



# Disability Service Plan

2017–2020

Working towards White Ribbon accreditation

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An electronic copy of this report is available on the Department Local Government, Racing and Multicultural Affairs' website at [www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au).

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## Message from the Director General

### Department of Local Government, Racing and Multicultural Affairs

The DLGRMA Disability Service Plan 2017–2020 addresses our commitment to the priorities in *All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020*. The Plan supports initiatives that help build a Queensland where people with disability are respected for their abilities, and have equal access to opportunities to contribute and participate in all that Queensland offers.

The Plan outlines the department’s response to whole-of-government and specific priorities. It describes the actions we will undertake to address these priorities and measures of success.

In addition, the Plan reflects the department’s commitment to supporting and encouraging a workforce that is representative of the community. It aims to dismantle structural barriers, be responsive to emerging issues, and to improve access to services for Queenslanders with disability.

This Plan will be integral to our service delivery and to sound staff recruitment and retention processes. It reflects the department’s commitment to fair and equitable access and equality of opportunity both internally with staff and externally in dealings with the wider Queensland community.

Warwick Agnew

**Director-General**

Department of Local Government, Racing and Multicultural Affairs

## About the department

The Department of Local Government, Racing and Multicultural Affairs' [Interim Strategic Plan 2017–22](#) sets out the department's vision and priorities for coming years and focuses on dynamic and effective local governments, engaged and cohesive communities and a sustainable, vibrant racing industry.

The Strategic Plan highlights our vision for communities across the state and outlines the strategies through which the department will provide a responsive range of services and drive and promote:

- dynamic and well-managed local governments focused on delivering positive and sustainable outcomes for their communities
- policies, programs and services that support and promote inclusive, harmonious and diverse Queensland communities
- a viable and prosperous racing industry in Queensland
- high performing, innovative and diverse workforce delivering value-for-money services and outcomes.

Part of the department's approach is to ensure equity and fairness of access for all and to promote the ideals of the Disability Service Plan in our interactions with partners and stakeholders both within government and externally across the community.

## About disability service plans (DSPs)

The *Disability Services Act 2006* 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 and agencies to develop and implement a DSP and to ensure that there is a regard for human rights and for equality of access and opportunity across government and in the broader community. The Plan also complements the transition to the National Disability Insurance Scheme (NDIS) and helps to ensure mainstream services are responsive and accessible to Queenslanders with disability.

### Priorities

*All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020* sets a vision for Queensland and is guided by the following priorities that bring the plan to life:

- Communities for all.
- Lifelong learning.
- Employment.
- Everyday services.
- Leadership and participation.

### Monitoring and reporting

The department will report annually on the implementation of the DSP actions and will contribute to a yearly progress report on the implementation of the State Disability Plan.

Information from the annual progress reports on DSPs and the State Disability Plan will 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*.

Additionally, the plan will contribute to the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities*.

# Part A – Departmental actions relating to the State Disability Plan 2017–2020 whole-of-government actions

## Priority 1 – Communities for all

1.1 Changing attitudes and breaking down barriers by raising awareness and capability					
Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.1.1 - Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i>	Queensland participates and contributes to national communication strategies and activities	DLGRMA website has a link to the <i>National Disability Strategy 2010–2020</i>	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)
1.1.2 - 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	Information pack provided to Ministers to support development of partnerships	Respond to requests from the Minister for information  DLGRMA's Disability Service Plan is published on the department's website	Work with DCDSS to obtain information pack for the Minister	Ongoing	Strategy, Governance and Engagement

## 1.1 Changing attitudes and breaking down barriers by raising awareness and capability

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.1.3 - 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	Disability awareness training program developed and piloted with the DCDSS staff and in DCDSS induction programs	Deliver Disability Awareness training to all staff to promote best practice	Ongoing	Ongoing	Strategy, Governance and Engagement (HR)
		DLGRMA's induction program includes an online course and specialist information about disability	Ongoing	Ongoing	Strategy, Governance and Engagement (HR)
		Deliver 'walk in my shoes' disability awareness experiential learning program for departmental staff	Ongoing	Ongoing	Strategy, Governance and Engagement (HR)
1.1.4 - 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	Letters sent to all local governments and key non-government stakeholders	Department's website has a link to <i>All Abilities Queensland: Opportunities for All – State Disability Plan 2017–2020</i>	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)
	Information to support local governments, non-government organisations and businesses to develop plans provided on dedicated website	Promote awareness and inclusion of people with disability in celebrations and awareness raising activities for other cohorts supported by the department through Multicultural Month 2018	Ongoing	Ongoing	Multicultural Affairs Queensland

## 1.2 Accessible places and spaces

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.2.1 - 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	Guidance provided to staff about how to choose an accessible venue for an event or meeting	Disability Awareness intranet information for all staff includes information on accessibility of venues	Ongoing	Ongoing	Strategy, Governance and Engagement

## 1.3 Accessible information

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.3.1 - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats	All new key Queensland Government information/materials are provided in accessible formats	Key DLGRMA information/materials including recruitment and selection resources are provided in accessible formats	Ongoing	Ongoing	Strategy, Governance and Engagement (HR and Media and Communications)
	Existing content progressively reviewed and updated	Content of existing materials progressively reviewed and updated	Ongoing	Ongoing	Strategy, Governance and Engagement (HR and Media and Communications)

### 1.3 Accessible information

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.3.2 - 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)	<p>All new key website content is accessible and complies with guidelines</p> <p>Increase in the number of government websites that meet guidelines</p>	Ensure DLGRMA website content is accessible	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)

### 1.4 Welcoming and inclusive communities

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.4.1 - Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events	Number of businesses, offering the Companion Card Scheme	DLGRMA website has link to Companion Card Scheme	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)

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

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
1.5.1 - 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	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Legislation and policy considers needs of people with disabilities where applicable	Ongoing	Ongoing	Legal and Legislation Services
1.5.2 - Government services and funded non-government services provide access to language, translating and communication services	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	Language, translating and communication services available to people with disability when accessing DLGRMA services	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)

## Priority 2 – Lifelong learning

DLGRMA does not have any actions relating to this priority.

