

Disability Service Plan 2017–2020

Breaking down barriers facing Queenslanders with disability to ensure that they participate fully in Queensland's vibrant, economic, social and cultural life.



Department of Aboriginal and
Torres Strait Islander Partnerships





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Message from our Director-General

'We pay our respects to Elders past and present who have given us strength, inspiration and guidance to create a better Queensland.'

It is my pleasure to present the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) *Disability Service Plan for 2017 - 2020*. This plan clearly demonstrates how our department will continue to work closely with its strategic partners to build a fairer, more inclusive Queensland where people with disability, their families and carers are able to access the same opportunities on the same basis as everyone else. Our *Disability Service Plan* supports the strategic direction of the Queensland Government's disability plan – *All Abilities Queensland: opportunities for all*, which will deliver on Queensland's commitments under the *National Disability Strategy 2010-2020* and the National Disability Insurance Scheme.

The department's *Disability Service Plan for 2017-2020* is dedicated to delivering actions that will break down barriers facing all Queenslanders with disability and gives particular focus to Aboriginal peoples and Torres Strait Islander peoples with disability. The plan also builds on the Queensland Government's commitments which focus on the priority areas of: communities for all; lifelong learning; employment; everyday services; and leadership and participation. Our plan details the department's commitment to promoting the employment, and genuine community participation, of Queenslanders with disability. It identifies the actions we will take to deliver on these commitments and in this way assist in creating a culture of respect, acceptance and understanding. Our priority actions include:

- promoting awareness of, and participation in, the National Disability Insurance Scheme
- revising internal processes to ensure equal opportunity for people with disability
- increasing the employment of people with disability, with a focus on Aboriginal peoples and Torres Strait Islander peoples with disability in our department, the broader public sector and in the private sector
- ensuring accessibility of our premises, events and information to people with disability
- promoting the rights of people with disability and improving community participation of all people with disability.

Over the next three years, we will maintain a sharp focus on the actions within our *Disability Service Plan* to ensure that Queenslanders with disability, particularly Aboriginal peoples and Torres Strait Islander peoples with disability participate fully in Queensland's vibrant economic, social and cultural life.

Dr Chris Sarra
Director-General



About the Department

Our role

The Department of Aboriginal and Torres Strait Islander Partnerships' (DATSIP) strategic purpose is to improve the economic and community participation, and promote the cultural recognition, of Aboriginal and Torres Strait Islander Queenslanders. Our aim is to ensure that Aboriginal peoples and Torres Strait Islander peoples participate fully in Queensland's vibrant economic, social and cultural life.

This is achieved by providing whole-of-government policy leadership and advice to:

- increase job opportunities for young Aboriginal peoples and Torres Strait Islander peoples seeking employment
- strengthen and grow Aboriginal and Torres Strait Islander businesses
- address the disparity in the areas of justice, health, education, employment and housing outcomes between Aboriginal and Torres Strait Islander and non-Indigenous Queenslanders
- empower, enable and support non-government organisations to design and deliver programs that strengthen Aboriginal and Torres Strait Islander communities
- build, facilitate and maximize collaboration and coordination across governments and industry on Aboriginal and Torres Strait Islander initiatives
- build cultural capability across the public sector, to help agencies develop and implement cultural capability in their own departments.

The department also has a key role in delivering specific co-designed programs and services that result in:

- increased employment and business opportunities in government and various industry sectors
- increased number of aspiring Aboriginal and Torres Strait Islander Queenslanders moving towards home ownership

- improved business capability and sector capacity
- transferring identified state-owned lands and national parks to formal Aboriginal ownership
- supporting the protection and value of Aboriginal and Torres Strait Islander heritage and cultures
- connecting Aboriginal peoples and Torres Strait Islander peoples to their community and family histories
- addressing the impact of domestic and family violence in Aboriginal and Torres Strait Islander communities.

