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Disability Service PLAN

2020–2021

Department of the Premier and Cabinet
and Public Service Commission



Queensland
Government



Department of the Premier and Cabinet and Public Service Commission

Message from the Director-General and the Commission Chief Executive

The Department of the Premier and Cabinet (DPC) and Public Service Commission (PSC) are pleased to launch our *Department of the Premier and Cabinet and Public Service Commission Disability Service Plan 2020–2021* (DSP), which builds on the successes of the *Department of the Premier and Cabinet and Public Service Commission Disability Service Plan 2017–2020* and incorporates new actions to address our learnings from our response to COVID-19.

Our 2020–2021 plan recognises our collective responsibility for ensuring services and systems are more inclusive for all Queenslanders. It highlights our ongoing commitment to creating real and lasting change by promoting inclusion and diversity in all its forms.

Our agencies continue to strive for a workplace and culture that better reflects and supports the diversity of the communities we serve, and we are making progress. Highlights from the past three years include:

- implementation of BrowseAloud digital accessibility software on the Queensland legislation website. BrowseAloud assists with speech, reading and translation, facilitating access and participation for people with dyslexia, low literacy, English as a second language, and those with vision impairment.

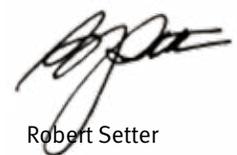
- contributions to the roll-out of the National Disability Insurance Scheme (NDIS) including the introduction and passing of the *Disability Services and Other Legislation (NDIS) Amendment Act 2019*.
- ongoing consultation across the sector with inclusion practitioners and people with disability to increase employment and progression opportunities in the Queensland Public Sector.
- members of our DSP working group championing the DSP and disability inclusion, working collaboratively to implement actions and promote initiatives and activities that grow our inclusive culture and ways of working.

DPC and PSC are committed to a future where barriers to full economic and social participation are mitigated or removed, and to leading and contributing to policies, programs and projects that are inclusive of all Queenslanders and all departmental employees.

We look forward to embracing the opportunities presented to us over the next 12 months as we work within our agencies and with our state and federal colleagues to continue to make change and increase opportunities for people with disability.



Dave Stewart
**Director-General
Department of the
Premier and Cabinet**



Robert Setter
**Commission Chief Executive
Public Service Commission**



About us

As our name suggests, DPC's job is to support and provide advice to the Premier and Cabinet so the government's priorities can be met.

We provide a broad range of services to the Cabinet, government ministers, agencies and the community. As the lead agency in the Queensland Public Service, we work closely with all other agencies to deliver the government's priorities.

The PSC, as a public service office, is not legislatively required to publish a disability service plan, however, as leaders in the Queensland public sector driving diversity and inclusion, the PSC has a specific role in a number of these commitments. Accordingly, the PSC actions and initiatives are incorporated into this plan.

Why a one-year plan?

The *Disability Services Act (Qld) 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government agencies to develop and implement a disability service plan.

The *Department of the Premier and Cabinet and Public Service Commission Disability Service Plan 2020–2021* (DSP) is an extension of, and is designed to be read in conjunction with, the *Department of the Premier and Cabinet and Public Service Commission Disability Service Plan 2017–2020*.

The necessary response to the COVID-19 pandemic has caused the next iteration of the National Disability Strategy 2010-2020 (NDS) to be delayed. This important resource will be released once community consultation can be completed. To ensure the *Queensland State Disability Plan* and our agencies' DSP continue to align with, and contribute to, shared commitments under the NDS we have undertaken a review to ensure we have targeted actions in place to drive disability inclusion over the next 12 months.

DPC and PSC are committed to delivering a full three-year plan as soon as we can.

More information on disability service plans, their drivers and their purpose is available in the *Department of the Premier and Cabinet and Public Service Commission Disability Service Plan 2017–2020*.

Other languages and formats

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 131 450.

