DEPARTMENT OF STATE DEVELOPMENT AND INFRASTRUCTURE
DISABILITY SERVICE PLAN PROGRESS REPORT – 2023–24

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 interpretating services are available to Queenslanders with disability.	Completed	• This action is completed and fully embedded in the department's operations. • 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. Examples in action: During a campaign for electrical safety, OIR engaged The Wiggles who wrote a song about electricity, with Auslan flash cards developed to support educators. When arranging events such as webinars, OIR factors in options like screen readers, colour, transcripts, hard coded subtitles etc.	Whole of department
2. **Consider the needs of people with disability during development, monitoring and evaluation of**	Legislation, policies and programs consider the needs of people with disability and carers in development and implementation.	Ongoing	• The department continued to consider the needs of people with a disability during development, monitoring and evaluation of legislation, policies, programs and services to comply with the principles and objectives of the State Disability Plan promoting inclusiveness and access.	Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
legislation, policies and programs.			• Legislative obligations have continued to be upheld in relation to anti-discrimination and as an equal opportunity employer and is committed to having a diverse and inclusive workforce that reflects the community we serve.	

3. **Choose accessible venues for events and meetings.**	Events and meetings held at accessible venues	Completed	• This action is completed and fully embedded in the department's operations.
			
			• 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. Example in action: SEQ South Region Office includes: "Do you have any accessibility requirements that DSDI should be aware of to assist with your participation for the event/webinar?".
			
			• Strategic Industry Development, DSDI has held six events at accessible venues:
			  ○ 3 x Quad Chart Masterclass
			  ○ 3 x Base Services Transformation Breakfasts.
			
			• 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 a 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.	On track	• The department MOHRI data indicates 5.6% of the workforce identify as living with a disability. • The 2023 Working for Queensland (WfQ) results indicate that 12% of departmental employees who completed the survey identify as living with a disability (2023 WfQ completion rate was 69%). • The 2022 WfQ results showed 13% identify as living with a disability (variance within 3%). • The recruitment and selection policy, practices and resources have been reviewed and updated to align with the *Public Sector Act 2022*, to ensure accessibility for people with a disability and to promote equity and diversity. • The departmental website on 'Applying for a career' has been updated with specific information on the department's commitment to diversity and promotes how workplace adjustments can be made to support inclusive recruitment. • When undertaking recruitment and selection processes, we ensure the care of candidates by confirming if they require any reasonable adjustments to assist them throughout the process.. • A Talent Acquisition Manager recently commenced within OIR and is working with the People and Culture teams to consider and introduce various approaches to improve accessibility to OIR roles. • The department continues to make available various communication platforms that comply with national government web content accessibility guidelines and implement (as required) assistive services for staff with a disability.	Whole of department with Human Resources support Strategic communications
2. **Promote opportunities for people with**	Recruitment processes for Queensland Government boards within the	On track	• Vacancies for Government boards within the department's portfolio are promoted on our	Whole of department with Corporate support

Action	Measurement	Status	Progress/achievements	Responsibility
disability to participate on Queensland Government boards.	Department's portfolio are promoted, inclusive and accessible.		external channels, which are accessible for people with disability.	
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.	Minor issues	• The 30 June 2024 MOHRI data indicates 3.9% representation at the Senior Officer and Senior Executive Service. An improvement of 0.4% on the 30 June 2023 MOHRI data which sat at 3.5%.	Whole of department with Human Resources support
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.	On track	• The department continued to ensure all new employees complete Queensland Disability and Awareness training available in ELMO (Learning and Talent Management System). • Currently 24.6% have completed the QLD Disability Awareness Training in ELMO. • The SBS Inclusion program (including a disability module) was recently updated and promoted across the department.	Human Resources
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: *Do you have a workplace adjustment in place to assist you in managing work and life with your disability?* WfQ result at least 30% positive responses for the question: *Do you feel confident applying for new and different job opportunities within your organisation?*	On track	• The 2024 Working for Queensland results indicate that 40% of those who identify as living with a disability have a formal or informal reasonable adjustment in place in their workplace (i.e., positive responses). This is 4% higher than in 2023. • 70% of those who identify as living with a disability responded positively to whether they felt confident applying for job opportunities, a 21% increase from 2023. • Facilities and ITS provide information, advice and support for reasonable adjustments to hiring and line managers as part of their business-as-usual support to the department.	Hiring and line managers with Human Resources support Facilities Information Technology Services
6. **Ensure all centrally delivered leadership development**	Departmental leadership programs are accessible.	On track	• The department continues to ensure internally delivered leadership development programs are accessible across multiple formats, with flexible	Human Resources Strategic Communication

