

Disability Service Plan 2026–2029

Department of State Development,
Infrastructure and Planning

The Department of State Development, Infrastructure and Planning connects industries, businesses, communities and government (at all levels) to leverage regions' strengths to generate sustainable and enduring economic growth that supports well-planned, inclusive and resilient communities.

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A message from the Director-General

I am pleased to present the Department of State Development, Infrastructure and Planning's Disability Service Plan for 2026–2029.

This plan reflects our ongoing commitment to a more inclusive Queensland where people with disability can participate fully and equally in all aspects of community life. Guided by the principles of the *Disability Services Act 2006*, Australia's Disability Strategy 2021–2031 and Queensland's Disability Plan, this plan sets out the practical actions we will take to improve accessibility, inclusion and equity across our services, workplaces and infrastructure.

As the department responsible for planning Queensland's future growth and delivering critical infrastructure, we have an important role to play in ensuring inclusion is embedded in the places and spaces that support our state's prosperity. Through our work, we can help create communities that are accessible and designed to meet the needs of all Queenslanders and visitors.

With the 2032 Olympic and Paralympic Games on the horizon, we are well placed to contribute to a lasting legacy of inclusion by championing accessible infrastructure, public spaces and services that benefit everyone.

The plan outlines actions to strengthen our inclusive workplace culture, improve accessibility, and ensure people with disability are considered in how we design services, engage with communities and deliver outcomes. These actions support the objectives of Australia's Disability Strategy 2021–2031 and Queensland's Disability Plan.

Through our purpose to secure responsible economic development, safe and fair workplaces and liveable communities, we are committed to delivering positive and lasting outcomes for people with disability. I am confident that through continued leadership, collaboration and accountability, we can help build a Queensland where everyone has the opportunity to participate, contribute and thrive.

David Mackie PSM

Director-General
Department of State Development, Infrastructure and Planning

About our Disability Service Plan

Purpose

The *Disability Services Act 2006* (the Act) 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 to develop and implement a Disability Service Plan (DSP).

The purpose of DSPs is to make sure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

Context and framework

The collective framework outlined below forms Queensland's commitment to upholding and promoting the rights of people with disability.

United Nations Convention on the Rights of Persons with Disabilities	Internationally, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) provides the framework to promote and protect the human rights of people with disability.
Australia's Disability Strategy 2021–2031	Australia is implementing the UNCRPD through Australia's Disability Strategy 2021–2031 (the ADS). The ADS has been co-designed with people with disability to provide a framework and the outcomes we need to advance the human rights of people with disability. It includes an <u>outcomes framework</u> and three <u>targeted action plans</u> (TAPs) for 2025–2027 in the areas of <u>inclusive homes and communities</u>; <u>safety, rights and justice</u>; and <u>community attitudes</u>.
Legislation	The Queensland Government also implements the UNCRPD through a range of legislation, including the <i>Anti-Discrimination Act 1991</i> , the <i>Disability Services Act 2006</i> and the <i>Human Rights Act 2019</i> .
Queensland's Disability Plan 2022–27: Together, a better Queensland	Queensland's state disability plan (SDP) is the primary way in which we implement the ADS in Queensland. There are no actions in the SDP, instead the Queensland Government has committed to actions in the TAPs. The SDP provides four Building Blocks to be considered when developing agency disability service plans: co-design, measurement of outcomes and impact, human rights, and cultural and systems change; and four Impact Areas to structure actions: Our service users, Our people, Our places and Our community.
Our Disability Service Plan 2026–2029 (DSP)	Queensland Government departments have a legislative requirement to develop and publish a DSP every three years. The DSP must include actions relevant to the department from the TAPs. Departments can then develop further actions. The steps to defining actions follow three elements: consider the Building Blocks, decide which Impact Area it fits under and which ADS Outcome Area it aligns with. This document forms the Department's DSP for the period 1 July 2026 to 30 June 2029.

Progress reporting

We will report annually on the implementation of this plan and contribute to a yearly progress report on the SDP implementation.

Information from the annual progress reports will be shared across Australian state and territory governments as part of reporting on Queensland's contribution to implementing the ADS.

The plan will also contribute to the Queensland Government's obligations under the UNCRPD.

Identifying and addressing issues

The Building Blocks of the SDP have guided us in identifying what we need to do to work towards the things that are most important to people with disability in Queensland.

In the development of this plan, we have considered the building blocks to ensure our actions are framed to create impact and long-lasting change.