We will provide alternative formats (including large print) on request. If you would like an alternative format, please email allvoices@premiers.qld.gov.au

If you use a telephone, typewriter or a computer with a modem, please call the National Relay Service on 133 667 (TTY/voice calls) or 1300 555 727 (speak and listen).



Changing attitudes and breaking down barriers by raising awareness and capability

State Disability Plan whole-of-government action

—support national communication strategies and activities to promote the National Disability Strategy 2010–2020.

Overall measure

- Queensland participates and contributes to NDS communication strategies and activities. (State Disability Plan measure)

Action

Accountable area

Action 1.1

Work with the Department of Communities, Disability Services and Seniors (DCDSS) to ensure promotional materials and campaign strategies are best practice, and provide support to ensure external communications are inclusive.

Strategy and Engagement, PSC

Action 1.2

Deliver whole-of-government managed social media campaigns and sub-campaigns as appropriate for the (NDS) via:

- [Queensland Government Facebook](#)
- [Queensland Government YouTube](#)
- [Queensland Government Instagram](#).

Strategy and Engagement, PSC

Action 1.3

Communicate NDS-related messaging via internal online platforms i.e. for Disability Action Week and for other DCDSS-developed material.

Strategy and Engagement, PSC, Corporate and Government Services (Human Resource Services)

State Disability Plan whole-of-government action

—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.

Overall measure

- Training is progressively provided to agency staff in accordance with approved annual training program. (DPC and PSC measure)
- All new staff receive disability awareness training during induction. (State Disability Plan measure)

Action 2.1

Reinforce DPC and PSC's commitment to supporting an inclusive workplace culture through workplace induction. Provide new starters with access to a suite of training options, in addition to mandatory programs, including:

- disability awareness training
- respectful workplace behaviours
- unconscious bias
- reasonable adjustment/ workplace adjustments
- recruitment and selection
- mental health.

Corporate and Government Services (Human Resource Services), PSC

Accessible places and spaces

State Disability Plan whole-of-government action

—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.

Overall measure

- Practical guidance and documentation provided to all staff and stakeholders on choosing accessible venues for agency-organised events or meetings. (State Disability Plan measure)

Action	Accountable area
Action 3.1 Ensure DPC and PSC buildings are accessible wherever possible.	Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services (Facilities), Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC
Action 3.2 Select venues for agency organised events on the basis of accessibility and suitable facilities for people with disability and their carers to ensure DPC and PSC events are accessible wherever possible.	Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC
Action 3.3 Provide a mechanism for event guests to advise of access requirements (e.g. AUSLAN interpreters, companion card and similar support programs) and provide support services for event participants and attendees where possible.	Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC
Action 3.4 Respond on a case-by-case basis where agency staff with disability require a physical workplace adjustment.	Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC

Accessible information

State Disability Plan whole-of-government action

—work towards ensuring Queensland Government information is accessible and provided in multiple formats.

Overall measure

- All new key Queensland Government information is provided in accessible formats. (State Disability Plan measure)
- Existing content progressively reviewed and updated. (DPC and PSC measure)

Action

Action 4.1

Ensure all new agency information is available and published in accessible formats and can be converted using common assistive technologies. Regularly review existing materials to ensure accessibility in multiple formats.

Accountable area

Strategy and Engagement (Communication Services), PSC

State Disability Plan whole-of-government action

—government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio).

Overall measure

- All new key website content is accessible and complies with guidelines. (State Disability Plan measure)
- Increase in the number of government websites that meet guidelines. (State Disability Plan measure)

Action 5.1

Continue to review key documentation and website content to ensure compliance with Queensland Government Enterprise Architecture Standard 26 and accessibility standards.

Office of the Queensland Parliamentary Counsel,
Strategy and Engagement (Communication Services), PSC

Action 5.2

Ensure that all videos compiled and published by the agency on social media are accompanied by text transcripts and closed captions, where practical.

Office of the Queensland Parliamentary Counsel,
Strategy and Engagement (Communication Services), PSC

Action 5.3

Support government initiatives with new and redeveloped websites in accordance with best practice, websites policy (IS26) compliance and accessibility standards.

