

Creating better outcomes for our community

Disability Service Plan 2023–2026



Acknowledgment of Country

The Department of Regional Development, Manufacturing and Water respectfully acknowledges the Traditional Custodians of Country. We recognise the ongoing spiritual and cultural connection Aboriginal Peoples and Torres Strait Islander Peoples have with land, water, sea and sky. We pay our deep respects to their Elders past and present, support future leaders, and acknowledge First Nations Peoples' right to self-determination.

Department of Regional Development, Manufacturing and Water

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General acknowledgments

The Queensland Government would like to thank and acknowledge the Queenslanders who took part in the consultation process which was central to developing this document. We particularly thank the Manufacturing Ministerial Council Sub-Group for Women. Their expertise and advice helped strengthen the strategy. Women and men in the manufacturing industry were also specifically engaged and we thank those who participated.

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A message from the Acting Director-General



The DRDMW *Disability Service Plan 2023–2026* is our plan to support a diverse and inclusive workforce that represents the community we serve.

Our plan is designed to deliver on the national objectives of *Australia's Disability Strategy 2021–2031*, which aims to ensure that people with disability can participate as equal members of society.

With nearly 10% of the total workforce in Australia having a disability, we are committed to supporting inclusive communities for our people at work.

More broadly, we are also committed to supporting inclusivity for people with disability in the communities we serve. We work regionally across Queensland to generate economic growth and jobs through regional economies, enable an innovative manufacturing sector, and make best use of our water resources by delivering sustainable, safe, secure and affordable water statewide. Our plan also supports people living with disability as diverse stakeholders representing their communities in our programs of work.

I look forward to supporting this Disability Service Plan and to the department creating outcomes that support all Queenslanders with disability.

Linda Dobe

Acting Director-General

Department of Regional Development, Manufacturing and Water

About our Disability Service Plan

The Queensland Government is committed to achieving greater equity and diversity in its public sector workforce.

Purpose

The *Disability Services Act (Qld) 2006* 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 departments/agencies to develop and implement a disability service plan (DSP) outlining the actions they will take to improve services for people with a disability.

The purpose of a DSP is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability.

All Queensland Government departments have a DSP in place to improve access and provide appropriate government services for people with disability and their families, as well as actions for their workforce.

Context

The new national disability strategy, *Australia's Disability Strategy 2021–2031* (ADS) was launched on 3 December 2021. The ADS is committed to 'creating an inclusive community together'. The *Queensland Disability Plan 2022–27* is Queensland's plan to build an inclusive Queensland.

The ADS builds on the previous National Disability Strategy 2010–2020 and renews the joint commitment of all levels of government to improve the lives of Australians with disability and achieve an inclusive Australian society that ensures people with disability can fulfill their potential. The ADS includes 7 outcome areas that represent the areas people with disability have said are important to them and need to be improved to achieve an inclusive Australian society:

- › Employment and Financial Security
- › Inclusive Homes and Communities
- › Safety, Rights and Justice
- › Personal and Community Support
- › Education and Learning
- › Health and Wellbeing
- › Community Attitudes.

In our 2023–2026 DSP, the department has actions under 5 of these outcome areas:

- › Employment and Financial Security
- › Inclusive Homes and Communities
- › Safety, Rights and Justice
- › Education and Learning
- › Community Attitudes.

Our agency's inclusion commitment

We are committed to creating a diverse and inclusive workplace where individual differences are respected, diverse skills and knowledge are valued and harnessed, and opportunities are available for all. It is our goal to ensure our workforce represents the community we serve.

The actions outlined in this document support the Queensland Government's vision of a state where the 1 in 5 Queenslanders who have a disability can thrive and reach their full potential as equal citizens.

Progress reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the Queensland Disability Plan.

We will share information from the annual DSP progress reports with the Australian Government and other state and territory governments as part of reporting on Queensland's commitment to the ADS.

Identifying and addressing issues

We have been guided by the Four Building Blocks of the Queensland Disability Plan.

The Building Blocks, which underpin all departmental DSPs are:

- › co-design
- › human rights
- › measurement of outcomes and impacts
- › cultural and systems change.

These have guided us in identifying the work we will do to address the issues that are most important to people with disability in Queensland.

This DSP was built with reference to the ADS — the national plan. It follows on from our 2021–2022 DSP to build further momentum on actions undertaken in the previous plan.

The department has engaged with the Queenslanders with Disability Network to provide strategic advice on development of our DSP. Department stakeholders, including staff living with disability, were also invited to review and provide feedback on the DSP. The review was open to all department staff to ensure a wide range of perspectives were available.

The department also acknowledges that some staff are carers for people living with disability.

Building Block statements

Co-design

We are committed to co-design with, and involvement of, people living with disability. We will focus on increasing the co-design element of our DSP throughout design, implementation and monitoring.

