

Disability Service Plan Progress Report 2015

DPC DISABILITY SERVICE PLAN 2014-2016

2015 Progress Report

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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		
Strategy 1.1	Provide information, in partnership with the National Disability Insurance Agency, to people with disability, families, carers , service providers, government and community about the NDIS		
Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
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 the Queensland Government, and keep actions on track.	Ongoing negotiations and leadership for NDIS bilateral agreement	<p>Throughout 2015, DPC has continued to play a lead role in supporting the Department of Communities, Child Safety and Disability Services (DCCSDS) in the negotiation of an NDIS bilateral agreement with the Commonwealth Government.</p> <p>While negotiations for this initiative remain ongoing it is expected that a final agreement will be reached in the near future.</p> <p>DPC has also been active in assisting DCCSDS in securing agreement from the Commonwealth Government to commence the NDIS launch in North Queensland from January 2016.</p>	Social Policy
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.	Ongoing	DPC has actively assisted DCCSDS with analysis and oversight of fiscal matters and key disability related initiatives during the 2015 calendar year and will continue to do so in early 2016 and throughout the transition to the NDIS.	Social Policy

DPC DISABILITY SERVICE PLAN 2014-2016

2015 Progress Report

Priority 6	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing		
Strategy 6.3	Promote employment of people with disability in all industries and sectors		
Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
6.3.1 Review recruitment and selection practices in relation to senior and board appointments to ensure that barriers to the recruitment of qualified people with disability are removed and reasonable adjustment practices and the use of assistive technologies are implemented.	Review governance frameworks and recruitment and selection activities for senior and board appointments	<p>During the year senior appointments in the Premier's portfolio were made in accordance with Queensland legislation and consistent with positive discrimination principles.</p> <p>Advertising of expressions of Interest for Government Board opportunities was undertaken in May 2015 with a focus on the attraction of people from target groups including people with disability.</p> <p>In 2016 the department is planning to review its policy and process around reasonable adjustment practices and the use of assistive technologies and this will form part of the broader recruitment and selection review process currently being undertaken.</p>	Corporate Services / Appointments and Constitutional Services

DPC DISABILITY SERVICE PLAN 2014-2016
2015 Progress Report

Priority 7	Promote genuine participation in the community		
Strategy 7.1	Increase opportunities to take part in and enjoy sports, tourism, cultural and recreational activities		
Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
<p>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.</p>	<p>Delivery of events accessible to people with disability.</p>	<p>2015 saw the department continue to deliver a range of organised events with a strong emphasis on venues and facilities which were readily accessible and user-friendly for people with disability. This included ensuring tailored facilities such as access ramps, hearing loops and interpreter services were in place for significant events hosted during the year.</p> <p>During 2015, standing arrangements also saw Community Cabinet meetings hosted at venues which provided both disability access and disabled toilet facilities. As in past years, a strong focus was placed on designing seating plans and seating arrangements that would maximise access for people with disability.</p> <p>During 2015, the Department welcomed Arts Queensland (AQ), the Corporate Administration Agency (CAA) and the Arts Statutory Bodies (ASBs) into its Portfolio. These organisations promote assistive technologies for people with disability and for their carers and companions. Significant achievements in 2015 included the following:</p>	<p>Strategic Engagement and Protocol / Cabinet Services / Arts Queensland</p>

DPC DISABILITY SERVICE PLAN 2014-2016

2015 Progress Report

7.1.1 Cont.

Queensland Museum (QM)

In conjunction with Autism Queensland, QM hosted its second annual Sciensensory Day for children with sensory processing difficulties.

Queensland Art Gallery / Gallery of Modern Art (QAGOMA)

QAGOMA provided a range of tours and services for visitors with disability, including guided tours for visitors living with dementia and their carers (17); Auslan interpreted guided tours (14), public programs and captioned videos for selected artworks; guided tours using assistive listening devices for visitors with hearing impairments (12); and guided tours, large print booklets and magnifiers for visitors with low vision.

Queensland Performing Art Centre (QPAC)

- QPAC provided audio loops for patrons with hearing impairments.
- As an affiliate of the Government's Companion Card program, QPAC also provided card holders with a second ticket for their chosen companion at no cost.
- In conjunction with Access Arts and Vision Australia, it also offered an audio description service for selected theatre, ballet and opera performances.

(The Government-owned Judith Wright Centre for Contemporary Arts also provided this service.)

DPC DISABILITY SERVICE PLAN 2014-2016
2015 Progress Report

Priority 7	Promote genuine participation in the community		
Strategy 7.2	Improve accessibility of public places and spaces		
Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
<p>7.2.1 The department will monitor and actively be involved in the planning of the new 1 William Street (1WS) Building to ensure appropriate building standards and design is applied so that:</p> <ul style="list-style-type: none"> • Physical structures such as doorways, steps, stairs do not act as barriers to employees and visitors with mobility issues • Building access and facilities are compliant with legislative and building code requirements and support best practices in these areas • The design and fit out of the building is sympathetic to and caters for the specific needs of employees and visitors with disability 	<p>Provide ongoing input into the design and fit-out of 1WS</p>	<p>The design phase of 1WS is now completed and both the layout and build have been delivered in accordance with relevant legislation and building codes. The building, due for completion in the second half of 2016 is anticipated to be occupied from August 2016. The building is disability compliant with best practice standards in fitout, facilities and accessibility for staff and visitors with disability. Functionality includes:</p> <ul style="list-style-type: none"> • Fire rated safety havens on each floor to allow people with disability to access lifts in the case of a building fire • People with disability end of trip facilities and kitchen facilities • People with disability access ramps and adjustable workstations to cater for disability needs 	<p>Corporate Services</p>

