

Disability Service Plan

2021-2022



Queensland
Government

Prepared by: Corporate Services, Department of Environment and Science

© State of Queensland, 2021.

The Department of Environment and Science acknowledges Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and custodians of the land. We recognise their connection to land, sea and community, and pay our respects to Elders past, present and emerging.

The department is committed to respecting, protecting and promoting human rights, and our obligations under the Human Rights Act 2019.

The Queensland Government supports and encourages the dissemination and exchange of its information. This work is licensed under a Creative Commons Attribution 4.0 International License.



Under this licence you are free, without having to seek our permission, to use this publication in accordance with the licence terms. You must keep intact the copyright notice and attribute the State of Queensland as the source of the publication.

For more information on this licence, visit <https://creativecommons.org/licenses/by/4.0/>

If you need to access this document in a language other than English, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Library Services on +61 7 3170 5470.

This publication can be made available in an alternative format (e.g. large print or audiotape) on request for people with vision impairment; phone +61 7 3170 5470 or email <library@des.qld.gov.au>.

August 2021

Message from the Director-General

The Department of Environment and Science Disability Service Plan 2021-2022 outlines our responsibilities and commitments for ensuring departmental services and systems are inclusive for our staff and all Queenslanders.

Guided by the *State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all*, our plan details a range of specific actions about how we will work towards key government objectives to not only promote inclusion and diversity, but support and increase opportunities for people with disability.

We are committed to creating a safe environment which values the contributions of people with different backgrounds, experiences and perspectives. This commitment forms the basis of the department's *Diversity and Inclusion Strategy 2017-2022 Making a Difference*.

I look forward to seeing our progress over the next 12 months as we continue to focus on providing accessible workplaces, creating inclusive environments and reducing barriers for people with disability to engage with our department.

Jamie Merrick
Director-General

About us

The Department of Environment and Science (DES) aims to ensure one of the world's most diverse natural environments is maintained for the health and prosperity of current and future generations.

We lead and partner with First Nations peoples to manage, protect and restore Queensland's natural environment and heritage through a broad range of work areas.

About Disability Service Plans

The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement a Disability Service Plan (DSP). The purpose of a DSP is to ensure each department meets the Act's human rights and service delivery principles, and the government's policies for people with disability. These plans aim to improve access to services across government for people with disability, including more coordinated responses.

The department's DSP outlines the actions that we will take to support the delivery of the Queensland Disability Plan.

Policy context

The State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all sets a vision and five priority areas being: (1) Communities for all; (2) Lifelong learning; (3) Employment; (4) Everyday services and (5) Leadership and participation to guide action by Queensland Government and encourage others to act to bring the plan to life.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia.

DSPs and the state disability plan also complement the Queensland transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. These plans include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, the plans contribute to meeting the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities* (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

The necessary response to the COVID-19 pandemic has caused the next iteration of the National Disability Strategy 2010 – 2020 (NDS) to be delayed. This important resource will be released once community consultation can be completed. To ensure the Queensland State Disability Plan and our DSP continue to align with, and contribute to, shared commitments under the NDS, we have undertaken a review to ensure we have targeted actions in place to drive disability inclusion over the next 12 months. We will commit to a new DSP once the national plan and state disability plans have been released.

Our commitment

We are committed to developing and maintaining a workplace that is positive, engaging and respectful for all employees. Through inclusive practices and the way we value diversity, we are committed to:

- ensuring Queenslanders with disability have the same opportunity to access our services, facilities and systems as all other Queenslanders
- ensuring the safety and wellbeing of staff and creating an inclusive working environment
- meeting our workforce target of eight per cent for people with disability by 2022.

Monitoring and reporting

The department will report annually on the implementation of the DSP on our website www.des.qld.gov.au and contribute to yearly progress reports on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-2020.

Contact for more information

For more information contact the department on 13 QGOV (13 74 68).

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450. We will provide alternative formats (including large print) on request. If you would like an alternative format, please email inclusion@des.qld.gov.au. If you are deaf or have a hearing or speech impairment, you may contact the National Relay Service — telephone 133 677 (TTY/Voice) / 1300 555 727 (Speak and Listen (SSR)).

You can also email the department at info@des.qld.gov.au with your enquiry, or write to:

GPO Box 2454
Brisbane QLD 4001

Our plan

State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all sets a vision of and five priority areas. This plan outlines the actions DES will implement to support these priority areas.--

Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability

<p>State Disability Plan whole-of-government action Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i></p>	<p>Overall measure Queensland participates and contributes to national communication strategies and activities</p>
<p>Actions Accountable area</p>	
<p>Action 1.1.1</p> <p>Communicate NDS-related messaging via internal online channels i.e. actively promote Disability Action Week and provide opportunities for employees to participate across DES.</p>	<p>Corporate Services</p>
<p>State Disability Plan whole-of-government action 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</p>	<p>Overall measure Explore options for disability awareness training to be progressively rolled out to staff within Queensland Government departments and induction programs</p>
<p>Action 1.1.2</p> <p>Enhance employee understanding and knowledge of disability staff storytelling and by providing disability awareness sessions and resources, including disability awareness training as part of the mandatory induction program.</p>	<p>Corporate Services</p>

Action 1.1.3

Corporate Services

Continue the AccessAbility Employee Resource Group to support the delivery of the Diversity and Inclusion strategy.

