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# Disability Service PLAN

2022–2025

Department of the Premier and Cabinet  
and Public Service Commission



**Queensland  
Government**

# Department of the Premier and Cabinet and Public Service Commission

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## **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 continue our journey in creating real and lasting change for people with disability. Everyone has the right to exercise choice and control and engage as equal partners in discussions and decisions that impact them. Everyone also has the right to preserve their privacy and dignity.

As leaders of central agencies, we have a responsibility to create a workforce that serves the Queensland community, and we are well placed to demonstrate and share how people with disability are part of the fabric of our work. When our policies, programs and services are co-designed with our users – whether that be the broader community or our employees – we allow for full, safe, inclusive, social and economic participation for people with disability and boost our ability to deliver quality outcomes.

We are proud of the progress we have made and are pleased to note that many of our previous plan actions are now considered part of our ‘business as usual’. The *DPC and PSC Disability Service Plan 2022–2025* (DSP) continues to recognise our collective responsibility for ensuring services and systems are more inclusive for all Queenslanders.

It also highlights some of the areas where we still have work to do, in particular ensuring our workforce reflects the diversity of the wider community. We are committed to doing that work.

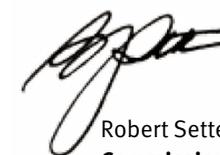
Feedback from consultation has identified three areas of focus for this plan:

- providing opportunities and supporting career development and progression for people with disability
- building capability and disability confidence for human resource officers, managers and supervisors
- building awareness of a human-centred approach to workplace adjustments, including the role of flexible work, and what is possible to support employees with disability.

We look forward to achieving our actions over the next three years, and continuing to work within our agencies, across the sector and with our federal colleagues to increase opportunities for people with disability.



Rachel Hunter  
**Director-General  
Department of the  
Premier and Cabinet**



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



## About us

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DPC supports and provides advice to the Premier and Cabinet to help meet the government’s priorities. We provide a broad range of services to the Cabinet, government ministers, and other agencies. 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 Queensland public sector leaders driving workforce diversity and inclusion, the PSC plays a role in a number of these commitments. Accordingly, the PSC actions and initiatives are incorporated into this plan.

## About our Disability Service Plan

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### **Purpose**

Our plan aims to drive action and change to achieve the best possible outcomes for Queenslanders with disability. Through development of our plan, we have carefully considered our levers for change and what we can do to create positive outcomes. Our actions outlined in the DSP support our accountability in this area of commitment.

# DSP context and framework

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## **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**

Provides the framework to promote and protect the human rights of people with disability.

## **Australia's Disability Strategy 2021–2031 (ADS)**

Co-designed with people with disability to provide a strategic framework and outline of the outcomes we need to achieve to advance the human rights of people with disability.

## **Queensland's State Disability Plan 2022–2027 (SDP)**

The primary mechanism used to drive implementation of the ADS in Queensland.

## **Legislation**

In addition to the ADS, the Queensland Government also implements the UNCRPD through a range of statutes, including the *Human Rights Act 2019*, the *Disability Services Act 2006* and the *Anti-Discrimination Act 1991*.

## **DPC and PSC Disability Service Plan 2022–2025 (DSP)**

Queensland Government departments have a legislative requirement, and a social responsibility, to develop and publish actions that support the SDP and the human rights of people with disability.

The elements of the above framework collectively form Queensland's commitment to upholding and promoting the rights of people with disability.

Through our DSP we have set our direction for the coming three years and committed to targeted actions at an agency level that contribute to the above.

### **Progress reporting**

We report annually on our achievements and progress under the DSP. This is shared through our governance committees including the DPC Diversity and Inclusion Consultative Committee, the DPC People and Capability Committee and the Executive Leadership Team.

PSC provides updates to the Senior Management Group on a quarterly basis, and both DPC and PSC update the Disability Reform Implementation Interdepartmental Committee (DRIIC) on our progress as DRIIC members.

