Disability Service Plan

2017 - 2020

June 2017

Security classification:
# Document history

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<th>Version</th>
<th>Date</th>
<th>Status</th>
<th>Key changes made</th>
<th>Author/s</th>
<th>Reviewer/s</th>
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<td>20 June 2017</td>
<td></td>
<td></td>
<td>Paige Heather</td>
<td>Rhiannan Howell</td>
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<tr>
<td>Draft</td>
<td>19 July 2017</td>
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<td>Paige Heather</td>
<td>Rhiannan Howell</td>
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<tr>
<td>Final</td>
<td>27 July 2017</td>
<td></td>
<td>Checking accessibility</td>
<td>Paige Heather</td>
<td>Nicole Forrest</td>
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Table of contents

Document history ................................................................................................................................................................................................... 2

Message from the Director-General ............................................................................................................................................................................ 4

About the department .................................................................................................................................................................................................. 5

About Disability Service Plans (DSPs) ....................................................................................................................................................................... 6
  Purpose of DSPs .................................................................................................................................................................................................... 6
  Context.................................................................................................................................................................................................................... 6

Monitoring and reporting ............................................................................................................................................................................................ 7

Communities for all ..................................................................................................................................................................................................... 8

Employment ............................................................................................................................................................................................................... 17

Leadership and participation .................................................................................................................................................................................... 19
Message from the Director-General

I am pleased to present the Department of Science, Information Technology and Innovation (DSITI) Disability Service Plan 2017 – 2020.

In accordance with The Disability Services Act (Qld) 2006, this plan aims to ensure the department gives due consideration to human rights and service delivery principles, and the government’s policies for people with disability.

Our plan provides opportunities through science, innovation and technology to support the State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all.

DSITI is using innovation and digital technologies to improve the delivery of government services to Queenslanders. We are harnessing existing and emerging technologies to deliver better and more cost effective services – where, when and how citizens want to access public services.

Through our Advance Queensland program, we are facilitating research and development opportunities designed to assist Queenslanders with disability. We are also working with partners to develop the digital literacy and digital inclusion of people with a disability, together with other disadvantaged Queenslanders. We are working with agencies to provide simple and easy access to integrated services, designed to meet the needs and expectations of Queensland Government customers.

I am committed to creating and maintaining a diverse and inclusive workplace that reflects the community we serve. This commitment forms the basis of DSITI's Diversity and Inclusion Strategy. Over the next three years, we will continue to focus on providing accessible workplaces, creating inclusive environments, and reducing perceived barriers for people with disabilities to engage with our department.
About the department

Our vision is a better Queensland through science, innovation and technology. Through the Advance Queensland agenda, we are backing ideas that create jobs now and for the future, supporting local businesses to start and grow, making the lives of Queenslanders better. Through Ignite Ideas and the Community Digital Champions initiatives, researchers and volunteers are working towards improving the quality of life for people with disability.

To achieve our vision, we deliver through three broad service areas that reflect the strategic objectives of advancing Queensland through innovation, improving services for Queenslanders; and improving services for Government.

We contribute to the Queensland Government's objectives for the community of creating jobs and a diverse economy; delivering quality frontline services; protecting the environment and building safe, caring and connected communities by:

• helping to foster job creation and a diverse economy by driving innovation-led growth
• providing scientific services to help protect the environment
• enabling the delivery of front-line services by working with agencies to put people at the centre of service design
• harnessing digital platforms to contribute to building safe, caring and connected communities.
About Disability Service Plans (DSPs)

Purpose of DSPs

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 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. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

Context

All Abilities Queensland: opportunities for all (state disability plan 2017-2020) sets a vision of “Opportunities for all Queenslanders” and five priority areas being (1) Communities for all; (2) Lifelong learning; (3) Employment; (4) Everyday services and (5) Leadership and participation to guide action by Queensland Government and encourage other to act to bring the plan to life.

