# Disability Service Plan 2020–21

Including COVID-19 recovery plan 2020–21



The Department of Regional Development and Manufacturing.

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### About disability service plans (DSP)

The *Disability Services Act 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 departments and agencies to develop and implement a DSP.

The purpose of DSPs 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. Disability service plans aim to improve access to services across government for people with disability, including more coordinated responses.

#### **Priorities**

All Abilities Queensland: Opportunities for all – State Disability Plan 2017–2020 (AAQ) sets a vision of "opportunities for all Queenslanders". To bring this vision to life, the plan has five priorities for action:

- 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, Employment, Everyday services and Leadership and participation.

#### Interim COVID-19 recovery plan 2020–21

The *Queensland Disability Recovery Action Plan* has been developed as an interim initiative under AAQ in response to COVID-19. The recovery plan will be led by the Department of Communities, Disability Services and Seniors (DCDSS).

The department will support DCDSS in delivering the actions under the recovery plan.

#### Monitoring and reporting

The department will report annually on the implementation of its plan and contribute to a yearly progress report on the implementation of the AAQ.

Information from the annual progress reports will be shared across Australian state and territory governments as part of reporting on Queensland's contribution to national reporting on the implementation of the *National Disability Strategy 2010–2020*.

#### Human rights compatibility

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/.

# The Department of Regional Development and Manufacturing (the department) DISABILITY SERVICE PLAN ACTIONS (plan actions)

#### Communities for all

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
Changing attitudes and breaking down barrier	s by raising awareness and capability		
Action – Support national communication stra	tegies and activities to promote the National Dis	sability Strategy 2010-2020	
<ul> <li>The department will:         <ul> <li>ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy</li> <li>promote awareness campaigns and other activities, as advised by the Department of Social Services (Cwlth) and/or the Department of Communities, Disability Services and Seniors (DCDSS).</li> </ul> </li> </ul>	The department will continue to support national communication strategies and activities.	Queensland promotes the principles and objectives of the National Disability Strategy, and participates and contributes to strategies, campaigns and other activities.	Whole-of- government action (DCDSS lead)
Action – Queensland Government Ministers and disability and build partnerships and opportunity	ct as champions with business, industry and orguities	anisational partners within their portfolio to rais	se awareness of
The department will ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and creation of opportunities by Queensland businesses, industries and partners.	The department will continue to:  - ensure all communication strategies align, where relevant, to the principles and objectives of the State Disability Plan  - promote inclusiveness and creation of opportunities by Queensland businesses, industries and partners.	Information pack provided to Ministers to support development of partnerships.	Whole-of- government action (DCDSS lead)

Guidance provided to staff about how to

meeting.

choose an accessible venue for an event or

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
Action – Investigate and develop options to pro awareness training into Queensland Governme		nd Government frontline staff and to incorporate	disability
<ul> <li>The department will:         <ul> <li>publish and promote online inclusion and diversity awareness training (including a focus on disability awareness) to all departmental staff</li> <li>investigate the incorporation of targeted inclusion and diversity awareness training (including a focus on disability awareness) into the department's onboarding procedures</li> <li>continue to review and assess its disability awareness training framework and programs to ensure they remain relevant and fit-for-purpose.</li> </ul> </li> </ul>	<ul> <li>The department will continue to:         <ul> <li>make disability awareness training available to all existing staff, and new staff upon commencement</li> <li>review and assess disability awareness training to ensure they remain relevant and fit-for-purpose.</li> </ul> </li> </ul>	Disability awareness training is made available to all existing staff, and new staff upon commencement.	Whole-of- government action (DCDSS lead)
Action – Encourage local government, non-govengage with people with disability in the design		elop disability access and inclusion plans and us	se process to
This is outside of the scope of the department. However, the department will ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and access.	This is outside of the scope of the department. However, the department will continue to ensure all communication strategies, where relevant, align to the principles and objectives of the State Disability Plan to promote inclusiveness and access.	<ul> <li>Letters sent to all local governments and key non- government stakeholders.</li> <li>Information to support local governments, non- government organisations and businesses to develop plans provided on dedicated website.</li> </ul>	Whole-of- government action (DCDSS lead)
Accessible places and spaces			

Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events or meetings

department. However, the department will

continue to be guided by the principles and

This is outside of the scope of the

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Whole-of-

action

government

(DCDSS lead)