# Developing our DSP

## Identifying and addressing issues

The four building blocks of the State Disability Plan (co-design, human rights, measurement of outcomes, cultural and systems change) have guided us in identifying what action we need to take to progress the issues most important to people with disability in Queensland.

<b>Co-design</b> – <i>We do things with people with disability, not to them or for them.</i>	<b>Human rights</b> – <i>We will promote and protect the rights of people with disability in everything we do.</i>	<b>Measurement of outcomes and impact</b> – <i>We set clear targets and we measure our progress.</i>	<b>Cultural and systems change</b> – <i>We will grow inclusion from within organisations by removing barriers embedded in structures and systems.</i>
<p>We acknowledge the contributions of the 51 employees across the sector who shared their experiences in PSC’s <i>Thriving at work, growing a career</i> report, highlighting the lived experiences of people with disability in the Queensland public sector. Their voices have informed actions for both agencies.</p> <p>Consultation with people with disability also informed the <i>Disabling the barriers to employment in the Queensland public sector implementation plan 2022</i>.</p> <p>This DSP was developed in consultation with the DPC Diversity and Inclusion Consultative Committee and other DPC employees with disability via survey, email or in person.</p> <p>We continue to work to ensure our approach to disability inclusion is consultative and human centred.</p>	<p>DPC and PSC have a strong history of promoting and protecting human rights and ensuring our workforce is aware of how we must consider human rights in the delivery of our policies and, through the Office of the Queensland Parliamentary Counsel, legislation.</p> <p>At the heart of our commitment to inclusion is the consideration of how we support and enable full, safe, inclusive, social and economic participation for people with disability. Everyone has the right to full and equal enjoyment of all human rights and fundamental freedoms.</p> <p>DPC and PSC have commenced integrating the social, rather than the medical, model of disability (refer <a href="#">Appendix A</a>), into everything we do—ensuring that our approach to human rights is contemporary and best practice.</p>	<p>We address barriers to achieving our measures and seek alternative solutions. As such, this DSP is a living document, allowing for flexibility in the achievement of agreed actions.</p> <p>In addition to the measurements against the actions in this plan, we will monitor our progress through data from our Working for Queensland (WfQ) survey results, and changes in our Minimum Obligatory Human Resource Information (MOHRI) data. We will also undertake further investigation through engagement with, and participation in, the equity and diversity data audit process as led by the Office of the Special Commissioner, Equity and Diversity.</p> <p>The disability questions in the WfQ survey have been reviewed and adjusted to enable more meaningful interrogation of certain responses. These new questions allow richer qualitative data through more engaging and relevant questions.</p>	<p>By virtue of our roles as central agencies, DPC and PSC have a unique position to drive cultural and systemic change in the Queensland public sector. It is critical we achieve this with people with disability.</p> <p>Historical WfQ survey data shows the workplace experience of employees with disability across the sector is less positive, and their levels of engagement and job satisfaction are significantly lower than most other employees. Through this DSP we are identifying levers for ongoing change to ensure that employees in our agencies have a positive, fulfilling and rewarding experience at work.</p> <p>We will grow inclusion from within our organisations by removing barriers embedded in structures and systems.</p> <p>Further, by making human-centred decisions informed by the social model of disability (refer <a href="#">Appendix A</a>), we contribute to mitigating and minimising barriers for people with disability.</p>

## Our actions

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### **Our service users – Our service delivery must be inclusive for all people.**

As central agencies, DPC and PSC do not have service users in the traditional sense, but we indirectly influence outcomes for the people of Queensland. For the purposes of this plan, our service users are the agencies of the Queensland public sector we serve and support. For PSC, this includes their workforces.

The PSC is committed to supporting the Queensland public sector to create workplaces where employees with disability feel safe, respected and included. Through consultation and engagement, the PSC sets public sector workforce targets for people with disability, and monitors the experience of employees, ensuring they can thrive and grow their careers.