Building Block statements

1. Co-design – *nothing about us without us*

A key principle of *Queensland's Disability Plan 2022–2027: Together, a better Queensland* is collaborating with people with disability to co-design plans and actions.

Co-design empowers individuals and communities through working together with government to create the best possible responses to person-centred services. Done well, co-design will result in outcomes made possible through shaping solutions with the participation of the intended beneficiaries.

We will ensure co-design with people with disability is incorporated, particularly for projects with great impact such as the 2032 Olympic and Paralympic Games.

2. Human rights – *we will respect, protect and promote human rights in everything we do*

We are committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, we have an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

For further information on the *Human Rights Act 2019*, visit [Queensland Human Rights Commission](#).

3. Measurement of outcomes and impact – *we set clear targets and measure progress*

Measuring outcomes and impacts recognises that collecting and reporting accurate and accessible information is essential to creating and implementing the best policies, programs and actions and adjusting where needed.

We will set clear targets, and measure if we reach them. We will ensure respect for the privacy of people with disability in any data we collect to measure our progress.

4. Cultural and systems change – *we will grow diversity and inclusion from within*

When we highlight the capabilities of people with disability, we can reframe organisational cultures, attitudes and perceptions. We can only achieve cultural and systems change by bringing disability issues to the forefront and building recognition of the value and potential of people with disability.

By considering cultural and systems change in each action, we can create greater impact.

Our actions

The department's work to shape Queensland's future is broad and increasingly diverse. While much of our work focuses on policy, planning, infrastructure, investment and working with partners to influence broader government and community outcomes, the inclusion of the Office of Industrial Relations also sees the department delivering frontline and regulatory services. For the purposes of this plan, our service users include our workforce, the agencies of the Queensland public sector and other government jurisdictions, private organisations that we work with, and Queenslanders who interact with our regulatory functions.

We are working towards inclusive and accessible workplace practices and behaviours for the benefit of all, recognising that what we model within the department will be reflected outwards.

Our service users

This impact area focuses on how the department designs and delivers its policies, programs, legislation, consultation activities, meetings and events so that people with disability can participate and access services equitably.

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Embed accessibility and inclusion considerations in policy, program and legislative development.	Accessibility and inclusion considerations are incorporated at key stages of policy, program and legislative development – this includes embedding accessibility considerations in the design of policies and programs, and reviewing policy settings to identify opportunities to improve accessibility outcomes. This supports co-design, human rights and cultural and systems change by ensuring impacts on people with disability are considered early and proportionately.	Accessibility and inclusion considerations are provided in relevant policy, program and legislative documentation.	Ongoing	Community attitudes	Whole of department

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Apply accessible engagement practices in consultation and stakeholder activities.	Consultation processes led by the department are designed to enable participation by people with disability through accessible formats, inclusive communication methods and reasonable adjustments, supporting human rights and cultural and systems change . The department promotes awareness with stakeholders on hosting more accessible events, consultations and meetings.	Accessible formats and participation options are made available for relevant departmental consultation activities.	Ongoing	Community attitudes	Whole of department
Choose accessible venues and maintain accessible meeting and event practices.	Meetings and events are planned and delivered using accessible venues and inclusive participation options, supporting full participation and cultural and systems change . Planning ahead for meetings and events assists departmental officers and attendees to participate fully, including those through accessible venues, meeting arrangements and communications.	Accessible venues and inclusive participation options for events and meetings are utilised (where available and appropriate).	Ongoing	Inclusive homes and communities	Whole of department

Our people

This impact area focuses on strengthening an inclusive workplace culture, supporting employees with disability, and building workforce capability, representation, wellbeing and safety.

2026–2029 actions	Detail	Measurement/Target	Timing	ADS outcome areas	Responsibility
Strengthen disability awareness and capability across the workforce.	Disability awareness and inclusion training supports staff to confidently and respectfully work with people with disability, contributing to cultural and systems change and promoting human rights .	Disability awareness training remains available to all staff. Uptake of relevant training is promoted and monitored through existing learning systems.	Ongoing	Community attitudes	People and Performance (P&P)
Support an inclusive employee experience for people with disability.	Reasonable workplace adjustments, accessible systems and flexible practices support participation, wellbeing and retention, consistent with co-design, human rights and cultural and systems change .	Reasonable adjustments are available as required, including providing standard options for increased accessibility in internal meetings, forums and events. Workforce survey results relating to workplace adjustments remain stable or improve over time.	Ongoing	Community attitudes Safety, rights and justice	Line managers with P&P support
Promote inclusive leadership pathways and representation.	Inclusive recruitment and leadership development practices encourage participation by people with disability across all levels of the department, supporting cultural and systems change .	Inclusive recruitment and leadership development practices are maintained. Representation data is monitored through existing workforce reporting.	Ongoing	Community attitudes	Whole of department with P&P support

