

# **Disability Service Plan Progress Report:**

**1 July 2017 to 30 June 2018 (Year 1)**

<b>Whole-of-government actions</b> <i>(As identified in the State Disability Plan – Queensland Government actions)</i>	<b>Products/Activities</b> <i>(for 1 July 2017 to 30 June 2018 (Year 1))</i>	<b>Progress/Achievements</b> <i>(as at 30 June 2018)</i>	<b>Responsible area/s</b>
<b>PRIORITY 1: COMMUNITIES FOR ALL</b>			
<b>1.1 Changing attitudes and breaking down barriers by raising awareness and capability</b>			
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	1.1.1 Support the Department of Communities, Disability Services and Seniors (DCDSS) in the development and implementation of communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> , as required.	Participated and contributed to the development of whole-of-Government communication strategies to promote the <i>National Disability Strategy 2010–2020</i> , as required. Where activities relate to the department, DATSIP worked with DCDSS and the National Disability Insurance Scheme (NDIS) in Aboriginal and Torres Strait Islander communities to implement activities to promote the <i>National Disability Strategy 2010–2020</i> .	Corporate Services ( <i>Lead</i> ) Culture and Economic Participation Infrastructure and Coordination Policy
Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.	1.1.2 Work with DCDSS, in 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 within the portfolio, to raise awareness of disability and build partnerships and opportunities.	During 2017-18, DATSIP provided feedback to DCDSS on material for the Ministerial Information Pack, as requested, to ensure that consideration and feedback relevant for Aboriginal and Torres Strait Islander Queenslanders with disability was reflected.	Culture and Economic Participation ( <i>Lead</i> ) Infrastructure and Coordination Policy
Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs.	1.1.3 Support the DCDSS to develop options to provide disability awareness training to the department's frontline staff and incorporate disability awareness training into induction programs.  Once available, make DCDSS's disability awareness training available to frontline staff.	DATSIP's staff induction and onboarding program is due for review by Human Resources, Corporate Services. This is scheduled for 2019-20 and will include links to the free e-learning disability awareness training that has been made available to all government and non-government staff by DCDSS on the 'Everybody has a Role to Play' website.	Corporate Services (Human Resources)
Encourage Local Governments, non-Government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.	1.1.4 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' website.	The DATSIP Internet site has a link to key documents on the DCDSS website. These documents include the Queensland Government's disability plan, <i>All Abilities Queensland: opportunities for all</i> as well as the <i>National Disability Strategy 2010–2020</i> and to information regarding the National Disability Insurance Scheme.  DATSIP will continue to work with DCDSS to update website links and resources to increase the information available to Aboriginal and Torres Strait Islander Queenslanders with disability.	Corporate Services ( <i>Lead</i> ) Culture and Economic Participation Infrastructure and Coordination

<b>1.2 Accessible places and spaces</b>				
<p>Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings.</p>	1.2.1	Provide guidance to enable staff to consider the needs of people with disability when choosing venues for events and meeting.	<p>The department's principal operations are managed by lease office accommodation that is organised by the Department of Housing and Public Works and meets legal requirements.</p> <p>The department also controls aged, remote, discrete communities assets, such as Mona Mona, Olandi Hall and Irvine Bank (Petford), which are aged and not mainstream service delivery assets. These assets are on the asset divestment register and the department is undertaking condition assessment on these properties that may inform investment requirements. The department also presently controls Retail Stores which are considered to meet accessibility requirements.</p> <p>The department does not have a social services non-government organisation funding program that is the equivalent of DCDSS. As we do not have an enduring grants program of this nature, these activities will not be included in future departmental Disability Service Plans.</p>	<p>Corporate Services (Finance)</p>
	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.		
	1.2.3	Ensure agreements with funded organisations take into account accessibility and inclusiveness of people with disability.		
<b>1.3 Accessible information</b>				
<p>Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.</p>	1.3.1	Ensure all new key information and promotional materials are provided in accessible formats. Progressively review and update existing content.	<p>During 2017-18, DATSIP commenced discussions with the Employer Engagement team at JobAccess, who work to increase employment opportunities for people with disability by supporting employers to realise their disability employment goals and objectives.</p> <p>On 1 July 2018, DATSIP entered into a partnership agreement with JobAccess to undertake an initial assessment (18 November 2018) and four disability awareness sessions (commencing 12 February 2019). Further work will occur in 2018-19 to ensure that new key information and promotional materials are provided in accessible formats.</p>	<p>Corporate Services (Human Resources)</p>
<p>Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to make transcripts and/or captions</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. Continue to work towards providing transcripts and/or making captions available for newly created time-based media (i.e. pre-recorded video/audio).	<p>DATSIP's website information meets the contemporary Australian Web Content Accessibility Guidelines. Following JobAccess' initial assessment (18 November 2018), further work will occur to work towards providing transcripts and/or making captions available for newly created time-based media (i.e. pre-recorded video/audio).</p>	<p>Corporate Services (Communication Services / Human Resources)</p>