Our customers

Our customers are Aboriginal peoples and Torres Strait Islander peoples, including those with disability, living in urban, regional, rural, and remote communities across Queensland.

Our partners

We develop and maintain strong relationships with our strategic partners including:

- Aboriginal and Torres Strait Islander Elders
- Aboriginal and Torres Strait Islander leaders and visionaries, of all ages
- Australian, Queensland and Local Governments
- Peak bodies and community organisations
- Industry bodies and businesses
- Universities and the philanthropic sector.

When working with government, industry, community representatives and other key stakeholders, our department actively promotes the inclusion of people with disability.

About Disability Service Plans (DSPs)

Purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a foundation for promoting the rights of people with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government departments or agencies to develop and implement a DSP. The purpose of DSPs is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. This involves improving access to services across government for people with disability and including more coordinated responses.

Context

All Abilities Queensland: opportunities for all (state disability plan 2017-2020) sets the vision of 'Opportunities for all Queenslanders' to guide Queensland Government action and encourage others to act to bring the plan to life.

The state disability plan is based on the following five priority areas:

1. communities for all
2. lifelong learning
3. employment
4. everyday services
5. leadership and participation.

Disability Service Plans, and the state disability plan that they align with, will deliver on Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS represents a unified approach by all governments in Australia

and the Australian Local Government Association in their work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities, rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines the following four areas of increased national effort:

1. NDIS transition to the full scheme
2. improving employment outcomes for people with disability
3. improving outcomes for Aboriginal peoples and Torres Strait Islander peoples with disability
4. communication activities to promote the intent of the strategy throughout the community.

Agency Disability Service Plans, along with the state disability plan, also complement Queensland's transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - Transition to a National Disability Insurance Scheme. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to people with disability.

Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

Commitment to further the vision of the state disability plan

The department's vision that Aboriginal peoples and Torres Strait Islander peoples participate fully in Queensland's vibrant economic, social and cultural life, is inclusive of people with disability, and consistent with the strategic direction within the Queensland disability plan.

Our department is committed to furthering the vision of the state disability plan by ensuring alignment between the state plan and DATSIP's actions within the Disability Service Plan: 2017-2020.

Monitoring and reporting

The department will report annually on the implementation of the DSP and contribute to a yearly whole-of-government progress report, prepared by the Department of Communities, Disability Services and Seniors, on the implementation of the state disability plan. The department's progress on actions each year will be published on our department's website at www.datsip.qld.gov.au

Information from the annual DSP progress reports, and the state disability plan, will also be shared with the Australian government and other state and territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-2020.

Contact information

To provide feedback or for further information on the Department of Aboriginal and Torres Strait Islander Partnership's Disability Service Plan, contact:

Corporate Services on enquiries@datsip.qld.gov.au

Tel: 13 QGOV (13 74 68)

Persons with hearing impairment: TTY: 07 3896 3471

Our Department's Disability Service Plan 2017-2020

Priority 1: Communities for all

1.1 Changing attitudes and breaking down barriers by raising awareness and capability				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>1.1.1 In collaboration with the Department of Communities, Disability Services and Seniors (DCDSS), develop and implement communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>, as required.</p>	<p>In collaboration with DCDSS, develop and implement communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>, as required.</p>	<p>In collaboration with DCDSS, develop and implement communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>, as required.</p>	<p>Participate and contribute to the development of whole-of-government communication strategies to promote the National Disability Strategy 2010-2020, as required.</p> <p>Where activities relate to the department, work with DCDSS to implement activities to promote the National Disability Strategy 2010-2020.</p>	<p>Corporate Services</p> <p>Culture and Economic Participation</p> <p>Policy</p>
<p>1.1.2 In collaboration with the Department of Communities, Disability Services and Seniors (DCDSS) develop an information pack to support the Minister for Aboriginal and Torres Strait Islander Partnerships to act as a champion with business, industry and organisational partners within her portfolio, to raise awareness of disability and build partnerships and opportunities.</p>	<p>Collaborate with DCDSS to further develop an information pack, where required, to support the Minister for Aboriginal and Torres Strait Islander Partnerships to act as a champion with business, industry and organisational partners within her portfolio, to raise awareness of disability and build partnerships and opportunities.</p>	<p>Collaborate with DCDSS to further develop an information pack, where required, to support the Minister for Aboriginal and Torres Strait Islander Partnerships to act as a champion with business, industry and organisational partners within her portfolio, to raise awareness of disability and build partnerships and opportunities.</p>	<p>The development of an information pack to support the Minister for Aboriginal and Torres Strait Islander Partnerships to act as a champion with business, industry and organisational partners.</p>	<p>Culture and Economic Participation</p> <p>Policy</p>

