Disability Service plan
2014–2016
Message from the Director-General

I am pleased to present the Department of Science, Information Technology, Innovation and the Arts (DSITIA) Disability Service Plan 2014-16.

Our plan supports the goals and priorities of the Queensland Disability Plan 2014-19: Enabling choices and opportunities (QDP) and furthers our commitment to enabling a creative, connected and clever Queensland that meets the needs and improves the lives of all citizens.

As a key enabler of innovative service delivery options for our customers, DSITIA ensures that people with a disability have improved access to simpler, clearer and faster government services and information, and are able to exercise greater choice and control over the services they receive.

DSITIA also enables people with a disability to share the opportunities that are available to all Queenslanders through the ongoing work we do in strengthening the knowledge and digital economy sectors, as well as the arts and cultural sectors.

We look forward to implementing our Disability Service Plan and fulfilling the government’s commitment to ensuring better outcomes from science, information technology, innovation and the arts for all Queenslanders.

Sue Rickerby
Director-General

About the Department

DSITIA enables a creative, connected and clever Queensland.

In collaboration with a broad range of industry and sector partners, the department delivers innovative solutions and services in science, information technology and the arts to improve outcomes for all Queenslanders, including those with a disability.

The department supports a vibrant creative and cultural sector, and by continuously renewing the Arts across the state, we connect people with a disability to the community by increasing access to arts and culture.

By implementing initiatives such as the Queensland Science and Innovation Action Plan and the Digital Economy Strategy, DSITIA will establish the environment to strengthen industries in the knowledge and digital economy through science, technology and innovation.

In driving reform programs throughout the Queensland Government, DSITIA plays a critical role in revitalising frontline services for all Queensland families. In particular, our One Stop Shop Plan will create value by enabling ease of access to government services and information when and where our customers need it.

Our focus is on leading renewal across government and connecting a wide range of stakeholders in the use of innovative solutions to create value for our customers. DSITIA is therefore well-placed to help deliver on the government’s commitment to enabling people with a disability to have choices and share the opportunities available to Queenslanders.
About Disability Service Plans

1. The purpose of DSPs
The Disability Services Act (Qld) 2006 provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs).

The purpose of DSPs is to ensure each department has regard to the Act’s human rights and service delivery principles, and the government’s policies for people with disability. DSPs aim to improve access to services across government for people with a disability, including more coordinated responses. DSPs were first implemented across government from July 2007.

On 2 December 2013, the Queensland Government endorsed the Queensland Disability Plan 2014-19: Enabling choices and opportunities (QDP). The QDP will provide the focus for Queensland Government Disability Service Plans until 2019. It has two key aims:

1. preparing Queensland for the National Disability Insurance Scheme, which will commence from 2016
2. supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

The Department of Science, Information Technology, Innovation and the Arts DSP outlines the actions that we will take to support the delivery of the QDP.

2. Policy Context
The Queensland Disability Plan aligns with, and will deliver on, Queensland’s commitments under the National Disability Strategy 2010-2020. It will also contribute to meeting the Queensland Government’s obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The United Nations Convention on the Rights of Persons with Disabilities (the Convention), ratified by Australia on 17 July 2008, obliges all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

The National Disability Strategy 2010-2020, endorsed by the Council of Australian Governments in 2011, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. The National Disability Strategy outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the National Disability Insurance Scheme in Queensland from 1 July 2016, with full implementation in 2019. When the National Disability Insurance Scheme is fully underway, an estimated 97,000 Queenslanders will receive the disability support they need to participate in the community and pursue their life goals.

3. Departmental Policy Statement
DSITA has a relentless drive to maximise value for the people of Queensland by ensuring services are innovative, coordinated and accessible. With this focus the department is committed to furthering the vision of the QDP by providing people with a disability with access, choices and shared opportunities through continued consultation with our customer groups (citizens, business, government and community). Customer preferences and demographics are key factors in our decision making and development of services and policies.

4. DSP Requirements
In accordance with Section 215 Disability Services Act (Qld) 2006 DSITA will develop, publish and implement our DSP in the prescribed periods and make it available on the departmental website.

The issues relating to DSITA service delivery to people with a disability centre around access, communication and encouraging involvement and engagement. The actions contained in the DSP present options around access to and communication of government information and services and our strategies and policies look to encourage social and workforce inclusion through active involvement/participation. In developing and implementing our plan the chief executive of the department will ensure planned actions and strategies form part of a coordinated whole-of-government approach to service delivery through direct consultation and communication with chief executives from other agencies and cross-departmental collaborations (e.g. DSP Coordinator workshops).

Monitoring and reporting
We will report on our progress on actions in 2014 and 2015 on our website https://www.qld.gov.au/dsita/plans/. In 2016 we will contribute to a whole-of-government progress report prepared by the Department of Communities, Child Safety and Disability Services.