This is outside of the scope of the

department. However, the department will

be guided by the principles and objectives of

AAQ Years 1 to 3 (2017–20) Activities/success measure the State Disability Plan to promote inclusiveness and access.	Interim plan 2020–21 Activities/success measure objectives of the State Disability Plan to promote inclusiveness and access.	Overall measure (per the State Disability Plan)	Responsible area
Accessible information			
Action – Work towards ensuring all Queenslan	d Government information is accessible and pro	ovided in multiple formats	
<ul> <li>The department representatives attend workshops / information sessions on web standards and on addressing accessibility (as led by DCDSS).</li> </ul>	The department will continue to ensure its information is accessible, reviewed and updated.	<ul> <li>All new key Queensland Government information/materials are provided in accessible formats</li> <li>Existing content progressively reviewed and updated.</li> </ul>	Whole-of- government action (DCDSS lead)
	and Government websites to meet contemporary pts and/or captions for newly created time-base	Australian Web Content Accessibility Guideline ed media (i.e. pre-recorded video/audio)	es. Work
<ul> <li>The department will:         <ul> <li>make available various communication platforms (e.g. video conferencing, Skype, Teams)</li> <li>comply with national government web content accessibility guidelines (WCAG 2.0)</li> <li>investigate and implement (as required) assistive services for staff with a disability.</li> </ul> </li> </ul>	The department will continue to:  make available various communication platforms (e.g. video conferencing, Skype, Teams)  comply with national government web content accessibility guidelines (WCAG 2.0)  implement (as required) assistive services for staff with a disability.	<ul> <li>All new key website content is accessible and complies with guidelines</li> <li>Increase in the number of government websites that meet guidelines.</li> </ul>	Whole-of- government action (Department of Housing and Public Works lead)
Welcoming and inclusive communities			
Action – Promote uptake of the Companion Ca	rd Program by businesses, including Queensla	nd Government venues and events	
This is outside of the scope of the department. However, the department will be guided by the principles and objectives of the State Disability Plan to promote inclusiveness and access.	This is outside of the scope of the department. However, the department will continue to be guided by the principles and objectives of the State Disability Plan to promote inclusiveness and access.	Number of businesses, offering the Companions Card Scheme.	Whole-of- government action (DCDSS lead)

AAQ Years 1 to 3 (2017–20)  Activities/success measure  Respecting and promoting the rights of people	Interim plan 2020–21 Activities/success measure	Overall measure (per the State Disability Plan)	Responsible area
Action – Work towards ensuring all Queenslan	nd Government legislation, policies and program or interests of people with disability and carers		
All department business areas take into consideration:     the needs of people with disability during development, monitoring and evaluation of legislation, policies, programs and services     the principles and objectives of the State Disability Plan to promote inclusiveness and access.	The department will continue to consider:  the needs of people with disability during development, monitoring and evaluation of legislation, policies, programs and services  the principles and objectives of the State Disability Plan to promote inclusiveness and access.	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.	Whole-of- government action (DCDSS lead)
Action - Government services and funded nor	n-government services provide access to langua	ge, translating and communication services	
The department will continue to provide telephone translation or interpreting services for people with disability to access, on request.	The department will continue to provide telephone translation or interpreting services for people with disability to access, on request.	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.	Whole-of- government action (DCDSS lead)

# **Employment**

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area	
Leading the way – increasing opportunities in the Queensland public sector				
	eensland Government target, that by 2022, eight tment, retention and career progression and dev eyer brand			
The department will     solidify knowledge of anti-discrimination	The department will continue to:  continue to uphold legislative	The proportion of people with disability employed in the Queensland Public Sector	Whole-of-	

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AAQ Years 1 to 3 (2017–20)	Interim plan 2020–21	Overall measure	Responsible area
Activities/success measure	Activities/success measure	(as per the State Disability Plan)	aica
<ul> <li>continue to uphold legislative obligations in relation to antidiscrimination and as an equal opportunity employer</li> <li>develop and promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches</li> <li>incorporate employment of people with a disability into work on an employer value proposition</li> <li>continue to undertake reasonable adjustments to meet individual needs as well as introduce a 'reasonable adjustment passport'.</li> </ul>	discrimination and as an equal opportunity employer  - promote participation in online unconscious bias training encouraging staff to consider impact upon their policy decisions and approaches  - continue to undertake reasonable adjustments to meet individual needs as required and support through a 'reasonable adjustment passport'  - review recruitment practices to ensure accessibility for people with a disability.	workforce increases towards eight per cent by 2022.	action (DCDSS lead)
Increasing employment opportunities for Quee	nslanders with disability		
	examples of the benefits to businesses of emplo ore accessible to improve opportunities for peop		
The department will:	The department will continue to:	Information, resources and good practice	Whole-of-

- ensure links are available to access DCDSS website and published materials
- investigate production of appropriate departmental information and resources related to internal experiences of employing people with a disability
- prepare and publish, as appropriate, departmentally specific information and resources.