The PSC has two commitments in *Australia's Disability Strategy 2021–2031*:

- The PSC's commitment under the *Employment Targeted Action Plan* is to support the sector to attract, recruit and retain more people with disability in the Queensland public sector. Success will be measured by the percentage of employees with disability employed in the Queensland public sector by 30 June 2024.

- The PSC's commitment under the *Community Attitudes Targeted Action Plan* is to improve representation of people with disability in leadership roles in the Queensland public sector. Success will be measured by the target of eight per cent representation at the Senior Officer and Senior Executive Service (and equivalent) levels, by 30 June 2024.

In 2021 PSC released the [Thriving at Work, growing a career](#) report on behalf of Queensland public sector agencies whose employees were involved in the research, as a foundational action to inform the anticipated widespread workforce change committed to in *Australia's Disability Strategy 2021–2031*. The report identified opportunities for change which were then translated into action in successive plans, including [Disabling the barriers to employment in the Queensland public sector implementation plan 2022](#). All of these actions deliver on the building blocks of this plan.

Action	Detail	Measurement	Timing	Responsible agency/ business area	ADS outcome areas
<b>Action #1</b>					
Develop updated questions in the WfQ survey to better understand the experience of people living with disability.	<p>To support <b>co-design</b>, survey questions will be validated by employees with lived experience.</p> <p>To improve this survey as a central <b>measurement tool</b> and to enhance <b>cultural and systems change</b>, new questions will be added that examine reasonable adjustment, working flexibly and discrimination experiences.</p>	Improvement in survey completions by people with disability and in sharing of disability status.	2022–2023	PSC	<p>Employment and financial security</p> <p>Safety, rights and justice</p>
<b>Action #2</b>					
Develop new employment targets for people with disability.	We will evolve our use of targets as a central <b>measurement tool</b> . This will enable us to embed transparency and accountability for <b>cultural and systems change</b> .	Endorsement by CEO Leadership Board of new targets.	2022–2023	PSC	Employment and financial security
<b>Action #3</b>					
Conduct campaigns to improve the reliability of the census tool that more accurately reflects the workforce.	By providing agencies with improved messaging that promotes data confidentiality and safety to share disability identity information, we improve the census as a central <b>measurement tool</b> and enhance <b>cultural and systems change</b> .	<p>Participation by agencies in campaign to drive census completion.</p> <p>Improvements in the proportion of employees who share they have disability, via diversity census and MOHRI data.</p>	2023–2024	PSC	<p>Employment and financial security</p> <p>Safety, rights and justice</p>
<b>Action #4</b>					
Develop inclusive language content for Forgov, to build a greater understanding of language when interacting with people with disability.	Through the inclusion of guiding principles to support everyday conversation we will promote a <b>human rights</b> approach when engaging with, and talking about, people with disability.	<p>Number of page visits.</p> <p>Engagements or feedback on the page via the feedback portal.</p> <p>WfQ survey responses relating to the experiences of people living with disability.</p>	2022–2023	PSC	<p>Employment and financial security</p> <p>Safety, rights and justice</p> <p>Community attitudes</p>
<b>Action #5</b>					
Partner with the Australian Network on Disability to develop resources for workplaces to embed disability inclusion.	By supporting the sector to build diverse, inclusive and disability confident workplaces, we will promote <b>human rights</b> and progress <b>cultural and systems change</b> .	<p>Improvements in the proportion of employees who share they live with disability, via diversity census and MOHRI data.</p> <p>Improvements for employees living with disability as evidenced by the WfQ survey.</p>	2022–2023	PSC	<p>Employment and financial security</p> <p>Safety, rights and justice</p> <p>Community attitudes</p>