Information from whole-of-government reports on the QDP will be shared with the Australian and other state and territory governments as part of reporting on Queensland’s commitments in the National Disability Strategy 2010-2020.

Contact for more information
For further enquiries or to provide feedback about this plan, please contact 13 QGOV (13 74 68).
## Priority 7: Promote genuine participation in the community

### Strategy:
Increase opportunities to take part in and enjoy sports, tourism, arts, cultural and recreational activities

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<tr>
<th>Actions</th>
<th>Timeline</th>
<th>Responsible area within the department</th>
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<tr>
<td>Encourage the development of disability action plans across the arts and cultural sector.</td>
<td>Conduct an audit of funded organisations with disability action plans. Promote resources and good practice examples of disability action plans on the Arts Queensland website. Promote resources and good practice examples of disability action plans on the Arts Queensland website. Conduct an audit of funded organisations with disability action plans.</td>
<td>Arts Queensland</td>
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<tr>
<td>Work with the Local Government Association of Queensland (LGAQ) to support the inclusion of arts and culture in local government disability action plans.</td>
<td>Work with the Senior Advisor, Arts and Culture at the LGAQ to facilitate inclusion of arts and culture in disability action plan resources. Identify good practice examples of local government disability action plans which include arts and culture and promote on the Arts Queensland website. Identify good practice examples of local government disability action plans which include arts and culture and promote on the Arts Queensland website.</td>
<td>Arts Queensland</td>
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<tr>
<td>Ensure participation of people with a disability in arts and cultural policy formation and planning through commissioning and promotion of the Arts for all Queenslanders strategy blog.</td>
<td>Commission and publish at least one blog post by an artist or arts worker with a disability. Commission and publish at least one blog post by an artist or arts worker with a disability. Commission and publish at least one blog post by an artist or arts worker with a disability.</td>
<td>Arts Queensland</td>
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<td>Identify opportunities for action in line with the National Arts and Disability Strategy (NADS).</td>
<td>Identify priority actions for NADS 2014 – 2016 in partnership with the arts and disability sectors and commence implementation. Implement priority actions. Contribute to the second 3-year national review of NADS. Review Arts Queensland priority actions.</td>
<td>Arts Queensland</td>
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<td>Arts Statutory Bodies to promote assistive technologies to people with a disability, their carers and companions.</td>
<td>Collect data on assistive technology use. Identify opportunities to link to NDIS. Develop promotional strategy to improve access and increase usage. Continue to promote access to assistive technologies, Review approach and outcomes.</td>
<td>Arts Queensland in collaboration with Arts Statutory Bodies</td>
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<td>Consult with relevant organisations and stakeholders, including the disabled and aged care sectors, to seek opportunities to optimise service delivery and gaps through digital solutions, as part of the ongoing implementation of the Queensland Digital Economy strategy.</td>
<td>Develop and implement a Queensland Digital Economy strategy. Implementation of the associated actions within the Queensland Digital Economy strategy. Implementation of the associated actions within the Queensland Digital Economy strategy.</td>
<td>Digital Productivity and Services</td>
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## Our department’s plan

### Other actions (eg. policies and procedures; complaints mechanisms; staff attitudes and awareness raising; access to buildings; information and communication; and recruitment and retention).

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<tr>
<td>Ensure the DSITIA Reasonable Adjustment Policy, which outlines the underlying principles and obligations concerning reasonable adjustment processes required for employees with a disability, is followed.</td>
<td>Positive staff feedback on successful modifications and/or accommodations made to the workplace.</td>
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<td>Promote national Disability Awareness days/events on the department’s intranet.</td>
<td>Post information in a timely manner. Staff engagement and increased awareness.</td>
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<td>Adopt priorities from any Queensland workforce strategy which will build the skills of existing and new workers; and attract, recruit and retain staff, including people with a disability.</td>
<td>Equal Employment Opportunity statistics - representation of people with a disability in DSITIA’s workforce.</td>
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<td>Implement the One-Stop Shop Plan, which aims to deliver simpler and easier access to government services to all Queenslanders, including people with a disability.</td>
<td>Leading and coordinating agencies in the continued use of the franchise model via <a href="http://www.qld.gov.au">www.qld.gov.au</a> with a view to increasing the number of online services through the disabilities franchise.</td>
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Implementing the One-Stop Shop government service delivery model will deliver a customer-centric experience, based on customer insight and feedback, which will include the needs and expectations of people with disabilities.

By aligning Queensland Government policy with Web Content Accessibility Guidelines 2.0, work with agencies to provide all online services in plain English to support customers with a broad range of different language and cognitive abilities.

Phase 2 of the “Tell us once” pilots plans to focus on joining up services for people with disabilities and making it easier to access services.