2026–2029 actions	Detail	Measurement/Target	Timing	ADS outcome areas	Responsibility
Ensure wellbeing, safety and support mechanisms are accessible.	Emergency communications, wellbeing resources and support services are accessible to staff with disability, promoting safety, rights and human rights .	Emergency information and wellbeing resources are accessible. Support services are available and promoted to staff. Wellbeing and safety-oriented meetings and events are supported with accessibility features and communications, including reasonable adjustments where required.	Ongoing	Safety, rights and justice	Strategic Communications P&P

Our places

This impact area focuses on the department's role in supporting accessible and inclusive built environments, infrastructure, planning activities, workplaces and public-facing facilities.

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Embed universal design and accessibility principles in infrastructure and planning activities.	Universal design and accessibility principles are applied through departmental guidance, advice and planning activities, supporting inclusive built environments and cultural and systems change .	Accessibility and inclusion considerations are reflected in relevant planning and infrastructure guidance and advice.	Ongoing	Inclusive homes and communities	Relevant business areas
Support inclusive outcomes for the 2032 Olympic and Paralympic Games infrastructure and legacy planning.	Accessibility and inclusion considerations are incorporated into operational planning and infrastructure design and delivery associated with the 2032 Olympic and Paralympic Games, supporting a lasting inclusive legacy and human rights .	Planning and infrastructure activities for the 2032 Games for venues and villages demonstrate consideration of accessibility and inclusion principles.	Ongoing	Inclusive homes and communities Community attitudes	Infrastructure

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Promote accessible workplaces and public-facing environments.	Departmental workplaces and facilities support safe, inclusive access for staff and visitors, contributing to cultural and systems change .	Workplaces and facilities continue to meet accessibility requirements. Accessibility issues are addressed through established facilities processes.	Ongoing	Inclusive homes and communities	Facilities

Our community

This impact area focuses on how the department contributes to broader community inclusion through accessible information, external partnerships, and planning, infrastructure and investment activities that respond to local and regional needs.

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Ensure departmental communications and information are accessible by default.	Digital and published content complies with accessibility standards, promoting human rights and cultural and systems change .	New and updated departmental content complies with accessibility standards. Alternative formats are available on request.	Ongoing	Community attitudes	Strategic Communications
Model inclusive practice in partnerships and engagement.	Inclusive approaches are promoted through partnerships with industry, local government and delivery partners, supporting cultural and systems change beyond the department.	Inclusive engagement practices are applied in relevant partnership and engagement activities.	Ongoing	Community attitudes	Whole of department
Support inclusive community outcomes through planning, infrastructure and investment activities.	Planning, infrastructure and investment activities consider opportunities to support accessible, inclusive and connected communities , including through development and investment initiatives that respond to local and regional needs.	Relevant planning, infrastructure and investment activities demonstrate consideration of accessibility and inclusion outcomes for communities.	Ongoing	Community attitudes Inclusive homes and communities	Whole of department

2026–2029 actions	Detail	Measurement	Timing	ADS outcome areas	Responsibility
Support inclusive procurement and supplier diversity outcomes	The department will promote opportunities for people with disability through procurement practices and supplier engagement, consistent with the Queensland Procurement Policy and its social procurement objectives. This will support economic participation, inclusion, and positive cultural and systemic change by encouraging suppliers that create employment and business opportunities for people with disability.	Procurement guidance and practices incorporate consideration of social procurement opportunities where appropriate. Disability inclusive suppliers and employment outcomes are promoted through relevant procurement activities.	Ongoing	Community attitudes Inclusive homes and communities	Whole of department

Reference information

Glossary

Acronym	Description
ADS	Australia's Disability Strategy
DSDIP	Department of State Development, Infrastructure and Planning
DSP	Disability Service Plan
SDP	State disability plan
TAP	Targeted action plan
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

Related links

[Queensland's Disability Plan 2022-2027](#)

[Australia's Disability Strategy Hub](#)

[Queensland Government Digital services policy](#)

Current targeted action plans 2025–2027

[Inclusive homes and communities](#)

[Safety, rights, and justice](#)

[Community attitudes](#)

Previous targeted action plans 2021–2024

[Employment](#)

[Community attitudes](#)

[Early childhood](#)

[Safety](#)

[Emergency management](#)

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