Office of the Queensland Parliamentary Counsel,
Strategy and Engagement (Communication Services), PSC

Respecting and promoting the rights of people with disability and recognising diversity

State Disability Plan whole-of-government action

—work towards ensuring 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.

Overall measure

- Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers. (State Disability Plan measure)

Action	Accountable area
<p>Action 6.1 Ensure all Queensland Government policy and legislation considers the needs and interests of people with disability and upholds the human rights of people with disability in accordance with sections 3 and 4 of the <i>Human Rights Act 2019</i>.</p>	Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement
<p>Action 6.2 Continue to work collaboratively with state and federal counterparts to ensure policy, legislation and programs consider the rights, interests and goals of people with disability.</p>	Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement

State Disability Plan whole-of-government action

—government services and funded non-government services provide access to language, translating and communication services.

Overall measure

- Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services. (State Disability Plan measure)

<p>Action 7.1 Encourage the use of language, translating and communication services for people with disability and to their carers at DPC and PSC facilities and during DPC and PSC sponsored events.</p>	Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC
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Employment

Leading the way—increasing opportunities in the Queensland public sector

State Disability Plan whole-of-government action

—implement strategies to reach the Queensland Government target of eight per cent of the Queensland public sector workforce being people with disability by 2022. Strategies should address attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.

Overall measure

- The proportion of people with disability employed in the Queensland public sector workforce increases towards eight per cent by 2022. (State Disability Plan measure)

Action	Accountable area
Action 8.1 Continue to work collaboratively with other Queensland Government agencies on whole of sector disability employment initiatives.	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
Action 8.2 Continue to embed flexibility, inclusiveness and diversity in all human resource processes with a focus on recruitment, selection and capability development.	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
Action 8.3 Disseminate all vacancies through the JobAccess vacancy distribution service.	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
Action 8.4 Continue to deliver relevant and targeted disability awareness programs to support the attraction, recruitment, retention and career progression and development of people with disability.	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
Action 8.5 Use DPC and PSC recruitment diversity data to track and inform how roles are advertised and identify areas for improvement and opportunities to attract applicants with disability to future vacancies.	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)

Action (continued)	Accountable area
<p>Action 8.6 Ensure all recruitment processes including the whole-of-government Policy Futures Graduate Program continue to:</p> <ul style="list-style-type: none"> • minimise barriers for people with disability • target recruitment and advertising to attract people with disability through specialist providers, universities and websites • ensure candidates with disability have a mechanism to advise of reasonable adjustment requirements and implement these throughout all stages of the recruitment and selection process • work with successful applicants to ensure reasonable adjustments are made to enable all employees to work safely and productively. 	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
<p>Action 8.7 Enlist the Disability Service Plan Working Group to continue to act as allies and champions for disability inclusion and encourage their colleagues to get involved.</p>	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
<p>Action 8.8 Promote campaigns that raise awareness of lived experience of disability and share personal stories of people with disability through internal communication channels including Yammer and the intranet.</p>	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
<p>Action 8.9 Reinforce the importance of Equal Employment Opportunity (EEO) data in understanding our current workforce to help us provide relevant recruitment, retention and inclusion initiatives. Encourage staff to provide their EEO responses.</p>	PSC, Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)

Increasing employment opportunities for Queenslanders with disability

State Disability Plan whole-of-government action
—promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, and how to make the recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment.

Overall measure

- Information, resources and best practice case studies uploaded to/linked to website. (State Disability Plan measure)

Action	Accountable area
<p>Action 9.1 Actively support DCDSS, PSC and other agency lead initiatives/campaigns to support the employment of people with disability.</p>	Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)
<p>Action 9.2 Share stories that promote a culture that recognises and values differences in the workplace.</p>	Corporate and Government Services (Human Resource Services), Strategy and Engagement (Communication Services)

Everyday services

Disability and community supports

State Disability Plan whole-of-government action

—work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.

Overall measure

- Increased participation in the NDIS by eligible Queensland residents with disability.