Development of this DSP included engagement with the Queenslanders with Disability Network and department stakeholders to seek the feedback and viewpoints of those who our DSP will support. This included but was not limited to those living with disability, people from cultural and linguistically diverse backgrounds, and those in supervisory roles who will support staff living with disability.

Human rights

It is our goal to ensure our workforce represents the community we serve. Under the *Human Rights Act 2019*, the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

We are committed to raising awareness and taking action through delivery of our DSP in conjunction with our:

- › Equity and Diversity Plan
- › Reframing the Relationship Plan
- › White Ribbon Implementation Plan
- › Racism. It Stops with Me Implementation Plan
- › Multicultural Action Plan.

Women with disability experience high rates of gender inequity and violence. The *Queensland Women's Strategy 2022–2027* provides a framework for all Queenslanders to strengthen and support the rights of Queensland women and girls and work towards achieving a gender-equal Queensland.

Measurement of outcomes and impact

We are committed to ensuring the actions in our DSP are assessed through ongoing evaluation and annual progress reporting. This will allow early identification of actions and focus areas to achieve our DSP outcomes.

Once again this year, we have utilised our Working for Queensland data and our Gender Diversity and Equity Audit Report to identify key areas to focus on within the Building Block areas.

Our 2023 Working for Queensland data showed that 14% of DRDMW respondents identified as living with disability. The data from Working for Queensland is used to guide the department in areas of improvement in supporting departmental staff and others working for the department.

Our 2023 Working for Queensland data indicated that, among staff living with disability, only 29% had shared information about their disability with the department. Some of the barriers identified by those who had not shared information about their disability included that they had never been asked about their disability, could not see any reason or benefit to sharing their information, or that they were concerned they would be discriminated against. People living with disability were more likely to have told their direct line manager about their disability, but that these conversations occurred after employment had commenced. We will continue to monitor our Working for Queensland data over the span of our DSP to assess for impact of our individual actions.

Under the *Public Sector Act 2022*, the department is required to complete an annual Equity and Diversity Audit, which includes data related to people living with a disability in the department.

Cultural and systems change

We are committed to creating cultural and systems change by delivering on actions that support increased department capability in areas of inclusion and diversity for people living with disability. We will celebrate our differences and the opportunities that a diverse workforce provides.

Our actions

Our Service Users



We work within diverse communities and will work to ensure that information provided from the department takes into consideration the differing needs of all those we work with.



We recognise that services we provide should be inclusive of all people.

Action	Detail	Measurement	Timing	Australian Disability Strategy outcome areas
Information accessibility	<p>Review all printed and online materials, including training content, to ensure materials are in formats that are accessible to people of all abilities</p> <p>Undertake a project on Digital Services Policy Implementation, which will work towards ensuring all printed and online materials comply with accessibility guidelines (the department must submit a digital services accessibility plan annually starting in 2023)</p> <p>Publish Web Content Accessibility Guidelines 2.1AA</p>	<p>All new key DRDMW information / materials are in accessible formats and comply with published guidelines</p> <p>Digital Services Policy Implementation Plan is compliant with Queensland Government Digital Services Transition Plan</p>	<p>Ongoing</p> <p>2 years</p>	Inclusive Homes and Communities – Policy Priority 6 – Information and communication systems are accessible, reliable and responsive
Accessible communication elements	<p>Publish guidance for staff on accessible communication elements on DRDMW intranet</p> <p>Explore ways to raise ongoing awareness of accessible communication elements and understanding of their importance and contextual requirements</p>	<p>Information available on the intranet</p> <p>Awareness messaging</p>	3 years	Inclusive Homes and Communities – Policy Priority 6 – Information and communication systems are accessible, reliable and responsive

Our actions (Cont.)

Our People



An inclusive workplace draws from and recognises the contributions of people from diverse backgrounds, and our department seeks to ensure our workforce is representative of the communities that we serve and work within. We will build practices to support greater workforce participation from across our communities.



We will recognise that not every disability is visible (e.g. disabilities related to certain mental health conditions or potential challenges that may arise from neurodiversity).



We will also recognise the value in a diverse workforce and will provide resources and opportunities for learning across the workforce to support a culture of inclusion and embracing differences.



We will strive to ensure that all members of our workforce feel, safe, valued and included.



We will provide access to reasonable adjustments where necessary and continue to educate our people on the benefits of a diverse workforce. Reasonable adjustments are changes to an employee's work that can help staff living with disability, injury or illness participate equitably in the workplace. These include how staff work, when they work and where they work.

Action	Detail	Measurement	Timing	Australian Disability Strategy outcome areas
Disability awareness training	Investigate and develop options to provide disability awareness training to staff and to incorporate disability awareness training into the department's induction program	Types of disability awareness training available Registered training attendances	3 years	Community Attitudes – Policy Priority 2 – Key professional workforces are able to confidently and positively respond to people with disability
Human Rights Act training	Implement human rights training for all staff to promote and uphold awareness of human rights	Delivery of 'Public entities and the Queensland <i>Human Rights Act 2019</i> online training to all DRDMW staff	1 year	Safety, Rights and Justice – Policy Priority 4 – The Rights of people with disability are promoted, upheld and protected

Our actions (Cont.)

