

Disability Service Plan

2014–2016

About the Department

DPC is determined to lead the best public sector in Australia: efficient, modern and service-orientated. DPC's objectives are to:

- Provide the Premier and Cabinet with independent, rigorous and forward-looking policy advice
- Lead a resilient, innovative public sector
- Develop organisational capability and agility
- Develop a long-term strategic vision for Queensland.

DPC's clients are the Premier, Cabinet, government Ministers, agencies and the community. As a central agency in the Queensland Public Service, we work closely with all other agencies to drive the government's key strategies and plans from conception through to implementation.

The department is committed to maintaining an ethical workplace and delivering the government's goal of being the most responsive and respected public service in the nation. To enable the achievement of this goal the public service has five organisational values which are a key part of the government's broader renewal agenda and will drive the way we work. Our values are: customers first, ideas into action, unleash potential, be courageous and empower people.

DPC currently employs approximately 440 staff, all within the Brisbane CBD, and as at December 2013, 1.43% of our staff identified as having disability.

Purpose

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement DSPs. The purpose of DSPs are to ensure each department 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. DSPs were first implemented across government from July 2007.

On 2 December 2013, the Queensland Government endorsed the *QDP 2014–19*. The *QDP 2014–19* will provide the focus for Queensland Government DSPs until 2019. It has two key aims:

1. Preparing Queensland for the NDIS, which will commence from 2016
2. Supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

DPC's DSP outlines the actions we will take in conjunction with our key partners, including other Queensland Government departments and the Commonwealth Government to support the delivery of the QDP.

Policy Context

The *QDP 2014–19* aligns with, and will deliver on, Queensland's commitments under the *National Disability Strategy 2010–2020*. It will also contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The United Nations Convention on the Rights of Persons with Disabilities (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.

National Disability Strategy 2010–2020, endorsed by the Council of Australian Governments in 2011, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. This strategy 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.

In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the NDIS in Queensland from 1 July 2016 with full implementation in 2019. When the NDIS is fully underway, an estimated 97 000 Queenslanders will receive the disability support they need to participate in the community and pursue their life goals.

Policy Statement

DPC is committed to:

- Ensuring Queenslanders with disability have the same opportunity to access our services, facilities and systems as do all other Queenslanders
- Respecting and advancing the needs of families, carers and advocates of people with disability
- Providing safe, accessible services appropriate to the needs of disabled Queenslanders
- Progressing a coordinated and consultative whole-of-Government approach to the delivery of disability services in Queensland
- Working with other state government agencies and the Commonwealth Government to successfully deliver the NDIS for Queensland.

Legislative Requirements

The *Disability Services Act 2006* requires all Queensland Government departments to develop and implement DSPs. Plans must be developed and implemented at least once every three years.

The DSP will ensure each department has regard for:

- Human rights principles
- Service delivery principles
- Government's policies for people with disability.

When developing DSPs, departments are required to consult with other agencies and the lead agency, the Department of Communities, Child Safety and Disabilities. The plan must:

- Identify the issues relating to service delivery to people with disability by the department
- State the ways issues will be addressed
- Indicate the consultation with other agencies to achieve a whole-of-Government approach
- Be published on the department's website on the intranet.

Monitoring and reporting

We will report on our progress on actions in 2014 and 2015 on our website <http://www.premiers.qld.gov.au/>. In 2016 we will contribute to a whole-of-Government progress report prepared by the Department of Communities, Child Safety and Disability Services.

Information from whole-of-Government reports on the QDP will be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitments in the *National Disability Strategy 2010–2020*.

Contact for more information

For more information about this plan, please contact Human Resource and Culture, DPC on telephone (07) 3003 9030.

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on telephone 131 450.

Alternative formats (including large print) are available on request. If you would like another format, please contact us on telephone (07) 3003 9030 or via email debbie.paterson@premiers.qld.gov.au.

If you use a telephone typewriter or a computer with a modem, please call the National Relay Service on telephone 133 667, 1300 555 727 (speak and listen) or 0423 677 767 (SMS relay).