1.1 Changing attitudes and breaking down barriers by raising awareness and capability (*continued*)

Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible Area
Actions				
<p>1.1.3 Support the Department of Communities, Disability Services and Seniors (DCDSS) to develop options to provide disability awareness training to the department's frontline staff and incorporate disability awareness training into induction programs.</p> <p>Once available, make DCDSS's disability awareness training available to frontline staff.</p>	<p>Make disability awareness training available to staff on an annual basis. Ensure the department's induction program includes up-to-date information on disability awareness.</p>	<p>Make disability awareness training available to staff on an annual basis. Ensure the department's induction program includes up-to-date information on disability awareness.</p>	<p>Disability awareness training program made available to staff.</p> <p>DATSIP's revised induction program published on the department's intranet site and reviewed on an annual basis.</p>	<p>Corporate Services</p>
<p>1.1.4 Continue to assist the Department of Communities, Disability Services and Seniors (DCDSS) in providing information to support Aboriginal and Torres Strait Islander non-government organisations, local governments, 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 by linking DATSIP's website to DCDSS's website.</p>	<p>Continue to assist DCDSS in providing information to support Aboriginal and Torres Strait Islander non-government organisations, local governments, 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 by linking DATSIP's website to DCDSS's website.</p>	<p>Continue to assist DCDSS in providing information to support Aboriginal and Torres Strait Islander non-government organisations, local governments, 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 by linking DATSIP's website to DCDSS's website.</p>	<p>DATSIP's website includes a link to DCDSS which will provide information to support local governments, non-government organisations and businesses to develop disability action inclusion plans.</p>	<p>Corporate Services</p> <p>Culture and Economic Participation</p>

1.2 Accessible places and spaces				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
1.2.1 Provide guidance to enable staff to consider the needs of people with disability when choosing venues for events and meetings	Review guidance material to enable staff to consider the needs of people with disability when choosing venues for events and meetings.	Review guidance material to enable staff to consider the needs of people with disability when choosing venues for events and meetings.	Develop a guide to assist staff when choosing venues for events and meetings to ensure suitability for people with disability.	Corporate Services
1.2.2 Conduct annual accessibility audits on all departmental buildings including those in rural, regional and remote locations, to ensure accessibility for people with disability.	Conduct annual accessibility audits on all departmental buildings including those in rural, regional and remote locations, to ensure accessibility for people with disability.	Conduct annual accessibility audits on all departmental buildings including those in rural, regional and remote locations, to ensure accessibility for people with disability.	Conduct an annual audit on accessibility and inclusiveness of people with a disability.	Corporate Services Financial Services
1.2.3 Ensure agreements with funded organisations take into account accessibility and inclusiveness of people with disability.	Ensure agreements with funded organisations take into account accessibility and inclusiveness of people with disability.	Ensure agreements with funded organisations take into account accessibility and inclusiveness of people with disability.	All funding and service agreements, including those related to significant cultural events, include accessibility and inclusiveness of people with disability where feasible.	Culture and Economic Participation