## Priority 3 – Employment

### 3.1 Leading the way – increasing opportunities in the Queensland public sector

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
3.1.1 - 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	The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022	Deliver unconscious bias training for recruitment and selection panels	Deliver unconscious bias training for recruitment and selection panels  Review and revise current recruitment processes based on current best practice to remove barriers to the attraction and identification of people with disability as potential candidates for roles in the department	Deliver unconscious bias training for recruitment and selection panels  Create partnerships with recruitment agencies specialising in supporting the employment of people with a disability to broaden the candidate pool for roles in the department	Strategy, Governance and Engagement (HR and Media and Communications)

### 3.2 Increasing employment opportunities for Queenslanders with disability

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
3.2.1 - 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	Information, resources and good practice case studies uploaded to the dedicated website	DLGRMA's website has link to dedicated Queensland Government website	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)

## Priority 4 – Everyday services

### 4.1 Disability and community supports

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
4.1.1 - Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme	All existing eligible clients transition and access services through the National Disability Insurance Scheme by 30 June 2019	DLGRMA website has link to the National Disability Insurance Scheme website	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)

## Priority 5 – Leadership and participation

5.1 Inclusion in consultation, civic participation and decision making and supporting leadership development					
Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
5.1.1 - 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	<p>Increased participation of people with disability in consultation</p> <p>Options for engagement promoted</p>	Self-nominated disability focus groups within DLGRMA are consulted when reviewing and reporting on the plan	Ongoing	Ongoing	Multicultural Affairs and Engagement (Media and Communications)
5.1.2 - Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions	Queensland Government 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	DLGRMA representatives attend DSP planning workshops with Department of Communities and consult with employees with disability	Ongoing	Ongoing	Strategy, Governance and Engagement (HR)
5.1.3 - Existing leadership programs are accessible and inclusive of Queenslanders with disability	<p>Application and assessment processes for Queensland Government leadership programs are accessible</p> <p>Participant demographics for Queensland Government leadership programs are representative of the community</p>	Internal and external leadership events and programs are provided and accessible to all staff including leadership group	Ongoing	Ongoing	Strategy, Governance and Engagement (HR)

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

Queensland Government		DLGRMA			
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
5.1.4 - Promote inclusion of people with disability on Queensland Government boards, steering committees and advisory bodies to foster 'change from within'	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	Ensure application and appointment processes for relevant boards, steering committees and advisory bodies are accessible to Queenslanders with disability	Ongoing	Ongoing	CLLO and relevant DLGRMA business areas

## Part B – Departmental-specific actions

### Priority 1 – Communities for all

1.5 Respecting and promoting the rights of people with disability and recognising diversity					
Action	Success measure	2017–18 Actions	2018–19 Actions	2019–20 Actions	Responsible area
Provide advice to Queensland Health to assist transition to new whole-of-government Language and Translation Services panel arrangement	<p>Advice provided to other government agencies about requirements of the language services policy</p> <p>Government agencies have transitioned to the new arrangement</p>	Liaise with Queensland Health to assist transition to new whole-of-government Language and Translation Services panel arrangement	Ongoing	Ongoing	Multicultural Affairs Queensland
Publish a list of training providers to better support the cultural capability of organisations, by the end of 2018, to contribute towards the Multicultural Action Plan 2016–17 to 2018–19 focus on building culturally capable services and programs, including disability services	List of cultural capability training providers is published and can be accessed by government agencies and government funded service providers	Plan, prepare and establish a whole-of-government panel of cultural capability training providers, which can provide quality training to improve the cultural capability of staff and services	Promote web content on cultural capability service providers to Queensland Government agencies and government funded service providers, including disability service providers	Ongoing	Multicultural Affairs Queensland

## Contacts for more information

To provide feedback please use our [online form](#).

### Further information

Queensland Government general enquiries telephone  
13 QGOV (137 468).

For more Queensland Government contacts and a list of other departments, visit the [Queensland Government website](#).

### Assistance

If you are deaf or have a hearing or speech impairment, you can phone the [National Relay Service](#) on:

- 133 677 (TTY/Voice); or
- 1300 555 727 (Speak and Listen).

If you need an interpreter, call the [Translating and Interpreting Service](#) (TIS National) on 131 450.

## Reference documents and links

Department of Communities State Disability Plan 2017–2020 website  
<https://www.communities.qld.gov.au/disability/community-involvement/state-disability-plan-2017-2020>

All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020  
<https://www.communities.qld.gov.au/resources/disability/community-involvement/state-plan/all-abilities-queensland-plan.pdf>

Queensland Government Actions – All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020  
<https://www.communities.qld.gov.au/resources/disability/community-involvement/state-plan/all-abilities-queensland-plan-government-actions.pdf>

Department of Local Government, Racing and Multicultural Affairs  
Disability Service Plan  
<http://www.dlgrma.qld.gov.au/about-ilgp/our-department/disability-service-plan.html>

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