- ensure links are available to access DCDSS website and published materials
- prepare and publish, as appropriate, departmentally specific information and resources.

case studies uploaded to the dedicated website.

government action (DCDSS lead

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# Everyday services

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Disability and community supports			
Action – Work with the National Disability Insu	rance Agency to provide a smooth transition to	the NDIS	
This is outside of the scope of the department. However, the department will ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access.	This is outside of the scope of the department. However, the department will continue to ensure all communication strategies, where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access.	All existing eligible clients transition and access services through the NDIS by 30 June 2019.	Whole-of- government action (DCDSS lead)

## Leadership and participation

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Inclusion in consultation, civic participation a	nd decision-making and supporting leadership o	levelopment	
Action – Consultation and engagement proces opportunities for people with disability their fa	sses are offered in a range of ways, including the milies and carers	e use of technology, which maximise the partici	pation
<ul> <li>The department will:         <ul> <li>make available various communication platforms (e.g. video conferencing, Skype, Teams)</li> <li>comply with national government web content accessibility guidelines (WCAG 2.0)</li> </ul> </li> </ul>	The department will continue to:  make available various communication platforms (e.g. video conferencing, Skype, Teams)  comply with national government web content accessibility guidelines (WCAG 2.0)	<ul> <li>Increased participation of people with disability consultation</li> <li>Options for engagement promoted.</li> </ul>	Whole-of- government action (DCDSS lead)
<ul> <li>investigate and implement (as required) assistive services for staff with a disability.</li> </ul>	<ul> <li>implement (as required) assistive services for staff with a disability.</li> </ul>		

AAQ Years 1 to 3 (2017–20) Activities/success measure	Interim plan 2020–21 Activities/success measure	Overall measure (as per the State Disability Plan)	Responsible area
Action – Queensland Government agencies co Service Plan actions	nsult with people with disability when either deve	eloping a Disability Service Plan or implementing	Disability
The department will ensure all communication strategies (including consultation activities), where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access.	The department will continue to ensure all communication strategies (including consultation activities), where relevant, align to the principles and objectives of the National Disability Strategy and State Disability Plan to promote inclusiveness and access.	Queensland Government's Disability Service Plans 2017– 2020 include details of consultation with people with a disability or details of consultation with people with a disability, is reflected in progress reporting.	Whole-of- government action (DCDSS lead)
Action – Existing leadership programs are acc	essible and inclusive of Queenslanders with dis	ability	
The department will ensure all internally delivered leadership development programs are accessible in several formats (e.g. videos produced with captioning; use of interpreters where appropriate; able to be undertaken online; etc.) and able to be targeted to meet circumstances of participants.	The department will continue to ensure all internally delivered leadership development programs are accessible in several formats (e.g. videos produced with captioning; use of interpreters where appropriate; able to be undertaken online; etc.) and able to be targeted to meet circumstances of participants.	<ul> <li>Application and assessment processes for Queensland Government leadership programs are accessible</li> <li>Participant demographics for Queensland Government leadership programs are representative of the community.</li> </ul>	Whole-of- government action (DCDSS lead)
Action – Promote inclusion of people with a disa	bility on state government boards, steering commi	ittees and advisory bodies to foster 'change from w	vithin'
The department will continue to uphold the principles of anti-discrimination and equal opportunity to promote inclusion of people with a disability on all agency boards, steering committees and advisory bodies. This includes, but is not limited to, the management and treatment of individuals based on their merits throughout the selection, duration and completion of their appointment.	The department will continue to uphold the principles of anti-discrimination and equal opportunity to promote inclusion of people with a disability on all agency boards, steering committees and advisory bodies. This includes, but is not limited to, the management and treatment of individuals based on their merits throughout the selection, duration and completion of their appointment.	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability.	Whole-of- government action (DCDSS lead)