1.3 Accessible information				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018 -2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>1.3.1 Ensure all new key information and promotional materials are provided in accessible formats. Progressively review and update existing content.</p>	<p>Ensure all new key information and promotional materials are provided in accessible formats. Progressively review and update existing content.</p>	<p>Ensure all new key information and promotional materials are provided in accessible formats. Progressively review and update existing content.</p>	<p>All new key information/materials are provided in accessible formats.</p> <p>Existing content is regularly reviewed and updated.</p>	<p>Corporate Services</p>
<p>1.3.2 Review service information and linkages on the department's internet site to ensure that information is accessible to people with disability and complies with contemporary Australian Web Content Accessibility Guidelines.</p> <p>Continue to work towards providing transcripts and/or making captions available for newly created time-based media. (i.e. pre-recorded video/audio.)</p>	<p>Review service information and linkages on the department's internet site to ensure that information is accessible to people with disability, and complies with contemporary Australian Web Content Accessibility Guidelines</p> <p>Continue to work towards providing transcripts and/or making captions available for newly created time-based media. (i.e. pre-recorded video/audio.)</p>	<p>Review service information and linkages on the department's internet site to ensure that information is accessible to people with disability and complies with contemporary Australian Web Content Accessibility Guidelines.</p> <p>Continue to work towards providing transcripts and/or making captions available for newly created time-based media. (i.e. pre-recorded video/audio.)</p>	<p>All new key website content is accessible for people with disability and complies with guidelines.</p>	<p>Corporate Services</p>

1.3 Accessible information (continued)				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
1.3.3 Increase staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf or hearing impaired).	Increase staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf or hearing impaired).	Increase staff awareness of services that are available for people with disability (e.g. electronic interpreting services for people who are deaf or hearing impaired).	Develop and distribute a staff communique to increase awareness of services available for people with disability.	Corporate Services

1.4 Welcoming and inclusive communities				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
1.4.1 In consultation with Department of Communities, Disability Services and Seniors (DCDSS) provide information to Aboriginal and Torres Strait Islander businesses to promote the Companion Card Program. <i>Companion Card holders receive a second 'companion' ticket at no charge at participating venues and on public transport, supporting those with disability to participate in community activities.</i>	Provide information to Aboriginal and Torres Strait Islander businesses to promote the Companion Card Program.	Provide information to Aboriginal and Torres Strait Islander businesses to promote the Companion Card Program.	Contribute to an overall increase in the number of businesses offering the Companion Card Scheme.	Corporate Services Culture and Economic Participation

1.5 Respecting and promoting the rights of people with disability and recognising diversity				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
1.5.1 Ensure that new legislation, policies and programs developed by the department, demonstrate they have considered the needs of people with disability and carers, in the development and implementation, and associated success measures.	Ensure that new legislation, policies and programs developed by the department, demonstrate they have considered the needs of people with disability and carers, in the development and implementation, and associated success measures.	Ensure that new legislation, policies and programs developed by the department, demonstrate they have considered the needs of people with disability and carers, in the development and implementation, and associated success measures.	New legislation, policies and programs developed by the department demonstrate suitability for people/clients with a disability.	Culture and Economic Participation Policy Corporate Services
1.5.2 Annual review of the complaints management policy and procedure to ensure that it is inclusive and protects the rights of people with disability.	Annual review of the complaints management policy and procedure to ensure that it is inclusive and protects the rights of people with disability.	Annual review of the complaints management policy and procedure to ensure that it is inclusive and protects the rights of people with disability.	DATSIP's complaints management policy and procedure are inclusive and protect the rights of people with disability.	Corporate Services
1.5.3 Ensure that the department's services, including funded non-government services, provide access to language, translating and communication services.	Ensure that the department's services, including funded non-government services, provide access to language, translating and communication services.	Ensure that the department's services, including funded non-government services, provide access to language, translating and communication services.	Language, translating and communication services are available to DATSIP's clients and staff with disability.	All Regions