available for newly created time-based media (i.e. pre-recorded video/audio).	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).	During 2018-19, DATSIP will develop and distribute a staff communiqué to increase awareness of services available for people with disability, including electronic interpreting services for people who are deaf or hearing impaired.	Corporate Services (Human Resources)
<b>1.4 Welcoming and inclusive communities</b>				
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.	1.4.1	Assist DCDSS to provide information to Aboriginal and Torres Strait Islander businesses to promote the Companion Card Program.	During 2018-19, DATSIP will promote the uptake of the Companion Card Program by businesses on the DATSIP Internet site.	Corporate Services (Human Resources) <i>(Lead)</i> Culture and Economic Participation Infrastructure and Coordination
<b>1.5 Respecting and promoting the rights of people with disability and recognising diversity</b>				
Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability. Government services and funded non-Government services provide access to language, translating and communication services.	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.	Further work will be undertaken in 2018-19 to ensure that new DATSIP policies and programs have considered the needs of people with disability and carers.	Corporate Services (Human Resources) <i>(Lead)</i> Policy
	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.	A review of the department's complaints management policy and procedure was scheduled for review in April 2018 but was delayed due to staffing vacancies. However, the Human Resources Policy Schedule has prioritised the review of the complaints management policy and procedure for early 2019.	Corporate Services (Human Resources)
	1.5.3	Ensure that the department's services, including funded non-government services, provide access to language, translating and communication services.	Various organisations throughout the State provide these services. Regional offices work closely with these organisations to link clients and staff with disability.	All regions
<b>PRIORITY 2: LIFELONG LEARNING</b>				
<b>2.1 Tertiary and vocational education</b>				
Ensure any new internal training programs provided by the department consider the requirements of staff with disability.	2.1.1	Ensure any new internal training programs provided by the department consider the requirements of staff with disability.	Further work on this will occur in 2018-19, through the development of a training program checklist and in consultation with the Employer Engagement team at JobAccess.	Corporate Services (Human Resources)

**PRIORITY 3: EMPLOYMENT**

**3.1 Leading the way – increasing opportunities in the Queensland public sector**

<p>Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the Government employer brand.</p>	1.1.1	<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>At 30 June 2018, DATSIP employed 12 staff with disability, equating to 3.9 per cent of the total departmental workforce. DATSIP has set an annual target for 2018-19 of 4.2 per cent of the workforce with disability and committed to incremental annual increases in subsequent years to meet the long-term 2021-22 target of 5 per cent. This long-term target, as agreed with by the Public Service Commission, reflects the department's commitment to ensuring that the Queensland public sector workforce is inclusive of people with disability.</p> <p>In order to meet the 2018-19 target, DATSIP is implementing the following strategies/actions:</p> <ul style="list-style-type: none"> <li>• a review of website content and documents for accessibility</li> <li>• the inclusion of a disability statement in role profiles, such as "applications are welcome from those with disability"</li> <li>• a review of the recruitment and selection process and training in unconscious bias for panel members</li> <li>• implementation of actions identified by JobAccess in their initial assessment.</li> </ul>	Corporate Services (Human Resources)
	1.1.2	<p>Monitor the department's progress in meeting its diversity targets in relation to the proportion of DATSIP staff with disability.</p>	<p>The department's progress in meeting its diversity targets in relation to the proportion of DATSIP staff with disability is monitored on a monthly basis through the DATSIP Monthly Performance Reports.</p>	Corporate Services (Governance, Planning and Reporting)
	1.1.3	<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>During 2017-18, DATSIP commenced discussions with the Employer Engagement team at JobAccess, who work to increase employment opportunities for people with disability by supporting employers to realise their disability employment goals and objectives.</p>	Corporate Services (Human Resources)
	1.1.4	<p>Implement DATSIP's attraction, recruitment and selection policy and procedures, to ensure equal opportunity for people with disability.</p>	<p>Further work on this has been prioritised for 2018-19, as per the Human Resources Policy Schedule.</p>	
	1.1.5	<p>Annually review DATSIP's employee support strategies, and include tools such as State and Federal services and the Employee Assistance</p>	<p>DATSIP's employee support strategies and its Employee Assistance Program (EAP) are reviewed on an annual basis to ensure that DATSIP employees,</p>	Corporate Services (Human Resources)