Action	Detail	Measurement	Timing	Responsible agency/ business area	ADS outcome areas
<b>Action #6</b>					
Grow a more diverse leadership cohort by actively looking for opportunities that provide leadership development for people with disability.	This enables <b>cultural and systems change</b> in the way opportunities are inclusive of people with disability. This ensures our people are safe and supported to thrive at work and grow their careers.	Take up of development opportunities by employees living with disability.  Human Resource (HR) participation in disability employment provider information sessions.	2022–2025	PSC	Employment and financial security
<b>Action #7</b>					
Explore the option of a sector-wide Standing Offer Arrangement for disability employment providers.	This supports <b>cultural and systems change</b> across the public sector and creates a streamlined and sector-wide approach to procuring Disability Employment Services (DES) providers, making it easier to work with DES providers on targeted recruitment.	Measures to be established after the initial implementation of this action.	2022–2025	PSC	Employment and financial security
<b>Action #8</b>					
Increase HR practitioners' knowledge of pathways for people with disability, including by promoting services provided by disability employment providers.	This action will improve mainstream human resource practice and improve HR capability with inclusive recruitment. It will also deliver on the <b>cultural and systems change</b> building block.	Increase in the proportion of candidates with disability applying for roles.  HR participation in disability employment provider information sessions.	2022–2025	PSC	Employment and financial security
<b>Action #9</b>					
Development of online resources to build a greater understanding of how to recruit for diverse talent.	This will include the development of resources to support the implementation of targeted recruitment measures. As an action that will improve mainstream human resource practice, this delivers on the <b>cultural and systems change</b> building block. It will also meet commitments toward a <b>human rights</b> approach.	Increase in the proportion of candidates with disability applying for roles.  Improvements in the proportion of employees who share they live with disability, via diversity census and MOHRI data.	2022–2025	PSC	Employment and financial security  Community attitudes
<b>Action #10</b>					
Embed a human-centred approach to HR recruitment policy and practice, ensuring our people are safe, and supported to thrive at work and grow their careers.	A review of recruitment and selection practices will be undertaken with an inclusion and <b>human rights</b> lens, ensuring that inclusion and accessibility is considered at each phase of a recruitment process.  As an action that will improve mainstream human resource practice, this delivers on the <b>cultural and systems change</b> building block. It will also meet commitments toward a <b>human rights</b> approach.	Increase in the proportion of candidates with disability applying for roles.  Improvements in the proportion of employees who share they live with disability, via diversity census and MOHRI data.	2022–2024	PSC	Employment and financial security  Safety, rights and justice  Community attitudes

**Our people** – *The importance and value of an inclusive workplace and workforce for all.*

Research by PSC shows that Queensland public sector employees with disability often feel that the approach to their disability is focused more on the procedural than the personal. Through our consultation process, DPC employees have told us that mental health issues, in particular, are an area where we could have a positive impact through considered action.

At DPC and PSC we recognise we all deserve the opportunity to participate and shine in our work, as we continue to build a workforce reflective of our diverse experiences where all employees feel supported and included.

We all belong – people with disability have the right to come to work, participate, flourish and reach their goals.

While there has been progress in highlighting the social model of disability (refer [Appendix A](#)), we know we can do more to drive this cultural and systemic shift.

Over previous disability service plans, DPC has undertaken to share all vacancies with Job Access, offer adjustments for all applicants for DPC roles to support equitable recruitment, share stories of people with lived experience of disability through All Voices and Speakers series, and to deliver relevant and targeted disability awareness training and programs.

The DPC Diversity and Inclusion Consultative Committee is a key to our inclusion program of work, providing a voice from our diverse workforce direct to our Diversity and Inclusion Champion and Executive Leadership Team. These are now embedded in our policy and practice, and we will continue to deliver on this and work towards our workforce target of eight per cent people with disability.

The next step for DPC is to embed the following actions to attract a diverse workforce that can experience rewarding and fulfilling careers.