# Queensland Government's COVID-19 Disability Recovery Action Plan 2020–21

DCDSS activities	DRDM activities	Due date	Status
High quality engagement and communication			
Action – Use expert advisors and Ministerial Councils to confirm and   19, and also to inform the recovery phase	prioritise areas for action on systemic issues and modifia	ıble risks during	g active COVID-
Gather evidence on the economic impacts of COVID-19 on People with a Disability (PwD):	This is outside of the scope of the department. However, the department will contribute to DCDSS	July 2020	Underway (DCDSS lead)
<ul> <li>employment/unemployment rates (change compared to general population) and potential for re-employment</li> </ul>	activities as required to support delivery of this action.		
<ul> <li>any disproportionate impact of disrupted education on children with disability and any special needs now required to help get back on- track</li> </ul>			
<ul> <li>cost of living impacts particular to PwD during COVID-19 and financial support required.</li> </ul>			
Action – Work with disability experts to develop communication and rephases of COVID-19	resources tailored to the needs of people with disability d	uring the active	and recovery
<ul> <li>Translate Commonwealth and Queensland roadmaps to practical guidance on how and when restrictions will be lifted.</li> </ul>	<ul> <li>The department has updated its DSP (this plan) to incorporate COVID-19 updates.</li> </ul>	Commenced and ongoing	Underway (DCDSS lead)
<ul> <li>Generate communication campaign to encourage PwD to safely re- engage with community and regular activities.</li> </ul>	The department will contribute to DCDSS activities as required to support delivery of the remainder of this		,
<ul> <li>Work with Queensland Government agencies on any interim COVID- 19 specific updates required to their DSPs.</li> </ul>	action.		
Identify opportunities for reshaping service arrangements and suppor	ting providers		
Action – Identify actions to assist sector to respond to easing of the P	Public Health Directions (PHD) and assess the client and c	ommunity impa	icts
<ul> <li>Translate and prepare guidance for the disability sector on both the timing and implication for service delivery of restrictions being eased under the PHDs.</li> </ul>	<ul> <li>The department will take learnings from the disability sector of successful changes made to modes of service delivery to be incorporated into BCPs.</li> </ul>	Commenced and ongoing	Underway (DCDSS lead)
Support the Disability Sector to develop COVID-Safe Plan/s.	<ul> <li>The department will contribute to DCDSS activities as required to support delivery of the remainder of this action.</li> </ul>		

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DCDSS activities	DRDM activities	Due date	Status
<ul> <li>Capture learnings from the disability sector of successful changes made to modes of service delivery during COVID-19, for promotion to the sector and inclusion in business continuity plans (BCP).</li> </ul>			
Action – Engage disability peaks to deliver tailored new COVID-19 relatives service providers	ted programs, resources and services to help support the	Disability Secto	or, including
<ul> <li>Engage disability peak and representative bodies to translate DCDSS messaging about COVID-19 recovery into accessible formats and distribute – including some guidance on what a COVID-Safe Plan should include for services broadly.</li> </ul>	The is determined at the desperant and as part and as	Commenced and ongoing	Underway (DCDSS lead)
Action – Advocate to the Commonwealth for support programs tailored	to identified and anticipated needs in the Queensland se	ector	
<ul> <li>Capture, prepare supporting evidence and promote the recovery needs of the Queensland Disability Sector to the Commonwealth, incorporating analysis of regional need and service type.</li> <li>Promote the intention and benefits of the Commonwealth NDIS Workforce Strategy to the Queensland Disability Sector.</li> </ul>	<ul> <li>The department will contribute to DCDSS:</li> <li>requests for evidence to promote recovery needs for regions</li> <li>activities as required to support delivery of the remainder of this action.</li> </ul>	July 2020	Underway (DCDSS lead)
Action – Promote opportunities for the sector to access financial supp	ort programs provided by governments		
<ul> <li>Research Commonwealth and Queensland subsidies and supports available to the Disability Sector and assemble easy to understand information.</li> <li>Promote the available subsidies to the Queensland Disability Sector through all available channels.</li> </ul>	The is determined at the desperant and as part and as	Commenced and ongoing	Underway (DCDSS lead)
Ongoing monitoring of service capacity and value			
Action – Monitor and quantify any NDIS savings from COVID-19 under	utilisation		
Analyse available data and model future savings for the Commonwealth resulting from COVID-19.		December 2020	Underway (DCDSS lead)
Action – Advocate for reinvestment of any underutilised NDIS funds du	ring COVID-19 in the Queensland sector		
<ul> <li>Develop advocacy plan identifying available forums and approaches for pursuing the investment of any Commonwealth NDIS savings in the Queensland Disability Sector and for the benefit of PwD.</li> </ul>	This is outside of the scope of the department. However, the department will contribute to DCDSS activities as required to support delivery of this action.	July 2020	Underway (DCDSS lead)

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