		Program (EAP), to ensure people with disability, receive appropriate services.	including employees with disability, receive appropriate services.	
	1.1.6	Implement the revised employee support strategies, and include tools such as the Employee Assistance Program (EAP), to ensure people with disability receive appropriate services.		
	1.1.7	Provide case management services and advice to managers of employees with disability as required, to ensure reasonable adjustment in the workplace for employees with a disability.	DATSIP's Human Resources team provides case management services and advice to managers of employees with disability as required, to ensure reasonable adjustment in the workplace for employees with a disability.	Corporate Services (Human Resources)
	1.1.8	Develop and implement DATSIP's communication strategies to raise awareness with senior officers and line managers of the department's Disability Service Plan in order to attract and retain people with disability.	DATSIP's Disability Service Plan is published on the DATSIP Intranet site for all staff, including senior officers and line managers to access. As identified in action 1.3.3: During 2018-19, DATSIP will develop and distribute a staff communiqué to increase awareness of services available for people with disability, including electronic interpreting services for people who are deaf or hearing impaired. This communiqué will serve to advise staff of the location of the DATSIP Disability Service Plan on the department's Intranet site.	Corporate Services (Human Resources / Communication Services)
	1.1.9	Annually review the department's induction program, as required, to ensure it includes information on disability awareness and commitment to the department's Disability Service Plan.	During 2017-18, DATSIP commenced discussions with the Employer Engagement team at JobAccess, who work to increase employment opportunities for people with disability by supporting employers to realise their disability employment goals and objectives.	Corporate Services (Human Resources)
	1.1.10	Implement the department's induction program, as required, to ensure it includes information on disability awareness and commitment to the department's Disability Service Plan.	Further work will occur in 2018-19 to ensure that the department's induction and onboarding program includes information on disability awareness and DATSIP's commitment to its Disability Service Plan.	
<b>3.2 Increasing employment opportunities for Queenslanders with disability</b>				
Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process	3.2.1	Assist DCDSS to promote information, resources and examples of the benefits to business of employing people with disability, including assistance available, and how to make recruitment and employment processes more	The department's website has links to information, resources and good practice case studies related to the benefits for businesses employing people with disability as well as assistance available via the DCDSS website.	Corporate Services (Human Resources) (Lead)

more accessible to improve opportunities for people with disability to participate in employment.		accessible by linking DATSIP's website to the DCDSS website. This is aimed at improving opportunities for people with a disability to participate in employment, particularly in relation to Aboriginal peoples and Torres Strait Islander peoples with disability.		Culture and Economic Participation Infrastructure and Coordination
	3.2.2	Aboriginal and Torres Strait Islander Queenslanders with disability are considered in ongoing negotiations with industry peak bodies. Collaborate at the regional and local levels with disability service providers to articulate needs and respond to people with disability.	DATSIP has seven regions and 12 regional offices that deliver the department's programs to Aboriginal and Torres Strait Islander communities across Queensland. During 2017-18, DATSIP staff working across the State supported Queensland Government service providers, at the regional and local level, to deliver their services to Aboriginal peoples and Torres Strait Islander peoples, including those with a disability, in a culturally appropriate manner.	Culture and Economic Participation ( <i>Lead</i> ) Infrastructure and Coordination
<b>PRIORITY 4: EVERYDAY SERVICES</b>				
<b>4.1 Disability and community supports</b>				
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.	4.1.1	DATSIP participates in mechanisms developed by DCDSS to support the department's eligible clients and staff to transition and access services through the NDIS.	The department will continue to work with eligible clients by referring them to services that can support the transition.	Corporate Services ( <i>Lead</i> ) Culture and Economic Participation Infrastructure and Coordination
	4.1.2	Information and resources about services being accessible and inclusive for people with disability will be provided to services funded or provided by the department.	The DATSIP Internet site has a link to key documents on the DCDSS website. These documents include the Queensland Government's disability plan, <i>All Abilities Queensland: opportunities for all</i> as well as the <i>National Disability Strategy 2010-2020</i> and to information regarding the National Disability Insurance Scheme. DATSIP will continue to work with DCDSS to update website links and resources to increase the information available to service providers and Aboriginal and Torres Strait Islander Queenslanders with disability.	Corporate Services (Human Resources) ( <i>Lead</i> ) Culture and Economic Participation Infrastructure and Coordination