Action	Detail	Measurement	Timing	Responsible agency/business area	ADS outcome areas
POLICY					
<b>Action #11</b>					
Develop a departmental Workplace Adjustments (also known as reasonable adjustments) Policy, highlighting the role of adjustments that enable and support employees with disability to be their best at work.	<p>This action seeks to create impact by improving the workplace experience where the person is at the centre of decision making, as well as supporting manager confidence in making adjustments for people with disability.</p> <p>It addresses the building block of <b>co-design</b> through including the Diversity and Inclusion Consultative Committee and employees with lived experience of disability in the development process. It supports <b>cultural and systems change</b> within the department by formalising and supporting a supportive approach to adjustments across the agency.</p>	<p>2022–2023: Policy approved, published and promoted.</p> <p>2023–2025: Employees with disability feel supported by the workplace to make adjustments to their work arrangements. Demonstrated through responses to WfQ survey question ‘<i>Disability is not a barrier to success in my department.</i>’</p> <p>Refer also Action 20 – Places.</p>	2022–2025	People and Culture	<p>Employment and financial security</p> <p>Community attitudes</p>
LEARNING AND DEVELOPMENT					
<b>Action #12</b>					
<p>Provide information on adjustments throughout the employment lifecycle. In particular, the recruitment, selection and onboarding processes will have clear examples provided.</p> <p>Adjustments are implemented to allow for seamless transition to the workplace.</p>	<p>By providing employees and new applicants with examples of what’s possible, the recruitment process becomes accessible to people who may have limited experience of requesting adjustments, or advocating for themselves, in a recruitment process. This supports <b>co-design</b> and <b>human rights</b>, prioritising the person over the process and supporting <b>cultural and systems change</b>.</p> <p>Working with new employees prior to commencement and providing assistive technologies, timely supports, and equity and inclusion from the start of the employee lifecycle contributes to <b>co-design, human rights</b> and <b>cultural and systems change</b>.</p>	<p>Increase in applicants requesting adjustments during recruitment processes.</p> <p>New starters with disability feel supported on commencement with the department.</p> <p>Number of adjustments implemented.</p> <p>(Baseline established, trend data shows improvement over time.)</p>	2022–2025	<p>People and Culture</p> <p>Information Technology Services</p> <p>Facilities</p>	<p>Employment and financial security</p> <p>Community attitudes</p> <p>Inclusive homes and communities</p> <p>Health and wellbeing</p>

Action	Detail	Measurement	Timing	Responsible agency/business area	ADS outcome areas
<b>Action #13</b>					
Support employees with disability with their learning, development and career progression by optimising their development through the provision of person-centred development options and supporting their supervisors to enable them to succeed in their roles.	People with disability have the <b>human right</b> to pursue success in their careers and support their own economic prosperity. Highlighting person-centred options supports <b>co-design</b> as well as <b>cultural and systems change</b> . This action ensures flexible development opportunities are provided to employees living with disability and that supervisors and managers are skilled to support employees with disability to take charge of their careers and progress to the level of their ambition.	WfQ survey data for the question <i>'My manager/supervisor proactively supports my professional development by connecting me with learning and development opportunities'</i> shows employees with disability have access to development opportunities at a similar rate to employees without disability.  Number of enquiries for modified delivery and number provided.	2022–2025	People and Culture	Employment and financial security  Community attitude
<b>RECRUITMENT AND SELECTION</b>					
<b>Action #14</b>					
Ensure the Policy Futures Graduate Program recruitment and selection practices are inclusive and provide all applicants the best opportunity to demonstrate their suitability for the program by: <ul style="list-style-type: none"> <li>offering accessibility adjustments throughout all phases of the recruitment and selection process</li> <li>undertaking a review of how capability for candidates from diverse groups (including people with disability) is assessed throughout the recruitment process, with a specific focus on the online testing phase (numerical and verbal reasoning).</li> </ul>	<p>This action supports <b>co-design</b> and <b>human rights</b> by empowering applicants to propose adjustments that allow them to perform at their best throughout the recruitment process.</p> <p>By adopting a continuous improvement approach, we are supporting <b>measurement and outcomes of impact</b> as we have defined data to measure changes over time.</p> <p>This action supports <b>cultural and systems change</b> by recognising the incremental improvements that have allowed us to develop improved approaches with each iteration.</p>	<p>Percentage of Policy Futures applicants with a disability.</p> <p>Percentage of applicants with a disability who progress through each stage of the assessment process.</p> <p>Percentage of applicants who are successful in securing a Policy Futures position.</p> <p>Feedback from applicants regarding inclusiveness of the recruitment and selection process.</p> <p>(Baseline established, trend data shows improvement over time/each cohort.)</p>	2022–2025	People and Culture	Employment and financial security  Community attitudes  Education and learning

