

Department of State Development, Infrastructure and Planning

DSDIP Disability Service Plan 2023–26

Progress report 2025–26

This is the final report against the department's 2023–26 Disability Service Plan. The majority of actions are reported as completed, with many now embedded in the department's operations as business-as-usual activities. The department will continue to monitor and review these actions to ensure they remain effective and continue to meet the needs of people with disability. The next plan will maintain these actions where appropriate, while identifying further opportunities to strengthen accessibility, inclusion and participation.

Our service users

Action	Measurement	Status	Progress/achievements	Responsibility
1. Provide telephone translation or interpreting services for people with disability to access, on request.	Translation and interpreting services are available to Queenslanders with disability.	Completed	- For areas of the department that run events with stakeholders, the registration process includes a question to identify if a person has a disability and requires assistance. The regional office will follow up to provide appropriate support. - Departmental templates have information on translating and interpreting service for all public facing documents - The department utilises the Queensland Government's Standing Offer Arrangement for the provision of interpreting and translation services. Staff are made aware of the availability of these services when joining the department. - The Office of Industrial Relations (OIR) has translation and relay services with frontline services. When arranging internal and external events such as webinars, OIR factors in options such as screen readers, colour, transcripts, hard coded subtitles etc.	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
2. Consider the needs of people with disability during development, monitoring and evaluation of legislation, policies and programs.	Legislation, policies and programs consider the needs of people with disability and carers in development and implementation.	On track	- The department continues to consider the needs of people with disability in the development, monitoring, and evaluation of legislation, policies, programs, and services, in line with the principles and objectives of the State Disability Plan to promote inclusion and accessibility. - The department supports the integration of disability considerations into policy and program development by encouraging agencies to embed accessibility and inclusion in the design, monitoring and evaluation of legislation, policies and programs, ensuring the needs of people with disability and carers are reflected in implementation. - Application processes are accessible, providing clear and structured guidance materials, and offering multiple channels for enquiries and engagement. - Ongoing monitoring and program refinement considers stakeholder feedback to improve accessibility and usability of program materials and processes. - Focused on team culture and values to ensure team members support inclusiveness and equality for development.	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
3. Choose accessible venues for events and meetings.	Events and meetings held at accessible venues	Completed	- Groups that run workshops and events capture accessibility requirements through the registration process and ensure that the venue for workshops/events has full accessibility as required for attendees. - Industry breakfasts, workshops and all other events are held at venues that are accessible for people with disabilities. This includes considering the location, participants' transport options, and the venue's features and facilities. - Venue setup, activity spaces, and technology is considered so people with disability can move freely; take breaks; contribute fully; access audio, visual, and text-based information; and concentrate. - Prioritising of physical, mental, emotional, and cultural safety for guests joining events and meetings with identified disabilities captured when registering to attend.	Whole of department

Our people

Action	Measurement	Status	Progress/achievements	Responsibility
1. Support the sector to attract, recruit and retain more people with a disability in the Queensland public sector.	12% of employees in the department identify as living with a disability. The % of employees in the department who identify as living with a disability is within 3% of the Queensland Public Sector (QPS) average. External facing websites and employee attraction channels are accessible.	Completed	- The department continues to work at increasing representation of people with disability through a range of activities aimed at improving attractiveness as an employer and ensuring equity in recruitment processes. This includes: - providing training, information and advice on inclusive recruitment practices to hiring managers - ensuring recruitment processes are candidate focussed and provide candidate care including offering required adjustments - prominent display of the department's commitment to diversity when advertising vacancies (via the role profile). - The department's representation of People with disability for 2025-2026 was 4.50% according to the Equal Employee Opportunity (EEO) census. However, the more reliable Working for Queensland survey in October 2025 indicated the department's representation is likely to be 12%, in line with the target. These results exceed sector benchmarks of 3.69% from the EEO census and 11.00% in Working for Queensland.	Whole of department with Human Resources support Strategic Communication