Action

Action 10.1

Continue to work with DCDSS, Queensland Treasury and other relevant agencies to increase Queensland participants in the NDIS and improve outcomes for all people with disability.

Accountable area

Policy Division (Intergovernmental Relations, Strategic Policy)

Leadership and participation

Inclusion in consultation, civic participation and decision-making and supporting leadership development

State Disability Plan whole-of-government action
—consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability, their families and carers.

Overall measure

- Increased participation of people with disability in consultation. (State Disability Plan measure)
- Options for engagement promoted. (State Disability Plan measure)

Action	Accountable area
<p>Action 11.1 Continue to use technology, to ensure equitable participation for people with disability in DPC and PSC consultation and engagement processes.</p>	<p>Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services (Facilities Management, Information Services), Office of the Director General, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC</p>
<p>Action 11.2 Utilise available accessibility features on personal devices/systems to deliver necessary assistive technologies to staff with disability.</p>	<p>Office of the Director-General, 2032 Taskforce, Cabinet Services, Corporate and Government Services (Facilities Management, Information Services), Office of the Director General, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC</p>

State Disability Plan whole-of-government action
—Queensland Government agencies consult with people with disability when either developing a disability service plan or implementing disability service plan actions.

Overall measure

- Consultation with people is included in the Disability Service Plans 2017–2020, and/or the implementation of actions. (State Disability Plan measure)

<p>Action 12.1 Provide opportunities for agency staff with disability or lived experience of disability to participate in DSP working group meetings and contribute to the development and implementation of DSP actions.</p>	<p>Corporate and Government Services (Human Resource Services)</p>
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State Disability Plan whole-of-government action

—existing leadership programs are accessible and inclusive of Queenslanders with disability.

Overall measure

- Application and assessment processes for Queensland Government leadership programs are accessible. (State Disability Plan measure)
- Participant demographics for Queensland Government leadership programs are representative of the community. (State Disability Plan measure)

Action**Action 13.1**

Tailor the content, structure and delivery of agency leadership programs to ensure they meet the specific needs of people with disability.

Accountable area

Corporate and Government Services
(Human Resource Services), PSC

State Disability Plan whole-of-government action

—promote inclusion of people with disability on state government boards, steering committees and advisory bodies to foster ‘change from within’.

Overall measure

- Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability. (State Disability Plan measure)
- Increased number of people with disability registered on the Queensland Register of Nominees to Government Bodies. (DPC Measure)

Action 14.1

Continue to promote the importance of diversity on Queensland Government Boards to foster ‘change from within’.

Corporate and Government Services
(Appointments and Constitutional Services)

Queensland COVID-19 disability recovery

Actions designed specifically in support of the COVID-19 recovery phase

COVID-19 All Abilities Plan 2020–21

—high quality engagement and communication with people with disability.

Overall measure

- The needs of people with disability are considered when developing COVID-19 communications and engagement activities.

Action	Accountable area
<p>Action 15.1 Investigate options to make online events and training more inclusive.</p>	Corporate and Government Services, Strategy and Engagement, PSC
<p>Action 15.2 Ensure communication, resources and feedback mechanisms during departmental change management processes consider the needs of people with disability.</p>	Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, PSC
<p>Action 15.3 Improve the employment experience of people with disability in the Queensland public sector, through a human-centred project that supports universal design in the built environment.</p>	PSC

COVID-19 All Abilities Plan 2020–21

—identify and action COVID-19 issues affecting people with disability.

Overall measure

- Learnings from COVID-19 are captured and used to improve business practices and drive outcomes for people with disability.

<p>Action 16.1 Amend Business Continuity Planning instructions to include consideration of staff with disability.</p>	Office of the Director-General, Cabinet Services, Corporate and Government Services, Office of the Queensland Parliamentary Counsel, Policy Division, Strategy and Engagement, 2032 Taskforce, PSC
<p>Action 16.2 Normalise uptake of flexible work arrangements to reduce the impact of work on employee health.</p>	PSC

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