Our department's plan

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Priority 1	Support people with disability and communities to be well-informed and confident about what the NDIS means for them			
Strategy1.1	Provide information, in partnership with the National Disability Insurance Agency, to people with disability, families, carers , service providers, government and the community about the NDIS			
Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<i>1.1.1 DPC will lead negotiations of the NDIS bilateral agreement and will develop, coordinate and monitor agency activities for the efficient and consistent implementation of the NDIS across Queensland Government, and keeping actions on track.</i>	<i>By December 2014</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Social/Strategic Policy</i>
<i>1.1.2 DPC will oversee integration of disability support services within mainstream service delivery and provide analysis and oversight on policy, budget, capital and fiscal proposals for disability related initiatives.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Social/Strategic Policy</i>

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Priority 6	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing
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Strategy 6.3	Promote employment of people with disability in all industries and sectors
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Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<i>6.3.1 Review recruitment and selection practices in relation to senior and board appointments to ensure barriers to the recruitment of qualified people with disability are removed and reasonable adjustment practices and the use of assistive technologies are implemented.</i>	<i>By 31 December 2014</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Corporate Services and Government Services</i>

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Priority 7	Promote genuine participation in the community			
Strategy 7.1	Increase opportunities to take part in and enjoy sports, tourism, arts, cultural and recreational activities			
Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<i>7.1.1 Ensure appropriate facilities, access and services are provided for people with disability at organised events (including Community Cabinet, Australia Day celebrations, and significant visits, Exhibition exhibits etc.) This will include seeking wherever possible to use venues and locations for planned activities that can be easily accessed by people with disability.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Government Services</i>

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Priority 7	Promote genuine participation in the community			
Strategy 7.2	Improve accessibility of public places and spaces			
Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<p><i>7.2.1 The department will monitor and be actively involved in the planning of the new 1 William Street Building to ensure appropriate building standards and design is applied so that:</i></p> <ul style="list-style-type: none"> • <i>Physical structures such as doorways, steps, stairs do not act as barriers to employees and visitors with mobility issues</i> • <i>Building access and facilities are compliant with legislative and building code requirements and support best practice in these areas</i> • <i>The design and fit out of the building is sympathetic to and caters for any specific needs of employees and visitors with disability.</i> 	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Corporate Services</i>

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Priority 7	Promote genuine participation in the community			
Strategy 7.3	Provide government and public information in diverse languages and accessible formats, including formats that best meet the needs of Aboriginal and Torres Strait Islander people			
Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<i>7.3.1 Ensure website and on-line applications comply with the Web Content Accessibility Guidelines 2.0 specified in the Queensland Government Enterprise Architecture Information Standard 26.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Government Services</i>
<i>7.3.2 Develop and publish content on the department's web and social media sites (e.g. Facebook) in a format compatible with and accessible by screen readers and other assistive technologies.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Government Services</i>
<i>7.3.3 DPC publications will be made readily available in a range of alternative formats on request.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Government Services</i>
<i>7.3.4 The department will contribute to the disability online website www.qld.gov.au/disability/ as required to include information on inclusion, access, anti-discrimination, relevant legislation, disability services, technology innovations, aids, equipment and assistive technology networking opportunities and community engagement.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Co-ordination through Government Services</i>

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Other actions (e.g. policies and procedures; complaints mechanisms; staff attitudes and awareness raising; access to buildings; information and communication; and recruitment and retention).

Actions	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
<i>DPC will review its recruitment guides, policies and reasonable adjustment practices to ensure they do not discriminate against people with disability and provide equal opportunities to people with disability both during the recruitment process and following engagement.</i>	<i>By 31 December 2014</i>	<i>Annual review</i>	<i>Annual review</i>	<i>Corporate Services</i>
<i>DPC will seek to leverage off existing employment programs across the sector to increase participation of women, Aboriginal and Torres Strait Islanders and peoples from culturally and linguistically diverse backgrounds that have disability.</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Corporate Services</i>
<i>DPC will undertake regular inspections and Workplace Health and Safety (WH&S) audits to identify décor or facilities that may be obstructive or inadequate for employees or visitors with disability at the Executive Building, 100 George Street.</i>	<i>Annually</i>	<i>Annually</i>	<i>Annually</i>	<i>Corporate Services</i>

<p><i>Engage specialists/specialist providers to identify adjustments, assistive technologies and workplace modifications necessary to cater for the needs of employees with disability.</i></p>	<p><i>As required</i></p>	<p><i>As required</i></p>	<p><i>As required</i></p>	<p><i>Corporate Services</i></p>
<p><i>Ensure staff with disability are provided with required systems and technologies to perform their roles and DPC will review reasonable adjustments and assistive technologies to ensure that they continue to meet the needs of the employee(s).</i></p>	<p><i>As required</i></p>	<p><i>As required</i></p>	<p><i>As required</i></p>	<p><i>Line areas</i></p>