

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

WHOLE OF GOVERNMENT ACTIONS

Whole of government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Whole of Government overall success measure	Progress/Achievements (Where applicable, include details on progress, achievement and stakeholder engagement activity) <i>Ensure success measures are addressed</i>	Responsible area (Team within your department)
PRIORITY FOR ACTION: COMMUNITIES FOR ALL				
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	<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). 	<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"> Promoted via internal channels achievements that supported themes in the National Disability Strategy, e.g. the delivery of the Assistive Devices Hackathons. 	Internal Communications
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"> 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 businesses, industries and partners. 	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships. 	<ul style="list-style-type: none"> 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. 	Strategic Communications
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"> The department will publish and promote online inclusion and diversity awareness training (including a focus on disability awareness) to all departmental staff. 	<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 provides online training in inclusion and diversity and unconscious bias via its internal learning and talent management system. 	Human Resources
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"> This is outside of the scope of the department. 	<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. 		
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	<ul style="list-style-type: none"> This is outside of the scope of the department. However, the department will be guided by the principles and objectives of the State Disability Plan to promote inclusiveness and access. 	<ul style="list-style-type: none"> Guidance provided to staff about how to choose an accessible venue for an event or meeting. 		

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choosing venues for Queensland Government run events and meetings.				
Work towards ensuring all Queensland Government information is accessible and provided in multiple 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). 	<ul style="list-style-type: none"> All new key Queensland Government information/ materials are provided in accessible formats. 	<ul style="list-style-type: none"> Advice has been provided to all communication officers on preparing materials for online and digital channels. All web content and non-html assets are accompanied by a text-alternative (e.g. video captions and transcripts). 	Digital Communications
	<ul style="list-style-type: none"> The department will provide updates to the State Infrastructure Plan (SIP) Part B in accessible formats. 	<ul style="list-style-type: none"> Existing content progressively reviewed and updated. 	<ul style="list-style-type: none"> The 2018 SIP Part B update has been released on the departmental website for public availability. While the 2018 update has not been released in multiple formats, the capability to do so is available if requested. Text to talk for SIP is underway and will be completed by end of August 2018. 	Infrastructure Policy and Planning; and Strategic Communications
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"> 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. 	<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"> 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. 	Digital Communications
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.	<ul style="list-style-type: none"> This is outside of the scope of the department. 	<ul style="list-style-type: none"> Number of businesses, offering the Companions Card Scheme. 		
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"> 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. 	<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 has recently updated 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). 	All
	<ul style="list-style-type: none"> The department will develop and release the Strategy for Social Infrastructure (SSI) which considers the needs of people with disability. 	<ul style="list-style-type: none"> 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 SSI is being developed which will encourage greater innovation in the planning, design, location and use of social infrastructure to get the best outcomes for the diverse needs of Queensland's communities including people with a disability. 	Infrastructure Policy and Planning

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	<ul style="list-style-type: none"> The department will recognise diversity in the new planning framework through relevant policies in the State Planning Policy (SPP) and South East Queensland Regional Plan (<i>ShapingSEQ</i>). 	<ul style="list-style-type: none"> SPP and Regional Plans recognise diversity and support adaptable, accessible and inclusive built environments. 	<ul style="list-style-type: none"> SPP: where applicable, SPP 2017 policies support adaptable, accessible and inclusive built environments. <i>ShapingSEQ</i> 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. 	Planning
Government services and funded non-government services provide access to language, translating and communication 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"> 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 continues to deliver access to these services, on request. 	All
PRIORITY FOR ACTION: EMPLOYMENT				
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 department will: <ul style="list-style-type: none"> solidify knowledge of anti-discrimination legislation and positive practice continue to uphold legislative obligations in relation to anti-discrimination and as an equal opportunity employer continue to undertake reasonable adjustments to meet individual needs as well as introduce a 'reasonable adjustment passport'. 	<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"> Face to face anti-discrimination training rolled out to managers throughout 2017. The department continues to work to legislative obligations in relation to anti-discrimination. Role profile templates updated to specifically reference equal opportunity employment. Reasonable adjustment passport implemented. 2018-Q1 MOHRI reporting – 1.73% of departmental employees identify as having a disability. Additional activities being considered to boost. 	Human Resources
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"> The department will ensure links are available to access DCDSS website and published materials. 	<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 has recently updated and continues to maintain a diversity and inclusion intranet page which includes a number of resources and training opportunities covering unconscious bias, working with people who have a disability, online discrimination awareness training and videos show casing work performed by people with a disability. 	Human Resources

PRIORITY FOR ACTION: EVERYDAY SERVICES

<p>Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.</p>	<ul style="list-style-type: none"> This is outside of the scope of the department. 	<ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019. 		
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PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION

<p>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>	<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. 	<ul style="list-style-type: none"> Increased participation of people with disability consultation. Options for engagement promoted. 	<ul style="list-style-type: none"> The department's corporate website meets the standards set in the Consistent User Experience guidelines (mandatory for all QG sites). 	<p>Digital Communications</p>
<p>Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.</p>	<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. 	<ul style="list-style-type: none"> Queensland Government's Disability Service Plans 2017–2020 include details of consultation with people with a disability or details of consultation with people with a disability, is reflected in progress reporting. 	<ul style="list-style-type: none"> Ongoing. 	<p>All</p>
<p>Existing leadership programs are accessible and inclusive of Queenslanders with disability.</p>	<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"> 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"> Leadership related video series recently released with closed captioning and downloadable transcript. Face to face leadership session in July 2018 will focus on inclusive leadership behaviours and will provide live captioning as well as closed captioning/transcript for video released after the event. 	<p>Human Resources</p>
<p>Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.</p>	<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"> 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"> Ongoing. 	<p>All</p>

DSDMIP SPECIFIC ACTIONS

Departmental Actions	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Overall success measure	Progress/Achievements (Where applicable, include details on progress, achievements and stakeholder engagement activities) <i>Ensure success measures are addressed.</i>	Responsible Area (Team within the department)
PRIORITY FOR ACTION: COMMUNITIES FOR ALL				
Hold Assistive Devices Hackathon events in Regional Queensland.	<ul style="list-style-type: none"> The department will coordinate (or support) three '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 coordinated three, and financially supported another one, Assistive Devices Hackathons in Mackay, Toowoomba, Townsville and Bundaberg. A total of 124 makers participated across all four events to develop 23 assistive devices prototypes. 	Advanced Manufacturing
Increase in Queensland manufacturing businesses providing assistive technologies to clients.	<ul style="list-style-type: none"> The department will develop an 'Assistive Technologies Opportunities Scoping Paper' to capitalise on the opportunities to provide assistive technologies to clients of the NDIS, the NISQ and the aged population. 	<ul style="list-style-type: none"> Increase in Queensland manufacturing businesses providing assistive technologies to clients of NDIS and the NISQ. 	<ul style="list-style-type: none"> An Assistive Technologies Opportunities Scoping Paper was produced by Price Water House Coopers (PWC) and delivered to the department in September 2017. The views of representatives from public and private sector agencies and manufacturers informed the development of the Scoping Paper. The paper found that a limited number of manufacturers are producing assistive technologies. Recommendations to increase this number was included as part of the Scoping Paper. Activities such as the Hackathons contribute to this industry. 	Advanced Manufacturing
PRIORITY FOR ACTION: EVERYDAY SERVICES				
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"> 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 the Department of Housing and Public Works (DHPW)). 	<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 has entered into a Heads of Agreement with three proponents that establishes the process for them to submit information about their development, to be assessed by the department. The department is progressing negotiations with the remaining proponent to establish process terms, in lieu of a Heads of Agreement. This proponent is delivering two projects which include both social and private market housing. The department and DHPW are drafting the transactions documents to facilitate the delivery of the developments. DHPW will manage the project delivery phase of the program. Transactions documents will be entered into between DHPW and the proponents once their deliverables have been approved. 	Major Projects and Property

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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"> No actions for Year One (2017-2018). 	<ul style="list-style-type: none"> Incorporate accessible housing design in new dwellings in PDAs. 	<ul style="list-style-type: none"> No actions for Year One (2017–2018) 	Economic Development Queensland
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"> Universal design principles incorporated in Better Design Agenda Material. 	<ul style="list-style-type: none"> QDesign contains a number of interrelated strategies relevant to Universal Design including: - <ul style="list-style-type: none"> Prioritise the needs of children and the elderly Create places that respond to the diverse needs of society, in particular, prioritise the needs of children and the elderly. If proposed housing options, land use activities, parks, streets and transport options respond to the specific needs of the young and the elderly, it is more likely to accommodate the whole community throughout life. Create flexible buildings, streets and spaces Create flexible buildings, streets and spaces that are capable of adapting to new uses and user needs over time. Whole of life homes Create places capable of accommodating individual needs through whole of life homes, adopting ‘Universal Design’ principles to specifically address the needs of children, older people and people with disabilities. It is anticipated QDesign will be publicly released August 2018. 	Office of the Queensland Government Architect

Significant achievements

DCDSS intends to promote various examples of the important work departments are undertaking. If there are any significant achievements or areas of good practice which you would like to further highlight, please provide a brief description below.