Action	Measurement	Status	Progress/achievements	Responsibility
programs are accessible and able to be tailored to meet circumstances of participants.			and online delivery, captioning, and any-time access, taking into consideration 'all abilities' of participants (for example LEADING AHEAD).	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.	On track	• All staff have access to extensive information on the Connect Mental Health Hub including Employee Assistance Provider details, upcoming events and learning opportunities, tips for managing mental health and support, workplace adjustments etc. • The information is updated regularly to ensure access to the latest events, and information and learning opportunities. • Staff are actively encouraging staff to utilise the DSDI resources available on CONNECT such as accessing its Employee Assistance Program provider Benestar, Mental Health Hub, and other resources available on the CONNECT Health and Wellbeing page. • A safe space/meeting room can be made available for staff with disability to use if they need to administer medication etc. • The department's performance management framework, including the Professional Development Agreement template has been updated to promote regular conversations with employees that includes a focus on wellbeing and inclusion, and encouraging leaders/managers to proactively asking employees if they have workplace adjustment requirements. Staff are encouraged to raise any issues of accommodations, such as flexibility in hours to attend appointments, which may be needed.	Whole of department with Human Resources support
8. **Contribute to progress against the outcomes in Queensland's plan**	DSDILGP White Ribbon accreditation. 85% of employees in the department to have completed the Domestic and	On track	• 90% of current employees have completed the *Domestic and Family Violence (DFV) prevention*	Human Resources

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to respond to domestic and family violence against people with disability.	Family Violence prevention and awareness in the workplace training in ELMO.		*and awareness in the workplace* learning module in ELMO.
			
			• Events and information promoted on CONNECT include:
			  o International Day for the Elimination of Violence against Women – 27 November 2023
			  o Not Now, Not Ever. Together Breakfast – 8 December 2023
			  o Darkness to Daylight challenge 2024 – 21 March 2024
			  o Domestic and Family Violence Prevention Month – 30 April 2024
			  o We say no more to DFV key dates, links and events – 8 May 2024
			  o Men's conversation on ending DFV – 17 May 2024.	

9. Ensure staff emergency information and warnings are accessible.	Emergency information and warnings are accessible to staff with a disability.	Ongoing	• Emergency information and warnings for staff are published on the DSDI website which has been audited for WCAG 2.1 AA compliance (see action 3 under Our community).	Strategic communications

10. Celebrate Disability Action Week	DSDILGP shares success stories and helpful information on the value of diversity.	On track	• Disability Action Week is celebrated in the department through promotion of events and learning opportunities on CONNECT:
			  o 20 November 2023: CONNECT story – Access Ignites – Disability Action week information
			  o 28 November 2023: CONNECT story – Think differently – Disability Action Week
			  o Ongoing promotion of SBS Inclusion program Disability module – on ELMO.
			
			• Success stories are promoted and shared and supports the value of diversity.
			
			• Some teams actively participate in workplace activities for Disability Action Week both through
				Whole of department

Action	Measurement	Status	Progress/achievements	Responsibility
			DSDI and with co-located departments locally in addition to other events celebrated throughout the year to raise awareness. • Other teams that have not previously engaged in Disability Action Week activities due to a lack of awareness intend to do so in the future. • Disability Action Week is celebrated in OIR through promotion of events and learning opportunities on the OIR Intranet and Executive Communication.	

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	• Infrastructure and Regional Strategy consults with experts as required to inform planning. From 1 July 2024, sustainability and accessibility expertise is the responsibility of the Games Venues and Legacy Delivery Authority. • Economic Development Queensland is providing consultancy advice to assess relevant accessibility standards as they relate to the Brisbane Athlete Village for inclusion in the design and procurement process for the project.	Infrastructure and Regional Strategy

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.	On track	• The department continues to review communication strategies and activities in alignment with best-practice accessibility standards.	Strategic Communications

Action	Measurement	Status	Progress/achievements	Responsibility
2. **Make available various communication platforms (e.g. video conferencing, Teams).**	Increased participation of people with disability in consultation. Options for engagement promoted.	Ongoing	• The department continues to make available various communication platforms that comply with national government web content accessibility guidelines and implement (as required) assistive services for staff with a disability.	Strategic Communications Information and Technology Services
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.	Ongoing	• The DSDI and Defence Jobs Queensland websites were audited for WCAG 2.1 AA compliance and recommendations are being progressively implemented, with all high severity and most medium severity issues already addressed. • New website content continues to be accessible and compliant with guidelines. • All new and existing OIR web content pages comply with the accessibility guidelines (WCAG 2.0 and Digital services policy).	Strategic Communications
4. **Ensure departmental information and publications are accessible, reviewed and updated.**	All new key Departmental information/materials are provided in accessible formats.	On track	• The department continues to develop and offer information/materials in alignment with best-practice accessibility standards.	Strategic Communications