DPC DISABILITY SERVICE PLAN 2014-2016
2015 Progress Report

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	Year 2 Products / activities	Progress/ achievements	Responsible area
7.3.1 Ensure that website and on-line applications comply with the Web Content Accessibility Guidelines specified in the Queensland Government Enterprise Architecture Information Standard 26.	Review and update web content and applications	The department's website and on-line applications (with the exception of a small number of legacy systems) is fully compliant with the Queensland Government Enterprise Architecture Information Standard 26 and continues to follow best practice in web content accessibility standards.	Strategic Engagement and Protocol
7.3.2 Develop and publish content on the department's web and social media sites in a format compatible with and accessible by screen readers and other assistive technologies.	Develop and publish web and social media content in accessible formats	The department has continued to focus on ensuring that all new web and social media content is compliant with prescribed standards and guidelines and is compatible with screen readers and other assistive technologies, subject to the limitations of social media providers operating platforms and external user interfaces.	Strategic Engagement and Protocol
7.3.3 DPC publications will be made easily available in a range of alternate formats on request.	Provide publications in alternative formats	Most of the department's documents are available in an accessible format and contact details are provided on the department's website for users wishing to submit a request for documentation in an alternate or specialised format. During the reporting period the department did not receive any requests for specialised or alternative document formats.	Strategic Engagement and Protocol

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2015 Progress Report

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7.3.4 The department will contribute to the disability online website www.qld.gov/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.	As required	The department did not make any contributions to the disability online website during 2015.	Co-ordination through Strategic Engagement and Protocol

DPC DISABILITY SERVICE PLAN 2014-2016

2015 Progress Report

Other actions	(e.g. policies and procedures; complaints mechanisms; staff attitudes and awareness rising; access to buildings; information and communication; and recruitment and retention)		
Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
DPC will review its recruitment guides, policies and reasonable adjustment practices to ensure that they do not discriminate against people with disability and provide equal opportunities to people with disability both during the recruitment process and following engagement.	Review recruitment and selection and reasonable adjustment policies and practices	<p>DPC has reviewed and developed a draft Recruitment and Selection Procedure for implementation in 2016.</p> <p>Targeted workshops will be delivered to key departmental staff on the recruitment and selection processes with a focus on the application of reasonable adjustment practices.</p>	Corporate Services
DPC will seek to leverage off existing employment programs across the sector to increase participation of women, Aboriginal people, Torres Strait Islander people and peoples from culturally and linguistically diverse backgrounds with disability.	Develop DPC Cultural Capability Action Plan	<p>This year, the department, in conjunction with the Public Service Commission released a joint Cultural Capability Action Plan for 2015-2016. The plan, which has a primary focus on better recognising the cultural heritage and particular requirements of Indigenous Australians and on increasing the participation Aboriginal peoples and Torres Strait Islander peoples in our workforce includes provision to recruit two (2) Indigenous identified positions in our 2016 graduate intake.</p> <p>This initiative will provide an enhanced opportunity for Aboriginal and/or Torres Strait Islander graduates to gain employment with the department.</p>	Corporate Services

DPC DISABILITY SERVICE PLAN 2014-2016
2015 Progress Report

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Actions	Year 2 Products / activities	Progress/ achievements	Responsible area
DPC will undertake regular inspections and Workplace Health and Safety 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.	Conduct regular Workplace Health and Safety audits during the year – at least 2 per year	<p>During 2015 the department continued to conduct regular inspections and Workplace Health and Safety audits and addressed a number of minor issues in relation to décor or facilities that could adversely impact on employees or visitors to the department with disability.</p> <p>Due to the imminent relocation to 1WS no significant new building works or enhancements to disabled facilities were undertaken during this reporting period.</p> <p>ASBs based at the Cultural Precinct continued to review the facilities available to people with disability.</p> <p>During 2015 a number of audits were undertaken to inform future upgrades under the Precinct Accessibility Mobility Works Program (PAMW). For example an audit of toilet facilities for people with disability has been planned for completion during 2016.</p>	Corporate Services / Arts Queensland

DPC DISABILITY SERVICE PLAN 2014-2016
2015 Progress Report

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Encouraging the development of disability action plans across the arts and cultural sector	New priority provided by Arts Queensland	<p>A Meeting of Cultural Ministers (MCM) in 2014 set priority actions identified through an evaluation of the National Arts and Disability Strategy (NADS). In response AQ pursued the following actions during 2015:</p> <ul style="list-style-type: none"> • Encouraged ASBs to develop Disability Action Plans • Supported Queensland’s peak arts and disability organisation, Access Arts, to assist other arts and cultural organisations and local councils to develop their Disability Action Plans. Access Arts is currently advising Scenic Rim Regional Council • Published on its website arts and disability articles and reports (8) and data sets (1), as well as blog posts (10) and case studies (4) which address barriers to participation and celebrate the achievements of artists with disability. 	Arts Queensland