Action	Detail	Measurement	Timing	Responsible agency/business area	ADS outcome areas
<b>Action #15</b>					
Engage with specialty university units and industry partners to attract more Policy Futures Graduate Program candidates with disability to apply, and develop a greater understanding of employment barriers for people with a disability.  Continue to deliver the Policy Futures Graduate program pathways sessions which aim to inform and attract applicants from diverse groups.	Fostering relationships with universities and industry partners to support <b>cultural and systems change</b> by creating a two-way flow of information to tailor our processes to create equity of opportunity for applicants.	Number of Policy Futures pathways sessions held.  Percentage of Policy Futures applicants with disability.  Percentage of applicants with a disability who progress through each stage of the assessment process.  Percentage of applicants who are successful in securing a Policy Futures position.  Feedback from applicants regarding inclusiveness of the recruitment and selection process.  (Baseline established, trend data shows improvement over time/each cohort.)	2022–2025	People and Culture	Employment and financial security  Community attitudes  Education and learning
<b>Action #16</b>					
Provide development and resources for HR practitioners, managers and supervisors on a person-centred approach to disability (including mental illness and mental health issues), inclusive language, and their role in reducing and eliminating barriers for people with disability.	Trigger <b>cultural and systems change</b> by removing barriers created by lack of awareness and consideration of the diverse needs of people with disability.  This action uses <b>co-design</b> and data from WfQ survey to develop an understanding of the challenges people with mental health conditions face at DPC. This will help us to implement meaningful <b>cultural and systems change</b> .	Improvement in WfQ survey results relating to the workplace experience of employees with disability and inclusion factors.	2023–2024	People and Culture  Information Technology Services	Employment and financial security  Community attitudes  Health and wellbeing
<b>RESEARCH</b>					
<b>Action #17</b>					
Partner with a disability advocacy agency to review our recruitment, selection and onboarding processes.	By partnering with experts and people with disability, we can gauge potential barriers in our <b>culture, systems</b> and processes. An external perspective allows us to <b>measure the outcomes and impacts</b> of our actions now and improvements in the future.	Year 2 – Partnership with external agency established.  Year 3 – More applicants with disability applying for DPC roles.	2023–2024	People and Culture	Employment and financial security  Community attitudes

Action	Detail	Measurement	Timing	Responsible agency/business area	ADS outcome areas
<b>Action #18</b>					
<p>Partner with a qualified mental health advisory and advocacy group, and work with the Diversity and Inclusion Consultative Committee to:</p> <ul style="list-style-type: none"> <li>review departmental support offerings and departmental cultural approach to mental health issues</li> <li>improve manager and supervisor understanding of issues and areas of action for them.</li> </ul>	<p>Our employees have told us that mental health is an area of concern. By partnering with experts and people with disability we can better gauge potential barriers and issues in our <b>culture, systems</b> and processes. An external perspective allows us to better <b>measure the outcomes and impacts</b> of our actions now and improvements in the future.</p>	<p>Project undertaken and learnings and recommendations shared with People and Capability Committee and Executive Leadership Team.</p> <p>Positive change demonstrated through WfQ survey results over time for the questions <i>'I am confident discussing my mental health with my manager/supervisor'</i> and <i>'In my workgroup, we discuss ways to promote mental health'</i>.</p>	2023–2024	<p>People and Culture</p> <p>Diversity and Inclusion Consultative Committee</p> <p>Diversity and Inclusion Champion</p> <p>People and Capability Committee</p>	<p>Employment and financial security</p> <p>Safety, rights and justice</p> <p>Community attitudes</p>
<b>Action #19</b>					
<p>Work with the leadership cohort through the People and Capability Committee and the Diversity and Inclusion Champion to promote and normalise workplace flexibility for leadership positions.</p>	<p>This action is a direct response to feedback from employees with disability about barriers to career progression and supports <b>co-design</b>. People with disability have the <b>human right</b> to pursue a career that satisfies their ambition without being limited by barriers to their progression, and to meet their financial needs and goals.</p>	<p>Percentage of senior leaders with flexible workplace agreements in place.</p> <p>(NB this action will not take place until 2023–2024 financial year with reporting to commence in 2024–2025.)</p> <p>Further measures to be established after the initial implementation of this action.</p>	2023–2025	<p>People and Capability Committee</p> <p>Diversity and Inclusion Champion</p> <p>DPC People and Culture</p>	<p>Community attitudes</p> <p>Employment and financial security</p>