Priority 2: Lifelong learning

2.1 Tertiary and Vocational Education				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
2.1.1 Ensure any new internal training programs provided by the department consider the requirements of staff with disability.	Ensure any new internal training programs provided by the department consider the requirements of staff with disability.	Ensure any new internal training programs provided by the department consider the requirements of staff with disability.	The department's new internal training programs incorporate the requirements of staff with disability.	Corporate Services

Priority 3: Employment

3.1 Leading the way – increasing opportunities in the Queensland public sector				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>3.1.1 Implement strategies to contribute to reaching the Queensland Government diversity target of 8% by 2020.</p> <p>This target relates to ensuring that the Queensland public sector workforce is inclusive of people with disability, across attraction, recruitment, retention and career progression, for example, flexible work practices.</p>	<p>Implement strategies to contribute to reaching the Queensland Government diversity target of 8% by 2020.</p> <p>This target relates to ensuring that the Queensland public sector workforce is inclusive of people with disability, across attraction, recruitment, retention and career progression, for example, flexible work practices.</p>	<p>Review strategies and outcomes relating to meeting the Queensland Government diversity target of 8% by 2020.</p> <p>This target relates to ensuring that the Queensland public sector workforce is inclusive of people with disability, across attraction, recruitment, retention and career progression, for example, flexible work practices.</p>	<p>Diversity strategies are included in DATSIP's Strategic Workforce Plan.</p> <p>DATSIP has set a diversity target of 8% by 2020 to support the achievement of the Queensland Government diversity target.</p>	Corporate Services
<p>3.1.2 Monitor the department's progress in meeting its diversity targets in relation to the proportion of DATSIP staff with disability.</p>	<p>Monitor the department's progress in meeting its diversity targets in relation to the proportion of DATSIP staff with disability.</p>	<p>Review the department's progress in meeting its diversity targets in relation to the proportion of DATSIP staff with disability.</p>	<p>DATSIP monitors the department's progress in meeting its diversity targets through regular reporting.</p>	Corporate Services
<p>3.1.3 Annually review the department's attraction and retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability.</p>	<p>Annually review the department's attraction and retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability.</p>	<p>Annually review the department's attraction retention, and recruitment and selection policies, and make adjustments as required, to ensure equal opportunity for people with disability.</p>	<p>The department's attraction and retention, and recruitment and selection policies ensure equal opportunity for people with disability.</p>	Corporate Services

3.1 Leading the way – increasing opportunities in the Queensland public sector <i>(continued)</i>				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
3.1.4 Develop and implement DATSIP's employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure staff with disability receive appropriate support.	Annually review DATSIP's employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure staff with disability receive appropriate support.	Annually review DATSIP's employee support strategies to include information on state and federal services and the Employee Assistance Program (EAP), to ensure staff with disability receive appropriate support.	DATSIP's employee support strategies are inclusive of people with disability.	Corporate Services
3.1.5 Provide case management services and advice to managers of employees with disability as required, to ensure reasonable adjustment in the workplace for employees with disability.	Provide case management services and advice to managers of employees with disability as required, to ensure reasonable adjustment in the workplace for employees with disability.	Provide case management services and advice to managers of employees with disability as required, to ensure reasonable adjustment in the workplace for employees with disability.	Case management service and advice provided to managers of employees with disability, as required.	Corporate Services
3.1.6 Develop and implement communication strategies to raise awareness with executive leaders and line managers of the department's <i>Disability Service Plan</i> in order to attract and retain people with disability.	Review and implement communication strategies to raise awareness with senior officers and line managers, of the department's <i>Disability Service Plan</i> in order to attract and retain people with disability.	Review and implement communication strategies to raise awareness with senior officers and line managers, of the department's <i>Disability Service Plan</i> in order to attract and retain people with disability.	DATSIP's communication strategies are developed and implemented to raise awareness of the department's Disability Service Plan in order to attract and retain people with disability.	Corporate Services