DSPs and the state disability plan align with, and will deliver on, Queensland’s commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS, 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. It 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. Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being (1) NDIS transition to full scheme (2) improving employment outcomes for people with disability (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and (4) communication activities to promote the intent of the strategy throughout the community.

DSPs and the state disability plan also complement Queensland transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government’s obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates 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.

**Monitoring and reporting**

We 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 2010-2020*.

**Contact for more information**

If you have any feedback or questions about the department’s DSP, you can get in touch via the following contact details.

**Postal address:**
GPO Box 5078
BRISBANE QLD 4001

**Phone:**
13 QGOV (13 74 68)

**Email:**
webfeedback@dsiti.qld.gov.au
## Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability

**Action** – Investigate and develop options to provide disability awareness training to Queensland Government frontline employees and to incorporate disability awareness training into Queensland Government induction programs – whole of government

<table>
<thead>
<tr>
<th>Year 1 2017-2018</th>
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<tr>
<td>Activities/Success measure</td>
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<tr>
<td>• Incorporate disability awareness training in the department when available from the Department of Communities, Child Safety and Disability Services in training programs in DSITI, e.g. induction.</td>
<td>• Encourage employees to complete training to increase disability awareness.</td>
<td>• Encourage employees to complete training that incorporates disability awareness.</td>
</tr>
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</table>

**Overall measure** - *Explore options for disability awareness training to be progressively rolled out to employees*

**Responsible area** - *Corporate*
**Action – Active promotion and participation in Disability Action Week - DSITI**

<table>
<thead>
<tr>
<th>Year</th>
<th>2017-2018</th>
<th>Activities/Success measure</th>
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<tbody>
<tr>
<td>Year 1</td>
<td>Promote and create opportunities for employees to participate in Disability Action Week activities.</td>
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<tbody>
<tr>
<td>Year 2</td>
<td>Promote and create opportunities for employees to participate in Disability Action Week activities.</td>
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<td>Promote and create opportunities for employees to participate in Disability Action Week activities.</td>
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</table>

**Overall measure** - *Active participation in Disability Action Week by DSITI employees.*

**Responsible area** - *Corporate*
## Accessible places and spaces

**Action – Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings.**

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**Overall measure -** All new tenancies and office accommodation is accessible for people with disability.

**Responsible area -** Corporate

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**Year 1 2017-2018 Activities/Success measure**

• Review event management guidelines to ensure the inclusion of guidance to employees regarding accessible venues.

**Year 2 2017-2018 Activities/Success measure**

• Promote the event management guidelines

**Year 3 – 2019-2020 Activities/success measure**

• Promote the event management guidelines.

**Overall measure -** Guidance provided to employees about how to choose an accessible venue for an event or meeting.

**Responsible area -** Corporate
### Accessible information

**Action** – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats – whole of government.

<table>
<thead>
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</table>
| • Promote library resources for people with disability through peak disability bodies and community organisations in a format that is accessible to all communities.  
• Support all DSITI website owners to complete baseline assessment.  
• Ensure requirements are captured in all whole of government templates.  | • Action plan developed with content owners to address non-compliant legacy content.  | • Implementation of stage 1 action plan.  |

**Overall measure** - All new key Queensland Government information/materials are provided in accessible formats. Existing content progressively reviewed and updated.

**Responsible area** - All content producers supported by Digital Productivity and Services – One Stop Shop Strategy and Implementation Office
### Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e pre-recorded video/audio) - whole of Government - DSITI

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<tr>
<td>• Support all DSITI website owners to complete baseline assessment.</td>
<td>• Website Replacement Action plan developed with website owners to address non-compliant DSITI websites to address non-compliant legacy content.</td>
<td>• Implementation of stage 1 website replacement action plan.</td>
</tr>
</tbody>
</table>

**Overall measure** - *All new key website content is accessible and complies with guidelines. Increase in the number of government websites that meet guidelines.*

**Responsible area** - *All content producers supported by Digital Productivity and Services – One Stop Shop Strategy and Implementation Office*