**Our places** – *Our places must be accessible for all people.*

DPC and PSC recognise places exist in the physical and online space, and that accessibility in both spaces is vital for inclusion of people with disability to allow for full participation in social, economic and public life.

DPC and PSC’s offices in 1WS offer state of the art accessibility. Where any additional accessibility needs are identified, these are addressed in collaboration with building management. DPC will always work with regional and other Brisbane CBD offices to ensure any arising accessibility needs are addressed – this is part of our Business as Usual (BAU) as demonstrated in previous Disability Service Plans. Where further adjustments are

made from this point, we will capture this in reporting for Action #20. We note further action toward 'our places' is also addressed under Action #12 of this plan in 'our people'.

We continue to promote and highlight accessibility options on personal devices and systems to support accessibility for employees. Our online spaces remain inclusive, and DPC has continued to publish agency information and communications in accessible formats. Office of the Queensland Parliamentary Counsel (OQPC) is proud of the work done to ensure all Queensland legislation is fully accessible, utilising Browse Aloud software. This will continue to be the case for all new legislation published online.

Action	Detail	Measurement	Timing	Responsible agency/business area	ADS outcome areas
<b>Action #20</b>					
DPC works with employees with disability to make workplace adjustments as needed.	This action supports <b>co-design, human rights</b> and <b>cultural and systems change</b> by engaging employees in the adjustment process to ensure they are heard, allowing them to participate fully in work life and normalising adjustments as part of the employment experience.	Percentage of documented adjustments requested which are implemented.  (NB: Many adjustments will be made locally with the supervisor and not require input from People and Services, PSC or OQPC teams.)	Ongoing	Facilities  Information Technology Services  People and Culture (All business areas also contribute.)	Employment and financial security  Inclusive homes and communities  Health and wellbeing

**Our community** – the importance of collective government and non-government actions to support inclusion.

All members of our community are entitled to fully participate to the level they desire. We are committed to supporting everyone to participate and be heard, giving people choice, certainty or access and scope to participate in the community.

Community resources enable equity of access for people with disability, their families and carers, as people with disability have the same right as everyone else to realise their potential.

DPC has transitioned several previous DSP actions in this area to BAU, including ensuring marketing materials and campaign strategies are inclusive and that we offer AUSLAN

translating at events alongside other accommodations to support inclusion. We continue to share material from other departments and jurisdictions relating to disability and disability awareness, such as Disability Action Week and International Day of People with Disability.

The following actions are our next steps in influencing community attitudes and engagement.

Action	Detail	Measurement	Timing	Responsible agency/ business area	ADS outcome areas
<b>Action #21</b>					
Undertake a communications campaign to increase the number of people registering their interest on the Queensland Register of Nominees (QRON) platform, especially those who have diverse backgrounds, skills, and experiences, and raise awareness of the importance and benefits of becoming a Queensland Government board member.	Participation of people with disability on boards supports <b>cultural and systems change</b> . Board members provide strategic direction and ensure their organisations conduct themselves in an accountable and transparent manner.	Increased number of candidates registered in QRON candidate pool during communications campaign.	2022	Governance and Constitutional Services	Community attitudes
<b>Action #22</b>					
Upgrade the Queensland Register of Appointees to Government Bodies to support the collection and reporting of diversity data.	By collecting consistent information on the diversity characteristics of all people appointed to boards, we can analyse the diversity of members and report publicly on how boards reflect diversity in the broader community – meaning clear <b>measurement of outcomes and impact</b> .	Diversity data on Queensland Government board members is collected and reported.  (Baseline disability data on Queensland Government board appointees established and trend data tracked over time.)	2023	Governance and Constitutional Services	Community attitudes