Action	Detail	Measurement	Timing	Australian Disability Strategy outcome areas
Workforce target	<p>Implement strategies to support the department's commitment to increasing the percentage of the workforce being people with disability in line with our 5-year diversity and equity targets:</p> <ul style="list-style-type: none"> › implement a communication awareness program to promote the equity and diversity census and explore options to increase completion rate › establish relationships with diversity employment providers to widen the reach of job listings beyond traditional recruitment channels › review our data and update our Gender Diversity and Equity Audit Report and action plan on an ongoing basis to support our workforce target goal <p>Partner with Job Access and conduct a review of DRDMW policies and procedures to support career development of DRDMW staff living with disability</p>	<p>Increase in percentage of workforce who identify as living with disability</p> <p>Partnership with Job Access established</p>	3 years	<p>Employment and Financial Security – Policy Priority 1 – Increase employment of people with disability</p>

Our actions (Cont.)

Flexible work	Develop and implement flexible work procedure and guideline to promote benefits and purpose of flexible work arrangements to department staff and supervisors	Uptake of flexible work arrangements	Ongoing	Community Attitudes – Policy Priority 2 – Key Professional workforces are able to confidently and positively respond to people with disability
Learning accessibility review	Review the department’s LMS courses to determine if they are accessible to department staff living with disability Establish guidelines for course accessibility requirements to be used for creation of new courses in the department’s LMS, and in procurement of external courses	Review completed Guidelines established	3 years	Education and Learning – Policy Priority 3 – Improve pathways and accessibility to further education and training for people with disability
Leadership representation	Conduct job access review to support career development of diversity groups through targeted leadership development initiatives Review all A08, Senior Officer and SES positions for targeted recruitment opportunities and accessibility prior to recruitment commencing	Job access review completed Number of career development opportunities available Annual review of positions completed	3 years	Community Attitudes – Policy Priority 3 – Increase representation of people with disability in leadership roles

Our actions (Cont.)

Our Places



We work across Queensland and recognise that the places we work from need to be accessible for all people of all abilities.

Action	Detail	Measurement	Timing	Australian Disability Strategy outcome areas
Building Act compliance review	<p>Consider access for people with disability when owned buildings and leased tenancies are being refurbished or new leases being entered into (whole-of-government initiative)</p> <p>Engage Department of Energy and Public Works as consultants to undertake Building Act compliance review (including mobility access) at the remaining 7 x DRDMW-owned properties</p>	Completion of Building Act compliance review	1 year	Inclusive Homes and Communities – Policy Priority 4 – The built and natural environment is accessible

Our actions (Cont.)

Our Community



Our work should be inclusive for all members of the communities across Queensland in which we work. When the department engages with community, we will ensure the needs of individuals are considered.



We will raise awareness among our staff to strengthen their understanding of people living with disability in the communities that we work in.

Action	Detail	Measurement	Timing	Australian Disability Strategy outcome areas
Accessible events	<p>Ensure DRDMW events are accessible and inclusive of people living with disability and their carers wherever possible and respond to identified needs of participants and their guests</p> <p>Provide specialised support services (e.g. Auslan interpreters) as necessary</p> <p>Respond to identified physical asset modifications on a case-by-case basis</p> <p>Explore development of inclusion and accessibility resources for use in planning and implementation of DRDMW events, including developing an accessibility checklist to be used in the design and logistics of all DRDMW events, including during promotion and communication of events</p>	<p>Checklist developed</p> <p>Accessible events held</p>	3 years	Inclusive Homes and Communities – Policy Priority 3 – People with disability are able to fully participate in social recreational, sporting, religious and cultural life
Increase co-design	<p>Explore ways to engage peak bodies in development, implementation, outcomes and reviews of our DSP</p> <p>Develop a co-design plan for the department</p> <p>Continue to incorporate staff co-design and consultation opportunities for key departmental strategies, policies and business plans</p>	<p>Co-design process documented</p> <p>Number of co-design elements</p> <p>Consultation with peak bodies documented</p>	3 years	Community Attitudes – Policy Priority 2 – Key professional workforces are able to confidently and positively respond to people with disability

Our actions (Cont.)

<p>Promote awareness days</p>	<p>Promote and encourage all staff to participate in and engage with messaging and activities during important awareness events or dates, including Disability Action Week</p> <p>Pre-plan a calendar of events throughout the year for awareness raising</p> <p>Connect with peak disability bodies to link with existing events and promotion of awareness days and events</p>	<p>Number of activities undertaken</p>	<p>Ongoing</p>	<p>Community Attitudes – Policy Priority 4 – Improving community attitudes to positively impact on policy priorities under the strategy</p>
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