<b>4.2 Building cultural capability</b>				
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 disability, and work with relevant 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.	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 disability, and work with relevant 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.	DATSIP has seven regions and 12 regional offices that deliver the department's programs to Aboriginal and Torres Strait Islander communities across Queensland. During 2017-18, DATSIP staff working across the State supported Queensland Government service providers to deliver their services to Aboriginal peoples and Torres Strait Islander peoples with disability in a culturally appropriate manner.	Culture and Economic Participation ( <i>Lead</i> ) Infrastructure and Coordination
Support service providers with the recruitment and retention of Aboriginal staff and Torres Strait Islander staff, to support meeting the needs of Aboriginal peoples and Torres Strait Islander peoples with disability.	4.2.2	Support service providers with the recruitment and retention of Aboriginal staff and Torres Strait Islander staff, to support meeting the needs of Aboriginal peoples and Torres Strait Islander peoples with disability.	During 2017-18, DATSIP facilitated 1,551* job placements for Aboriginal and Torres Strait Islander jobseekers across Queensland, exceeding our target of 610 placements. DATSIP provided post-placement support to all Aboriginal and Torres Strait Islander workers, including those with disability, placed into employment by our department. *Data regarding the proportion of these jobseekers with disability is unavailable.	Culture and Economic Participation ( <i>Lead</i> ) Infrastructure and Coordination
Partner with the network of local service providers to improve their cultural capability to support Aboriginal peoples and Torres Strait Islander peoples with a disability.	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.	DATSIP has seven regions and 12 regional offices that deliver the department's programs to Aboriginal and Torres Strait Islander communities across Queensland. During 2017-18, DATSIP staff working across the State supported Queensland Government service providers to deliver their services to Aboriginal peoples and Torres Strait Islander peoples with disability in a culturally appropriate manner.	Culture and Economic Participation [ <i>Lead</i> ] Infrastructure and Coordination
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.	4.2.4	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 disabilities.		
<b>PRIORITY 5: LEADERSHIP AND PARTICIPATION</b>				
<b>5.1 Inclusion in consultation, civic participation and decision-making and supporting leadership development</b>				
Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation	5.1.1	Work with DCDSS to 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.	All communications, engagement and consultation programs developed and promoted by the department are consistent with accessibility standards, and technology platforms are compliant with web standards for Consistent User Experiences (CUE).	Corporate Services [ <i>Lead</i> ] Culture and Economic Participation



opportunities for people with disability their families and carers.		All digital information is in HTML format and uploaded documents are compliant with technology to support vision impairment.	Infrastructure and Coordination	
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	5.1.2	The department consults with people with disability when implementing Disability Service Plan actions.	Further work on this will occur in 2018-19, in consultation with JobAccess, to ensure that people with disability are consulted during the implementation of the department's Disability Service Plan actions.	Corporate Services (Human Resources) <i>[Lead]</i> Policy Culture and Economic Participation
Existing leadership programs are accessible and inclusive of Queenslanders with disability.	5.1.3	Review DATSIP's existing leadership programs to ensure that they are inclusive of, and accessible to Aboriginal peoples and Torres Strait Islander peoples with disability.	DATSIP's existing leadership programs are inclusive of, and accessible to people with disability.	Corporate Services
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.	5.1.4	Support DCDSS to promote the inclusion of people with disability on Queensland Government boards, steering committees and advisory bodies to foster 'change from within'.	Departmental advertising board membership is monitored to ensure that it promotes the inclusion of Aboriginal peoples and Torres Strait Islander peoples with disability.	Corporate Services ( <i>Lead</i> ) Cultural and Economic Participation
	5.1.5	Support the participation of Aboriginal and Torres Strait Islander Queenslanders with disability in DATSIP's boards and in leadership positions by ensuring advertising encourages applications from Aboriginal and Torres Strait Islander Queenslanders with disability.		