

DEPARTMENT OF STATE DEVELOPMENT, MANUFACTURING, INFRASTRUCTURE AND PLANNING

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)

WHOLE-OF-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 2018 to 30 June 2019)</i>	Progress/Achievements <i>What we did in the period 1 July 2018 to 30 June 2019 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2018 to 30 June 2019, is the action completed or still underway</i>
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	<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: <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 (Cth) and/or the Department of Communities, Disability Services and Seniors (DCDSS). 	Promoted via internal channels achievements that supported themes in the National Disability Strategy. This is an ongoing action.	Underway
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"> Information pack provided to Ministers to support development of partnerships. 	<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. 	The department ensures that all communication aligns to the principles and objectives of the State Disability Plan. For example, the Annual Report included information on accessing the report via Telephone, and Translating and Interpreting Services, as well as information being available through the Queensland Government's Open Data initiative. Captioning on images was also provided. This is an ongoing action.	Underway
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"> Disability awareness training is made available to all existing staff, and new staff upon commencement. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Employees have access to induction and inclusion and diversity training through the employee intranet and on-line learning system. Targeted development opportunities in disability awareness offered to employees for example through Job Access. Targeted disability awareness on-line module has been investigated and is in the process of being available for all employees for the next reporting period. This is an ongoing action.	Underway
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.	<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 ensure all communication strategies, where relevant, will align to the principles of the objectives of the State Disability Plan to promote inclusiveness and access. 	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.	<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"> 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. 	N/A	
Government services and funded non-government services provide access to language, translating and communication services.	<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. 	The department continues to deliver access to these services, on request.	Underway
	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible 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). 	Advice has been provided to all communication officers on preparing materials for online and digital channels.	Underway

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Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	<ul style="list-style-type: none"> Existing content progressively reviewed and updated. 		All web content and non-html assets are accompanied by a text-alternative (e.g. video captions and transcripts). This is an ongoing action.	
	<ul style="list-style-type: none"> State Infrastructure Plan (SIP) Part B updates in accessible formats. 	<ul style="list-style-type: none"> The department will provide updates to the SIP Part B in accessible formats. 	The 2019 SIP Part B was reviewed and published on the departmental website for public availability in July 2019. While the 2019 update was not released in multiple formats, the capability to do so is available if requested. The SIP is presented on the departmental website in the correct format to enable text to talk.	Completed (July 2019)
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).	<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. 	<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) comply with national government web content accessibility guidelines (WCAG2.0) investigate and implement (as required) assistive services for staff with a disability. 	All video loaded to the department's external and internal channels is accompanied by a transcript or includes closed captioning options via the video (YouTube) host. This is an ongoing action.	Underway
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.	<ul style="list-style-type: none"> Number of businesses, offering the Companion Card Scheme. 	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.	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.	<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"> 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. 	The department continues to review and update (where necessary) internal HR policies covering inclusion and diversity (including promoting a workplace to provide opportunities for all and removing discrimination) and workplace rehabilitation (covering short to medium term impairments and associated reasonable adjustment). This is an ongoing action.	Underway
	<ul style="list-style-type: none"> Strategy for Social Infrastructure (SSI) supports well-located, accessible and multi-functional infrastructure to meet the needs of all occupants, including people with disability. 	<ul style="list-style-type: none"> The department will develop and release the SSI which considers the needs of people with disability. 	The SSI was developed and released in July 2019 on the departmental website for public availability. While the SSI was not released in multiple formats, the capability to do so is available if requested. The SSI is presented on the departmental website in the correct format to enable text to talk.	Completed (July 2019)
	<ul style="list-style-type: none"> State Planning Policy (SPP) and Regional Plans recognise diversity and support adaptable, accessible and inclusive built environments. 	<ul style="list-style-type: none"> The department will recognise diversity in the new planning framework through relevant policies in the SPP and South East Queensland Regional Plan (ShapingSEQ). 	State Planning Policy The new planning framework including the <i>Planning Act 2016</i> , commenced on 3 July 2017 and has been in operation for two years. The new planning framework included the State Planning Policy 2017 (SPP) and South East Queensland Regional Plan 2017 (<i>ShapingSEQ</i>). The State Planning Policy 2017 (SPP) expresses the state's interest in land use planning and development. Local governments integrate the policies in the SPP into their planning schemes when they make a new planning scheme or amend a planning scheme. Planning schemes guide development in a local government area. The state interests in the SPP contain the following policies which recognise diversity: Housing supply and diversity –	Completed

