

Disability Service Plan 2021-2022

Our plan to support the Queensland State Disability Plan

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About us

The Department of Regional Development, Manufacturing and Water (DRDMW) strives to:

- Generate economic growth and jobs through regional economies;
- Enable an innovative manufacturing sector;
- Make the best use of our water resources by delivering sustainable, safe, secure and affordable water state-wide.

At DRDMW, we contribute to the Queensland's Government's objectives for the community by: supporting jobs, making it for Queensland, growing our regions, investing in skills and protecting the environment.

Under our strategic plan (2021-2025), we will work to achieve four strategic objectives:

- Improve sustainable long-term water security to build community confidence and economic development
- Drive water infrastructure investment to maximise community benefit
- Develop economic opportunities in regional communities
- Build and create jobs in local manufacturing

Our 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 one in five Queenslanders who have a disability can thrive and reach their full potential as equal citizens.

Contact us

Department of Regional Development, Manufacturing and Water

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BRISBANE QLD 4001

Email: info@rdmw.qld.gov.au

Phone: 13 QGOV (13 74 68)

Hearing or speech impaired assistance

Please contact us through the National Relay Service:

- TTY users, phone 133 677 (no additional call charges apply).
- Speak-and-listen (speech-to-speech relay) users, phone 1300 555 727.
- Internet relay users connect to the National Relay Service.
- Video relay users choose the available video relay contact on Skype and ask for 13 QGOV (13 74 68).
- SMS relay users, phone 0423 677 767 and ask for 13 QGOV (13 74 68).

Interpreter assistance

Contact the National Translator and Interpreter Service on 131 450 and ask for Department of Regional Development, Manufacturing and Water.

About Disability Service Plans

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 the 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 a disability and their families as well as actions for their workforce.

All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020 (AAQ) was developed to align with the National Disability Strategy (NDS) and sets a vision of “opportunities for all Queenslanders”. It was designed to ensure a cohesive approach across the Queensland Government to the development of individual agency DSPs as required under the Act. This approach was adopted to ensure that Queensland had a clear mechanism and process to meet the commitments made under the NDS.

AAQ built on the progress already made and outlined how Queensland could work in partnership with Commonwealth and local governments, the corporate sector, non-government and community organisations, communities and individuals, to provide opportunities for all. AAQ outlines 5 priorities:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services
5. Leadership and participation

The department has actions under four of these priority areas: Communities for all, Lifelong learnings, Employment, and Leadership and participation.

It was intended that a new State Disability Plan would be developed to replace AAQ to align with the timeframe for the development of a new NDS in 2020. Due to delays associated with COVID-19, on 4 December 2020, Disability Reform Ministers endorsed the Statement of Continued Commitment to the NDS 2010-2020 to allow the necessary time for consultation with stakeholders on the development of a new NDS. This Statement of Continued Commitment by Disability Reform Ministers reflected the agreement of all jurisdictions to continue their efforts in implementing the principles of the NDS until the release of a new Strategy can occur.

The Queensland Government remains committed to an inclusive Queensland where people with disability can thrive. Once the new NDS is released, the Queensland Government will develop a new State Disability Plan and agencies will work to develop new DSPs to guide our continued action to deliver targeted action to improve the lives of people with disability in Queensland.

Human rights

The department is committed to respecting, protecting and promoting human rights. 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. For further information on the Human Rights Act 2019 see <https://www.qhrc.qld.gov.au/>.

Monitoring and Reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the *National Disability Strategy*.

Disability Action Plan

1. Communities for all

People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability.

