, reviewed and updated.	Government information should be accessible to everyone. By making sure our information and publications are up to date and accessible, we promote cultural and systems change and protect human rights .	All new key Departmental information/materials are provided in accessible formats.	Ongoing	Community attitudes	Strategic Communications

Reference information

Glossary

Acronym	Description
ADS	Australia's Disability Strategy
DSDILGP	Department of State Development, Infrastructure, Local Government and Planning
DSP	Disability service plan
QPS	Queensland Public Sector
SDP	State disability plan
TAP	Targeted action plan
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
WfQ	Working for Queensland survey

Related links

- » [Queensland's Disability Plan](#)
- » [Australia's Disability Strategy Hub](#)
- » [Employment Targeted Action Plan](#)
- » [Community attitudes Targeted Action Plan](#)
- » [Early childhood Targeted Action Plan](#)
- » [Safety Targeted Action Plan](#)
- » [Emergency management Targeted Action Plan](#)
- » [Targeted Action Plan reports](#)
- » [Queensland Government Digital services policy](#)

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