Action 1.1.4

Corporate Services

Focus on creating an understanding of mental health conditions, with the aim of assisting managers and supervisors to support employees and remove the stigma associated with mental health issues and allow employees to feel safe in disclosing.

Accessible places and spaces

State Disability Plan whole-of-government action

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

Overall measure

Guidance provided to staff about how to choose an accessible venue for an event

Actions**Accountable area****Action 1.2.1**

Ensure DES managed buildings and events are accessible wherever possible.

All divisions across DES

- Select venues for departmentally organised events on the basis of accessibility and suitable facilities for people with disability and their carers.
- Respond to any identified needs for event participants and guests.
- Provide specialised support services (e.g. AUSLAN signers, Companion Card and similar support programs) as required.
- Respond to identified physical asset modifications on a case by case basis.

Accessible information

State Disability Plan whole-of-government action

Work towards ensuring all Queensland Government information is accessible and provided in multiple formats

Overall measure

All new key Queensland Government information/materials are provided in accessible formats

Existing content progressively reviewed and updated

Actions

Action 1.3.1

Ensure agency information is available in accessible formats and multiple formats.

- Existing content progressively reviewed and updated.

Accountable area

Corporate Services

State Disability Plan whole-of-government action

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. prerecorded video/audio)

Overall measure

All new key website content is accessible and complies with guidelines

Increase in the number of government websites that meet guidelines

Action 1.3.1

Internet sites are WCAG 2.0 (AA Level) compliant

- All new key DES information/materials are provided in accessible formats.

Corporate Services

Welcoming and inclusive communities

State Disability Plan whole-of-government action

Continue to promote and improve access to Queensland's national parks, wherever practicable, particularly at popular sites where we are replacing or providing new facilities

Overall measure

Accessible visitor facilities are incorporated into the design and construction of at least three new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise the protection of the natural and cultural values of the sites

Actions

Accountable area

Action 1.4.1

Ensure accessible visitor facilities are incorporated into the design and construction of new or upgraded facilities.

QPWS

Respecting and promoting the rights of people with disability and recognising diversity

State Disability Plan whole-of-government action

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

Overall measure

New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation

Action 1.5.1

Ensure DES policy and programs considers the needs and interests of people with disability and upholds the human rights of people with disability in accordance with sections 3 and 4 of the Human Rights Act 2019.

All divisions across DES

State Disability Plan whole-of-government action

Government services and funded non-government services provide access to language, translating and communication services

Overall measure

Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services

Actions**Accountable area****Action 1.6.1**

Corporate Services

Documents and websites include information on how to access the translation and interpreting services. The department's website includes a link to Queensland Government's resources for languages other than English.

Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.

Employment

Leading the way – increasing opportunities in the Queensland public sector

State Disability Plan whole-of-government action

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. Strategies should address attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand

Overall measure

The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022

Actions	Accountable area
<p>Action 2.1.1</p> <p>Promoting flexible work practices for all staff with a particular emphasis on improving accessibility to work and catering for specific needs.</p> <ul style="list-style-type: none"> • Share stories showcasing how we support employees through social channels. • Increase participation in, and encouragement of access to flexible work options. • Investigate and implement focused programs for employees with a disability. • Educate managers and employees about the benefits of an agile workforce, and flexible work options available. 	Corporate Services
<p>Action 2.1.2</p> <p>Collaborating with external organisations and services to provide employment opportunities for people with disability.</p>	Corporate Services
<p>Action 2.1.4</p> <p>Provide strategic recruitment advice and support to selection panels about recruiting people with disability.</p>	Corporate Services
<p>Action 2.1.5</p> <p>Include information about diversity and inclusion including disability as part of induction processes.</p> <p>Review induction processes to ensure they adequately address diversity and inclusion including disability. Yearly audit to identify continuous improvement opportunities.</p>	Corporate Services

Increasing employment opportunities for Queenslanders with disability

State Disability Plan whole-of-government action 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	Overall measure Information, resources and good practice case studies uploaded to the dedicated website
Actions	Accountable area
Action 2.2.1 Actively support DSDSATSIP and other lead initiatives and campaigns to support the employment of people with disability.	Corporate Services

Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development

State Disability Plan whole-of-government action 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	Overall measure Increased participation of people with disability in consultation Options for engagement promoted
Actions	Accountable area
Action 3.1.1 Enable consultation through a range a channels and methods when consulting with the community.	All divisions across DES

State Disability Plan whole-of-government action

Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions

Overall measure

Queensland Governs Disability Service Plans 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

Action 3.1.2

HR to consult with employee networks on the implementation of the Disability Services Plan.

Corporate Services

State Disability Plan whole-of-government action

Existing leadership programs are accessible and inclusive of Queenslanders with disability

Overall measure

Application and assessment processes for Queensland Government leadership programs are accessible
Participant demographics for leadership programs are representative of the community

Action 3.1.3

Mentoring program to be targeted to diversity groups including disability.

Corporate Services

State Disability Plan whole-of-government action

Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'

Overall measure

Application and appointment process for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability

Action 3.1.4

Continue to engage a senior Executive Officer as champion for disability.

Corporate Services

Action 3.1.5

Review current suite of management and leadership programs to ensure a focus on inclusive leadership as part of Diversity and Inclusion Strategy.

Corporate Services