

Disability Service Plan Progress Reporting – 2022–23

DEPARTMENT OF STATE DEVELOPMENT, INFRASTRUCTURE, LOCAL GOVERNMENT AND PLANNING

The *All Abilities Queensland State Disability Plan* (AAQ) was developed to align with the National Disability Strategy 2010–20 (NDS). It was designed to ensure a cohesive approach to guide development of individual Queensland Government agency Disability Service Plans (DSP), required under the *Disability Services Act 2006*. This ensured that the Queensland Government met the commitments made under the NDS.

It was intended that a new State Disability Plan (SDP) would be developed to replace AAQ in alignment with the timeframe for the development of a new NDS in 2020. Due to impacts associated with COVID-19, on 4 December 2020, Disability Reform Ministers endorsed the Statement of Continued Commitment to the National Disability Strategy 2010–20 to allow the necessary time for consultation with stakeholders on the development of a new NDS.

The new NDS, Australia’s Disability Strategy 2021–2031, was released in December 2021. While a new SDP was under development, the department carried forward its actions from the Disability Service Plan 2021–22 into 2022–23 and committed to developing a new plan once the state plan was released.

INTERIM DISABILITY SERVICE PLAN PROGRESS REPORT – 1 JULY 2022 TO 30 JUNE 2023

WHOLE-OF-GOVERNMENT ACTIONS (as detailed in All Abilities Queensland – Queensland Government Actions)

Action <i>All Abilities Queensland commitments</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Interim plan products/activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2022 to 30 June 2023)</i>	Progress/achievements <i>What we did in the period 1 July 2022 to 30 June 2023 to ensure success measures are addressed</i>	Status
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> (AAQ whole-of-government, DSDSATSIP lead).	<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. 	<ul style="list-style-type: none"> The department will continue to support national communication strategies and activities. 	<ul style="list-style-type: none"> This action was completed in 2018–19. The department has continued to support national communication strategies and activities since. 	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, DSDSATSIP lead).	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships. 	<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"> This action was completed in 2018–19. The department has continued to ensure all relevant communication strategies align to the principles and objectives of the State Disability Plan and promote inclusiveness. 	Completed
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, DSDSATSIP lead).	<ul style="list-style-type: none"> Disability awareness training is made available to all existing staff, and new staff upon commencement. 	<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"> This action was completed in 2020–21. The department has continued to ensure all new starters are encouraged to complete Queensland Disability and Awareness training available in ELMO (Learning and Talent Management System). 	Completed
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, DSDSATSIP lead).	<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. 	<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"> 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, DSDSATSIP lead).	<ul style="list-style-type: none"> Guidance provided to staff about how to choose an accessible venue for an event or meeting. 	<ul style="list-style-type: none"> The department will continue to provide information to enable departmental staff to choose accessible venues for events and meetings. 	<ul style="list-style-type: none"> This action was completed in 2018–19. The department has continued to provide information on choosing accessible venues. 	Completed
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (AAQ whole-of-government, DSDSATSIP lead).	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats. Existing content progressively reviewed and updated. 	<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"> This action was completed in 2018–19. The department has continued to ensure its information is accessible, reviewed and updated. 	Completed
Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines.	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines. 	<ul style="list-style-type: none"> The department will continue to: 	<ul style="list-style-type: none"> This action was completed in 2018–19. The department has continued to make available various communication platforms, comply with 	Completed

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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) (AAQ whole-of-government, DHPW support) .	<ul style="list-style-type: none"> Increase in the number of government websites that meet guidelines. 	<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. 	national government web content accessibility guidelines and implement (as required) assistive services for staff with a disability.	
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events (AAQ whole-of-government, DSDSATSIP lead) .	<ul style="list-style-type: none"> Number of businesses, offering the Companion Card Scheme. 	<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"> N/A. 	
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 (AAQ whole-of-government, DSDSATSIP lead) .	<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. 	<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"> This action was completed in 2018–19. The department has continued to consider the needs of people with a disability during development, monitoring and evaluation of legislation, policies, programs and services. 	Completed
Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, Department of Local Government, Racing and Multicultural Affairs (DLGRMA) lead) .	<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. 	<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"> This action was completed in 2018–19. The department has continued to provide telephone or interpreting services for people with a disability as requested. 	Completed
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 (AAQ whole-of-government, Public Service Commission (PSC) lead) .	<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022. 	<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-discrimination and as an equal opportunity employer 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. 	<ul style="list-style-type: none"> The 2022 Working for Queensland results indicate that 13 per cent of departmental employees who completed the survey identify as having a disability. The department continues to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer. 	Ongoing
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 participate in employment (AAQ whole-of-government, DSDSATSIP lead) .	<ul style="list-style-type: none"> Information, resources and good practice case studies uploaded to the dedicated website. 	<ul style="list-style-type: none"> The department will continue to: <ul style="list-style-type: none"> ensure links are available to access DSDSATSIP website and published materials prepare and publish, as appropriate, departmentally specific information and resources. 	<ul style="list-style-type: none"> This action was completed in 2020–21. The department has continued to ensure the intranet is updated to include appropriate departmental information, including links to DCDSS website and published materials. 	Completed
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DSDSATSIP lead) .	<ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019¹. 	<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"> This action was completed in 2018–19. The department has continued 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. 	Completed

¹ *Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme takes effect from 1 July 2020*

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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 (AAQ whole-of-government, DSDSATSIP lead).	<ul style="list-style-type: none"> Increased participation of people with disability in consultation. Options for engagement promoted. 	<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"> This action was completed in 2018–19. The department has continued to make available various communication platforms, comply with national government web content accessibility guidelines and implement (as required) assistive services for staff with a disability. 	Completed
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (AAQ whole-of-government, DSDSATSIP lead).	<ul style="list-style-type: none"> 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. 	<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"> This action was completed in 2018–19. The department has continued 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. 	Completed
Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DSDSATSIP lead).	<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. 	<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"> This action was completed in 2020–21. The department has continued to ensure all internally delivered leadership development programs are made available in multiple formats and take into consideration 'all abilities' participants. 	Completed
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DSDSATSIP lead).	<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. 	<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"> This action was completed in 2020–21. The department has continued to undertake recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness. 	Completed

DEPARTMENT SPECIFIC ACTIONS (as detailed in All Abilities Queensland – Queensland Government Actions)

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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 (Department of State Development, Manufacturing, Infrastructure and Planning).	<ul style="list-style-type: none"> Incorporate accessible housing design in new dwellings in PDAs. 	<ul style="list-style-type: none"> Finalise the review of the EDQ guidelines. It is intended that the revised guidelines will refer to the Liveable Housing Design Guidelines. 	<ul style="list-style-type: none"> This action was completed in 2020–21. EDQ promotes delivery of accessible housing in PDAs through the PDA guideline no.2 Accessible Housing. Where appropriate, the requirement to deliver accessible housing is implemented via PDA conditions of approval. 	Completed