Tactic	Actions	Success Measure	Lead
1.1 Changing attitudes and breaking down barriers by raising awareness and capability	1.1.1 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 – <i>whole of Government</i>	<ul style="list-style-type: none"> A plan is in place to develop and roll out training including through induction program. 	Human Resources
1.2 Accessible places and spaces	1.2.1 Access for people with disability is considered when owned buildings and leased tenancies are being refurbished or new leases being entered into – <i>whole of Government</i>	<ul style="list-style-type: none"> Ensure all fit-outs for DRDMW comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines. 	Accommodation Services
	1.2.2 Consider accessibility for people with disability when coordinating DRDMW events, meetings and other activities with internal and/or external stakeholders – <i>whole of Government</i>	<ul style="list-style-type: none"> Intranet content developed to provide guidance to staff about how to choose an accessible venue for an event or meeting. 	Media and Communications
1.3	1.3.1	<ul style="list-style-type: none"> All new key DRDMW information / materials are provided in accessible formats and comply with guidelines. 	Media and Communications

Accessible Information	Work towards ensuring all Queensland Government printed and online materials are provided in formats to suit the audience – whole of Government		
	1.3.2 DRDMW meets contemporary International Web Content Accessibility Guidelines – whole of Government	<ul style="list-style-type: none"> All new key DRDMW website content is accessible and complies with guidelines. 	Media and Communications
	1.3.3 Endeavour to provide transcripts and/or captions for newly created time-based media (i.e. pre-recorded video/audio) – whole of Government	<ul style="list-style-type: none"> All new DRDMW videos and audio content has closed captions or a transcript available. 	Media and Communications
	1.3.4 DRDMW services and funded non-government services provide access to language, translating and communication services – whole of Government	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing DRDMW provided and funded services. 	Media and Communications
1.4 Respecting and promoting the rights of people with disability and recognising diversity	1.4.1 Work towards ensuring all 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 – whole of Government	<ul style="list-style-type: none"> A plan is in place to roll out Public entities and the Queensland <i>Human Rights Act 2019</i> online training to all DRDMW employees. 	Human Resources
		<ul style="list-style-type: none"> New legislation, policies and programs developed by DRDMW demonstrate they have considered the needs of people with disability and carers in development and implementation. In accordance with sections 3 and 4 of the <i>Human Rights Act 2019</i>. 	Regional Economic Development Water Resource Management Corporate Services

2. Lifelong Learning

Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life.

Tactic	Actions	Success Measure	Lead
2.1 Workplace Learning	2.1.1 Encourage and support participation of DRDMW employees with a disability to participate in learning and development opportunities	<ul style="list-style-type: none"> Reasonable adjustment offered when promoting learning and development opportunities to ensure all DRDMW employees with a disability can participate equally. 	Human Resources

3. Employment

Queenslanders with disability have increased access to employment opportunities.

Tactic	Actions	Success Measure	Lead
3.1 Leading the way – increasing opportunities in the Queensland public sector	3.1.1 Implement strategies to support the Queensland Government commitment to eight per cent of the workforce by 2022 will be people with disability – <i>whole of Government</i>	<ul style="list-style-type: none"> The proportion of people with disability employed in the DRDMW workforce increases toward the 2022 target. Datasets are used to identify risks and gaps and help shape inclusive workplaces. Departmental recruitment strategy and processes have been reviewed to ensure they address the Queensland Government diversity targets. 	Human Resources

4. Leadership and Participation

Queenslanders with disability have the same opportunities as everyone else to participate in Queensland's society and democracy, influence decisions that affect them and take up key roles in public and private organisations.

Tactic	Actions	Success Measure	Lead
4.1 Inclusion in consultation, civic participation and decision making and supporting leadership development	4.1.1 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 – <i>whole of Government</i>	<ul style="list-style-type: none"> Whole of government information about inclusive consultation practices promoted to all DRDMW employees. 	Human Resources
	4.1.2 Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions – <i>whole of Government</i>	<ul style="list-style-type: none"> DRDMW employees with disability were consulted during the development or implementation of the DRDMW Disability Service Plan. 	Human Resources
	4.1.3 Existing leadership programs are accessible and inclusive of employees with disability – <i>whole of Government</i>	<ul style="list-style-type: none"> The application process, content, structure and delivery of leadership programs, where DRDMW leads or participates are accessible and inclusive. 	Human Resources