3.2 Increasing employment opportunities for Queenslanders with disability				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>3.2.1 Promote information, resources and examples of the benefits to businesses of employing people with disability, including assistance available, and how to make recruitment and employment processes more accessible, by linking DATSIP's website to the DCDSS's website.</p> <p>This is aimed at improving opportunities for people with disability to participate in employment, particularly in relation to Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to promote information, resources and examples of the benefits to businesses of employing people with disability, including assistance available, and how to make recruitment and employment processes more accessible by linking DATSIP's website to the DCDSS's website.</p> <p>This is aimed at improving opportunities for people with disability to participate in employment, particularly in relation to Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to promote information, resources and examples of the benefits to businesses of employing people with disability, including assistance available, and how to make recruitment and employment processes more accessible by linking DATSIP's website to the DCDSS's website.</p> <p>This is aimed at improving opportunities for people with disability to participate in employment, particularly in relation to Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Links to information, resources and good practice case studies related to the benefits to businesses of employing people with disability and the assistance that is available, are provided on the department's website.</p>	<p>Corporate Services</p> <p>Culture and Economic Participation</p>
<p>3.2.2 People with disability are considered in ongoing negotiations with industry peak bodies.</p> <p>Collaborate at the regional and local levels with disability service providers to articulate needs and respond to people with disability.</p>	<p>People with disability are considered in ongoing negotiations with industry peak bodies.</p> <p>Collaborate at the regional and local levels with disability service providers to articulate needs and respond to people with disability.</p>	<p>People with disability are considered in ongoing negotiations with industry peak bodies.</p> <p>Collaborate at the regional and local levels with disability service providers to articulate needs and respond to people with disability.</p>	<p>Collaborate with disability service providers at regional and local levels to articulate needs and respond to people with disability.</p>	<p>Culture and Economic Participation</p>

Priority 4: Everyday services

4.1 Disability and community supports				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
4.1.1 DATSIP participates in mechanisms developed by the Department of Communities, Disability Services and Seniors (DCDSS) to support the department's eligible clients and staff to transition and access services through the <i>National Disability Insurance Scheme</i> (NDIS).	DATSIP participates in mechanisms developed by DCDSS to support the department's eligible clients and staff to transition and access services through the NDIS.	DATSIP participates in mechanisms developed by DCDSS to support the department's eligible clients and staff to transition and access services through the NDIS.	DATSIP participates in mechanisms developed by DCDSS to support the department's eligible clients and staff to transition and access services through the NDIS.	Corporate Services Culture and Economic Participation
4.1.2 Information and resources about DATSIP services being accessible and inclusive for people with disability will be provided to services funded or provided by the department.	DATSIP will continue to work with DCDSS to update website links and resources to ensure information and resources about DATSIP are accessible and inclusive for people with disability.	DATSIP will continue to work with DCDSS to update website links and resources to ensure information and resources about DATSIP are accessible and inclusive for people with disability.	Information and resources about DATSIP services is accessible and inclusive for people with disability.	Corporate Services Cultural and Economic Participation

4.2 Building cultural capability				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>4.2.1 Continue to partner with local Aboriginal and Torres Strait Islander services and communities to advocate on behalf of Aboriginal peoples and Torres Strait Islander peoples with a disability, and work with relevant state government agencies to continue to improve coordination between service agencies to enhance access to general and disability support services for Aboriginal peoples and Torres Strait Islander peoples.</p>	<p>Identify transition issues impacting on clients with disability.</p> <p>Provide culturally appropriate advice that will enhance policies and procedures across Queensland.</p> <p>Continue to explore shared models and workforce practices.</p>	<p>Identify implementation issues impacting on clients with disability.</p> <p>Issues impacting on clients with disability are raised when providing advice on agencies' policies and programs.</p>	<p>Case examples highlight partnerships with local Aboriginal and Torres Strait Islander organisations to enhance access to disability support services for Aboriginal peoples and Torres Strait Islander peoples.</p>	<p>Culture and Economic Participation</p>
<p>4.2.2 Support service providers with the recruitment and retention of employees who identify as being Aboriginal and/or Torres Strait Islander, to meet the needs of Aboriginal Peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to support service providers with the recruitment and retention of employees who identify as being Aboriginal and/or Torres Strait Islander, to meet the needs of Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to support service providers with the recruitment and retention of employees who identify as being Aboriginal and/or Torres Strait Islander, to meet the needs of Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Case examples highlight support provided to disability service providers to recruit and retain employees who identify as being Aboriginal staff and/or Torres Strait Islander.</p>	<p>Culture and Economic Participation</p>