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<tr>
<td>• Consider accessibility guidelines in the DSITI intranet content management strategy and system refresh planning and implementation (including pages, documents and forms).</td>
<td>• Intranet content action plan developed and implemented.</td>
<td>• All new intranet content developed in line with the accessibility guidelines.</td>
</tr>
</tbody>
</table>

**Overall measure** - *Existing intranet content progressively reviewed and updated.*

**Responsible area** - *Corporate*
Action – Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members through the One-Stop Shop Program - DSITI

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<tr>
<td>• Identify high value DSITI services that can be improved and support easy, proactive and personalised experiences for Queenslanders with disability.</td>
<td>• Undertake redesign of high value service.</td>
<td>• Improve awareness &amp; skills in service design for those with a disability.</td>
</tr>
</tbody>
</table>

**Overall measure** - Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability.

**Responsible area** - Digital Productivity and Services
### Welcoming and inclusive communities

**Action – Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland - DSITI.**

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<tr>
<td>• Improve access to Advance Queensland programs through ongoing enhancements to the accessibility of program information, materials and forms.</td>
</tr>
<tr>
<td>• Improve the application experience through the expanded use of digital solutions with specific consideration for the needs of applicants of all abilities.</td>
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<td>• Improve access to Advance Queensland programs through ongoing enhancements to the accessibility of program information, materials and forms.</td>
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**Overall measure** - *Funding of innovative research, development or commercialisation projects which directly assist the disability services sector.*

**Responsible area** – *Strategic Policy and Innovation*

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<td>• Continue to deliver the Advance Queensland Community Digital Champions initiative to encourage Queenslanders, including people with disabilities, to embrace digital technologies and participate online.</td>
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<td>• Continue to deliver the Advance Queensland Community Digital Champions initiative to encourage Queenslanders, including people with disabilities, to embrace digital technologies and participate online.</td>
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**Overall measure** - *Support for people with disability to use digital technologies.*

**Responsible area** – *Digital Productivity and Services*
**Action** – Provide a range of adaptive technology devices to enable people with a disability to use the State Library of Queensland collections and resources onsite - DSITI.

<table>
<thead>
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<tbody>
<tr>
<td></td>
<td>Devices available for visitors with disability to access collections and resources.</td>
<td>An annual Disability Action Plan informed by key stakeholders within the disability community is in place.</td>
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</table>

**Overall measure** - An annual Disability Action Plan informed by key stakeholders within the disability community is in place.

**Responsible area** – State Library of Queensland
Respecting and promoting the rights of people with disability and recognising diversity

**Action** – 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.

### Year 1 2017-2018

**Activities/Success measure**

- Consult with the DSITI Diversity and Inclusion Council for projects and programs as required.

### Year 2 2017-2018

**Activities/Success measure**

- Consult with the DSITI Diversity and Inclusion Council for projects and programs as required.

### Year 3 – 2019-2020

**Activities/success measure**

- Consult with the DSITI Diversity and Inclusion Council for projects and programs as required.

**Overall measure** - *New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.*

**Responsible area** – *All divisions*

**Action** – Government services and funded non-government services provide access to language, translating and communication services.

### Year 1 2017-2018

**Activities/Success measure**

- Consult with the service areas of the department to audit the availability of language, translating and communication services for Queenslanders accessing our services.

### Year 2 2017-2018

**Activities/Success measure**

- Implement recommendations to ensure access to services.

### Year 3 – 2019-2020

**Activities/success measure**

- Implement recommendations to ensure access to services.

**Overall measure** - *Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.*

**Responsible area** – *Digital Productivity and Services*
Employment

Leading the way – increasing opportunities in the Queensland public sector

Action – Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand – Whole of government.