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			<ul style="list-style-type: none"> • the development of residential land is facilitated to address and cater for all groups in the current and projected demographic, economic and social profile of the local government area, including households on low to moderate incomes. • a diverse, affordable and comprehensive range of housing options in accessible and well-serviced locations is facilitated through: <ul style="list-style-type: none"> – supporting an appropriate mix of lot sizes and dwelling types, including housing for seniors and people requiring assisted living – considering incentives to promote affordable and social housing outcomes, particularly in areas in close proximity to services and amenities – best practice, innovative and adaptable housing design and siting is provided for and encouraged. <p>Liveable communities –</p> <ul style="list-style-type: none"> • high quality urban design and place making outcomes are facilitated and promote attractive, adaptable, accessible and inclusive built environments • vibrant places and spaces and diverse communities that meet lifestyle needs are facilitated by a mix of land uses that meet the diverse demographic, social, cultural, economic and lifestyle needs of the community • community facilities and services, including education facilities, health facilities, emergency services, arts and cultural infrastructure, and sport, recreation and cultural facilities are well-located, cost-effective and multi-functional. <p>Transport Infrastructure –</p> <ul style="list-style-type: none"> • development achieves a high level of integration with transport infrastructure and supports public passenger transport and active transport as attractive alternatives to private transport. <p>ShapingSEQ ShapingSEQ was adopted in August 2017. This regional plan incorporates strategies that promote fair and equitable access for all members in the community to housing, employment, services, transport and social infrastructure. The sustain and live goals within <i>ShapingSEQ</i> aim to enable equitable opportunities and deliver safe spaces which can accommodate all users.</p>	
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 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: <ul style="list-style-type: none"> – develop and promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches – continue to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer – 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 continued use of a 	<ul style="list-style-type: none"> • Unconscious bias training on-line modules are available to all employees through the departments on-line learning system. • ‘Reasonable adjustment passport’ is available to all employees on the employee intranet site and communicated internally. • Diversion and Inclusion Policy in review for currency. • Recruitment and selection for non-executive’s process and procedure reviewed to include diverse and inclusive recruitment practices. 	Completed

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		'reasonable adjustment passport'.	<ul style="list-style-type: none"> • Procurement of employee assistance program provider offering specialist options and enhanced regional reach. • Specialist training offered to Principal Executive Officer network in disability employment through Job Access. • Disability Awareness Week awareness promotion on employee intranet site. • Employee development opportunity promoted and participation in the #diversity&inclusionMatters network with disability advocate Angel Dixon. 	
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.	<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: <ul style="list-style-type: none"> – investigate production of appropriate departmental information and resources related to internal experiences of employing people with a disability – ensure links are available to access DCDSS website and published materials. 	The department has updated and continues to maintain a diversity and inclusion intranet page which includes a number of resources and training opportunities covering unconscious bias, online discrimination awareness training and a video showcasing opportunities to create an inclusive workforce.	Completed
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (NDIS).	<ul style="list-style-type: none"> • All existing eligible clients transition and access services through the NDIS by 30 June 2019. 	<ul style="list-style-type: none"> • This is outside of the scope of the department. 		
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.	<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. 	The department undertakes recruitment processes for its boards, steering committees and advisory boards promoting diversity, equal opportunity and inclusiveness.	Underway
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"> • Increased participation of people with disability in consultation. • Options for engagement promoted. 	<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) – comply with national government web content accessibility guidelines (WCAG 2.0) – investigate and implement (as required) assistive services for staff with a disability. 	The department's corporate website meets the standards set in the Consistent User Experience guidelines (mandatory for all QG sites). This is an ongoing action.	Underway
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"> • 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 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. 	This is an ongoing commitment that when appropriate the department will consult with relevant bodies. In regards to department specific actions, one example relates to the action: increase in Queensland manufacturing businesses providing assistive technologies to clients. In developing the Assistive Technologies Opportunities Scoping Paper, consultation was carried out with manufacturers, suppliers and representative bodies. This included interviews with Austech Industries, Australian Advanced Manufacturing Council, Australian Rehabilitation and Assistive Technology Association, Bendtech, Community Lifestyle Support Inc., Flavour Creations, Australian Industrial Transformation Institute (SA), Giveability, KCF Disability Engineering, LifeTec, Medical Aids Subsidy Scheme Queensland, National Disability Insurance Agency, National Disability Services, and Technical Aids to the Disabled Queensland.	Underway