Action	Measurement	Status	Progress/achievements	Responsibility
2. Promote opportunities for people with disability to participate on Queensland Government boards.	Recruitment processes for Queensland Government boards within the Department's portfolio are promoted, inclusive and accessible.	Completed	- A range of internal resources assist business groups who have responsibility for Queensland Government board recruitment to ensure inclusive and accessible recruitment practices. - Where possible, business groups responsible for boards proactively engage across the Queensland Government and with community networks to promote upcoming vacancies and encourage diverse nominations. This approach aims to support equitable opportunities for people with disability to contribute to decision-making and leadership, and to strengthen the diversity of representation when vacancies arise.	Whole of department with Corporate support
3. Improve representation of people with disability in leadership roles in the Queensland public sector.	8% representation at the Senior Officer and Senior Executive Service (and equivalent) levels, by 30 June 2024.	Completed	- The department's representation of People with disability in SO/SES roles for 2025-2026 was 3.54% according to the Equal Employee Opportunity (EEO) census. However, the more reliable Working for Queensland survey in October 2025 indicated the department's representation is likely to be 11%, exceeding the 8% target. - The department continues works to improve representation of people with disability in leadership roles through: - inclusive recruitment processes - ensuring equal access to leadership development programs and opportunities.	Whole of department with Human Resources support

Action	Measurement	Status	Progress/achievements	Responsibility
4. Make disability awareness training available to all staff.	Disability awareness training is available to all staff. 20% of employees in the department to have completed the QPS Disability Awareness Training in ELMO.	Completed	62% of employees in the department have completed one of these modules or a predecessor, exceeding the target. - The department continues to offer Disability Awareness Training to all employees via its Learning Management Systems. This includes: - a Queensland Government program on how to be a Disability Inclusion Champion/Disability Awareness - the SBS Inclusion Module for understanding Disability.	Organisation Development Analytics
5. Provide reasonable adjustments to meet individual needs as required.	Reasonable adjustments are available to meet individual needs as required. WfQ result within 1% of previous year for the question: <i>Do you have a workplace adjustment in place to assist you in managing work and life with your disability?</i> WfQ result at least 30% positive responses for the question: <i>Do you feel confident applying for new and different job opportunities within your organisation?</i>	Completed	- Employees and managers are supported, under the department's Work Health and Safety Policy, in accessing and implementing workplace adjustments that best suit the individual needs of employees and work areas including where work and non-work-related injuries have occurred. - Manager capability navigating reasonable adjustments is supported through guidance, advice and training where appropriate. - The Working for Queensland survey trend for access and provision of workplace adjustments has been maintained or is trending upwards.	Hiring and line managers with Human Resources support Facilities

Action	Measurement	Status	Progress/achievements	Responsibility
6. Ensure all centrally delivered leadership development programs are accessible and able to be tailored to meet circumstances of participants.	Departmental leadership programs are accessible.	Completed	- A range of accessible modalities are available including face to face, on-line on demand, on-line scheduled, videos, close captioned and transcript. - Circumstances are tailored to participants including working with external providers to ensure accessibility for departmental participants. - All queries are supported through provision of a central mailbox to enable a mechanism for tailoring circumstances. - Feedback is also sought from participants to continue to improve program design and delivery in a way that maximises accessibility.	Human Resources / Organisation Development Analytics Strategic Communication Facilities Information Technology Services
7. Provide mental health and wellbeing support for staff with a disability	Content and resources provided on the Connect Mental Health Hub are accessible to staff with a disability and are regularly updated. All staff have access to an employee assistance provider or specialist provider/services.	Completed	- All content and resources are reviewed and updated to ensure the most up to date information is available. - Specialist providers/services are sourced on an individual needs basis. - All staff continue to have access to employee assistance provider services either via specialist support or resources on the provider portal on a needs basis - The department works with employees with disability in partnership with managers and external providers to support additional mental health needs where appropriate.	Whole of department with Human Resources support