**Year 1 2017-2018**

**Activities/Success measure**
Implement actions from the DSITI Diversity and Inclusion Strategy 2017-2018 including:
- Creation of a Diversity and Inclusion Council to understand, work with and reflect the voice of our employees.
- Investigate and implement focused programs for employees with a disability.
- Identify and showcase how we support employees with a disability through our social channels.
- Partner with workforce solution providers to facilitate work placements and internships.
- Increase participation in, and encouragement of access to flexible working arrangements

**Year 2 2017-2018**

**Activities/Success measure**
Implement actions from the DSITI Diversity and Inclusion Strategy 2017-2018 including:
- Investigate and implement focused programs for employees with a disability (for example Dandelion Project).
- Identify and showcase how we support employees with a disability through our social channels.
- Partner with workforce solution providers (for example WorkFocus) to facilitate work placements.

**Year 3 – 2019-2020**

**Activities/success measure**
- Implement actions from the DSITI Diversity and Inclusion strategy.

**Overall measure** - The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.

**Responsible area** – Corporate
Year 1 2017-2018 Activities/Success measure
• Partner with the National Disability Recruitment Coordinator to audit and update recruitment and selection tools, procedures and practices to reduce the barriers for people with disability.

Year 2 2017-2018 Activities/Success measure
• Continue to review, develop and implement processes and programs to reduce barriers for people with disabilities to have opportunities for employment with DSITI.

Year 3 – 2019-2020 Activities/success measure
• Continue to review, develop and implement processes and programs to reduce barriers for people with disabilities to have opportunities for employment with DSITI.

Overall measure - The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.

Responsible area – All divisions – Corporate to lead

Year 1 2017-2018 Activities/Success measure
• Establish a DSITI champion to encourage and promote programs, initiatives, events and outcomes the support people with disability. The role contributes towards ensuring that considerations for people with disability are an inherent part of DSITI’s core business and building a diverse and inclusive workplace.

Year 2 2017-2018 Activities/Success measure
• DSITI disability champion:
  o Assists, aids and supports progress for the initiatives
  o Builds knowledge and understanding
  o Encourages and promotes awareness
  o Advocates, supports and champions for people with disability

• Enables strategic partnerships to support effective two-way dialogue and environmental scanning across the department regarding activities associated with outcomes for people with disability

Year 3 – 2019-2020 Activities/success measure
• DSITI disability champion:
  o Assists, aids and supports progress for the initiatives
  o Builds knowledge and understanding
  o Encourages and promotes awareness
  o Advocates, supports and champions for people with disability

• Enables strategic partnerships to support effective two-way dialogue and environmental scanning across the department regarding activities associated with outcomes for people with disability

Overall measure - The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.

Responsible area – All divisions – Corporate to lead
Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development

Action - 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 – whole of government.

Year 1 2017-2018
Activities/Success measure
• Consult with the Diversity and Inclusion Council on whole of department programs.

Year 2 2017-2018
Activities/Success measure
• Consult with the Diversity and Inclusion Council on whole of department programs.

Year 3 – 2019-2020
Activities/success measure
• Consult with the Diversity and Inclusion Council on whole of department programs.

Overall measure – Increased participation of people with disability in consultation. Options for engagement promoted.

Responsible area – All divisions

Action - Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions – whole of government.

Year 1 2017-2018
Activities/Success measure
• Establish the DSITI Diversity and Inclusion Council.
• Department attended whole-of-government DSP workshop with Queensland and Regional Disability Advisory Council.

Year 2 2017-2018
Activities/Success measure
• Consult with the DSITI Diversity and Inclusion Council on implementation of internal DSP initiatives.

Year 3 – 2019-2020
Activities/success measure
• Consult with the DSITI Diversity and Inclusion Council on implementation of internal DSP initiatives.

Overall measure – Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community.

Responsible area – All divisions – Corporate to lead
Action - Implement the Queensland Youth Strategy: ‘Building young Queenslanders for a global future’ to improve opportunities and address challenges that young people face, including young people with disability and young carers – Whole of government.

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<tbody>
<tr>
<td>● Implement departmental actions that support youth employment.</td>
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</table>

**Overall measure** – *Publication of an annual youth statement showcasing successes and reporting and implementation of actions.*

**Responsible area** – *All divisions – Corporate to lead*