Action	Detail	Measurement	Timing	Responsible agency/ business area	ADS outcome areas
<b>Action #23</b>					
Work with relevant departments to ensure those with disability are included and feel welcomed as the Queensland Government plans for and prepares to host the Brisbane 2032 Olympic and Paralympic Games.	This action seeks to create impact by ensuring that people with disability are included and engaged as part of Brisbane 2032 by working with the Organising Committee for Brisbane 2032 Olympic and Paralympic Games, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, the Department of Tourism, Innovation and Sport, and Paralympics Australia as well as other games delivery partners on initiatives to support those with disability. Through engagement and inclusion we protect and support the <b>human rights</b> of people with disability to participate in community life.	Development and delivery of Brisbane 2032 related initiatives aimed at supporting people living with disability.	To be determined.	Brisbane 2032 Taskforce	Inclusive homes and communities  Health and wellbeing  Community attitudes
<b>Action #24</b>					
Participate in the Social Procurement Project Control Group (PCG) to create opportunities for the department to engage more with social enterprises, including those supporting people with disability.	Social procurement enhances social inclusion, giving people with disability the opportunity to participate in the community and the economy – addressing <b>human rights</b> .  Through engagement with social enterprises, we can collaborate to ensure individual procurement processes work for the department and the social procurement provider, supporting principles of <b>co-design</b> . Engagement with social enterprises creates <b>cultural and systemic change</b> by disrupting previous ways of ‘doing’ procurement.	Number of social enterprises engaged by DPC during the 13-month period that support people with disability.	The PCG operates for 13 months starting 25 February 2022.	Finance and performance	Employment and financial security  Community attitudes
<b>Action #25</b>					
Prepare an accessible events guide for Queensland Government agencies and stakeholders.	Ensuring Queensland Government event organisers have a detailed understanding of the steps to create an accessible and inclusive event, supporting full social participation for people with disability, addressing their <b>human rights</b> .	Formal feedback indicates that Queensland Government events hosted by DPC are accessible and inclusive.  Satisfaction from people with disability who attend Queensland Government events.	2022–2025	Events and Engagement  PSC	Inclusive homes and communities  Community attitudes

## Appendix A – Social and medical models of disability

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According to the social model, disability is exacerbated by an environment that creates barriers. A social model perspective does not deny the reality of impairment nor its impact on the individual. However, it does challenge the physical, attitudinal, communication and social environment to accommodate impairment as an expected incident of human diversity.

The social model of disability says that disability is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for people with disability. When barriers are removed, people with disability can be independent and equal in society, with choice and control over their own lives.

The social model of disability contrasts with the medical model of disability.

The medical model looks at what is 'wrong' with the person and not what the person needs. It creates low expectations and leads to people losing independence, choice and control in their own lives.

According to the medical model, disability is a health condition dealt with by medical professionals. People with

disability are thought to be 'abnormal' or different from 'what is normal'. Disability is seen to be a problem of the individual.

From the medical model, a person with disability needs to be fixed or cured. From this point of view, disability is a tragedy and people with disability are to be pitied. The medical model of disability is all about what a person cannot do and cannot be.

The social model sees disability as the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers. It therefore carries the implication that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others.

### References:

[What is disability? – Australian Network on Disability \(and.org.au\)](#)

[Social model of disability – People with Disability Australia \(pwd.org.au\)](#)

[Social Model vs Medical Model of disability \(disabilitynottinghamshire.org.uk\)](#)

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