Action	Measurement	Status	Progress/achievements	Responsibility
8. Contribute to progress against the outcomes in Queensland's plan to respond to domestic and family violence against people with disability.	DSDIP White Ribbon accreditation. 85% of employees in the department to have completed the Domestic and Family Violence prevention and awareness in the workplace training in ELMO.	On track	- White Ribbon accreditation has lapsed following a departmental and sector decision to embed domestic and family violence prevention and awareness into business-as-usual activities. - For this reporting period, 83% of employees completed Domestic and Family Violence Prevention and Awareness in the Workplace and Recognise Respond Refer training; narrowly below the 85% target. The department remains committed to strengthening awareness, capability and support for employees affected by domestic and family violence. - The department maintains updated resources and guidance in alignment with the Queensland Government Safer Families, Safer Communities: A domestic and family violence strategy for Queensland	Organisation Development Analytics
9. Ensure staff emergency information and warnings are accessible.	Emergency information and warnings are accessible to staff with a disability.	Completed	Information about site specific emergency warnings are shared with all staff as they happen, including appropriate methods for those staff with disability.	Strategic communication

Action	Measurement	Status	Progress/achievements	Responsibility
10. Celebrate Disability Action Week	DSDIP shares success stories and helpful information on the value of diversity.	Completed	- Disability Action Week and other diversity awareness resources are available to all staff on the intranet. - Success stories and practical information are shared that highlight the value of diversity and inclusion, reinforcing positive awareness across the department. - In addition to the week, the department regularly promotes inclusion and accessibility through a partnership with the Diversity Council of Australia, learning content and internal resources and advice.	Whole of department

Our places

Action	Measurement	Status	Progress/achievements	Responsibility
1. Implement inclusion principles and actions across the 2032 Olympic and Paralympic Games planning.	2032 Olympic and Paralympic Games infrastructure planning for venues and villages is co-designed and aligns to domestic and international access and inclusion principles and standards.	On track	Designs for each village and venue are progressing with accessibility standards being defined and informed by relevant domestic building regulations and International Paralympic Committee requirements.	Infrastructure

Our community

Action	Measurement	Status	Progress/achievements	Responsibility
1. Ensure communication strategies align to the principles and objectives of the ADS and state disability plan.	Queensland promotes the principles and objectives of the ADS, and participates and contributes to strategies, campaigns and other activities.	Completed	The department ensures that all communication strategies are aligned with the principles of inclusion, accessibility, and equity outlined in the Australian Disability Strategy and the Queensland State Disability Plan. This includes the use of inclusive language, accessible formats, and multiple communication channels to reach and engage people with disability. It also includes representation in imagery and vision for campaigns.	Strategic Communication
2. Make available various communication platforms (e.g. video conferencing, Teams).	Increased participation of people with disability in consultation. Options for engagement promoted.	Completed	- The department continues to provide a range of accessible communication platforms and digital tools to support inclusive participation, consultation and engagement with people with disability. These include Microsoft Teams, webinars, video conferencing, captioned videos, accessible digital platforms and websites and in-person events that meet government accessibility requirements. - Options for participation are promoted in consultation invitations and communications, helping people with disability engage through the channel or format that best meets their needs.	Strategic Communication Information and Technology Services

Action	Measurement	Status	Progress/achievements	Responsibility
3. Ensure departmental websites comply with web content accessibility guidelines (WCAG 2.0 and Digital services policy).	All new key website content is accessible and complies with guidelines.	Completed	- The department ensures that all new key website content complies with Web Content Accessibility Guidelines (WCAG) 2.0 and the Queensland Government Digital Services Policy. Accessibility is embedded into content development processes, with regular checks to ensure that digital materials are usable by people with disability, including those using assistive technologies. - This includes ensuring that all website content appears in text-based format. Additional materials or assets are provided in graphic or PDF format to enhance visual understanding for some topics. Descriptive captions and image tags are mandatory.	Strategic Communication
4. Ensure departmental information and publications are accessible, reviewed and updated.	All new key Departmental information/materials are provided in accessible formats.	Completed	- All new and existing information and publications are reviewed regularly and updated accordingly. - The department's approach is digital-first. This ensures that materials and information are provided in a text-based format that supports accessibility and assistive devices.	Strategic Communication