4.2 Building cultural capability (continued)				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>4.2.3 Partner with the network of local service providers to improve their cultural capability to support Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Work with local disability service providers to identify opportunities to improve their cultural capability to support Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Work with local disability service providers to identify opportunities that will improve their cultural capability to support Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Case examples highlight support provided to disability service providers to improve cultural capability to support Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Culture and Economic Participation</p>
<p>4.2.4 Facilitate linkages between local councils and disability service providers across Cape York to support recruitment and retention of Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to facilitate linkages between local councils and disability service providers across Cape York to support recruitment and retention of Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Continue to facilitate linkages between local councils and disability service providers across Cape York to support recruitment and retention of Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Case examples highlight support provided to disability service providers to recruit and retain Aboriginal peoples and Torres Strait Islander peoples with disability.</p>	<p>Culture and Economic Participation</p>

Priority 5: Leadership and participation

5.1 Inclusion in consultation, civic participation and decision making and supporting leadership development				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
5.1.1 Ensure that consultation and engagement processes are offered in a range of ways, including the use of technology, which maximises participation opportunities for people with disability, their families and carers.	Ensure that consultation and engagement processes are offered in a range of ways, including the use of technology, which maximises participation opportunities for people with disability their families and carers.	Ensure that consultation and engagement processes are offered in a range of ways, including the use of technology, which maximises participation opportunities for people with disability, their families and carers.	Options for engagement by people with disability and their families and carers are promoted, including the use of technology.	Corporate Services Culture and Economic Participation
5.1.2 The department consults with people with disability when implementing Disability Service Plan actions.	The department consults with people with disability when implementing Disability Service Plan actions.	The department consults with people with disability when implementing Disability Service Plan actions.	People with disability are consulted during the implementation of the department's Disability Service Plan actions.	Corporate Services Policy Culture and Economic Participation

5.1 Inclusion in consultation, civic participation and decision making and supporting leadership development (continued)				
Year 1: 2017-2018 Activities/success measures	Year 2: 2018-2019 Activities/success measures	Year 3: 2019-2020 Activities/success measures	Overall Measure/s	Responsible area
Actions				
<p>5.1.3 Review DATSIP's existing leadership programs to ensure that they are inclusive of, and accessible to people with disability.</p>	<p>Ensure DATSIP's existing leadership programs are inclusive of, and accessible to people with disability.</p>	<p>Ensure DATSIP's existing leadership programs are inclusive of, and accessible to people with disability.</p>	<p>DATSIP's existing leadership programs are inclusive of, and accessible to people with disability.</p>	<p>Corporate Services</p>
<p>5.1.4 Promote and support the inclusion of people with disability on Queensland government boards, steering committees and advisory bodies to foster 'change from within'. Ensure that advertising encourages applications from people with disability.</p>	<p>Promote and support the inclusion of people with disability on Queensland government boards, steering committees and advisory bodies to foster 'change from within'. Ensure that advertising encourages applications from people with disability.</p>	<p>Promote and support the inclusion of people with disability on Queensland government boards, steering committees and advisory bodies to foster 'change from within'. Ensure that advertising encourages applications from people with disability.</p>	<p>Opportunities for people with disability to participate on boards and steering committees is promoted and examples of successes are highlighted, to foster 'change from within'. Monitor departmental advertising to ensure that they promote inclusion of people with disability.</p>	<p>Culture and Economic Participation Corporate Services</p>