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Existing leadership programs are accessible and inclusive of Queenslanders with disability.	<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 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"> Suite of on-line leadership development modules developed in-house and available through the on-line learning system with downloadable transcript. Use of interpreters is available where appropriate and is organised on a need's basis for each employee for example Interpreters are utilised by employees in team meetings etc. Internally delivered face to face leadership programs are made available to all employees with captioning/transcripts in on-line format. 	Completed

DEPARTMENT SPECIFIC 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.	<ul style="list-style-type: none"> Incorporate accessible housing design in new dwellings in PDAs. 	<ul style="list-style-type: none"> Guideline published 	In 2018-19 EDQ undertook a selection process for a builder partner for the Carseldine Urban Village (CUV). One of the key criteria for those bidding was their ability to deliver 100% accessible dwellings (with minimum silver level) for the 193 terrace dwellings within the CUV. The successful proponent is expected to be chosen in Q3 2019.	Underway
Hold Assistive Devices Hackathon events in Regional Queensland.	<ul style="list-style-type: none"> Participation at Hackathon events. 	<ul style="list-style-type: none"> The department will consider further rollout in 2018-19 based on initial three events in 2017-18. 	The department is facilitating a grant program that will support the establishment and expansion of makerspaces. Depending on their area of focus, these makerspaces have the capability to hold Assistive Devices Hackathons.	Completed
Increase in Queensland manufacturing businesses providing assistive technologies to clients.	<ul style="list-style-type: none"> Increase in Queensland manufacturing businesses providing assistive technologies to clients of NDIS and the National Injury Insurance Scheme Queensland. 	<ul style="list-style-type: none"> Progress implementation of Scoping Paper initiatives and activities. 	Recommendations of the Scoping Paper were reviewed, and no further action has been undertaken directly. The department will continue to work with Queensland manufacturing businesses to create awareness about the opportunities in assistive technologies. Further, the grant program to support the establishment and expansion of makerspaces will allow for those focused on the development of Assistive Devices to apply.	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.	<ul style="list-style-type: none"> 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"> The department will: <ul style="list-style-type: none"> 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)) work with four proponents to deliver community housing or crisis housing across five projects located in and around Brisbane (in partnership with DHPW). (2018-19 activity is the construction phase) 	<p>The department continues to engage with three proponents to deliver four projects within the greater Brisbane area.</p> <p>DHPW will manage the project delivery phase. DSDMIP and DHPW have worked together to develop the draft transaction documents to be used during the delivery phase.</p> <p>Two projects have submitted their revised proposals to the State, which have been approved, and DSDMIP is negotiating with these proponents to finalise the transaction documents and commence the delivery phase.</p> <p>Two projects have submitted their revised proposals and are under assessment.</p> <p>The delivery phase of all four remaining projects is likely to commence during 2019-20.</p>	Underway

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Incorporation of 'universal design principles' in Better Design Agenda Material.	<ul style="list-style-type: none"> The department will incorporate universal design principles in Better Design Agenda Material (QDesign and QCompanion). 	<ul style="list-style-type: none"> This is outside of the scope of the department. 	Office of the Queensland Government Architect transferred to DHPW as part of a machinery-of-government change in August 2018.	N/A