

Disability Service Plan 2017-20

Revised: June 2018



Message from the Director-General

Our department is committed to providing inclusive services and products and to upholding the human rights of people with disability. We are also committed to promoting choice and participation, and addressing the barriers people with disability may experience in accessing and contributing to community life. As a department, we will continue to promote the rights of Queenslanders with disability, and to build our staff capability in delivering responsive services.

This revised Disability Service Plan 2017-20 incorporates actions from services that transferred to the Department of Housing and Public Works following machinery of government changes in December 2017 and February 2018. The transferred actions are from:

- the former Department of National Parks, Sport and Racing
- the former Department of Science, Information Technology and Innovation.

The *Queensland Housing Strategy 2017-2027*, the *Queensland Building Plan 2017*, *Backing Queensland Jobs: Queensland Government Procurement Strategy 2017*, *Digital 1st Advancing our digital future: The Queensland Government digital strategy for 2017-2021* and the forthcoming Queensland Sport and Active Recreation Strategy 2019-2029 provide a strong foundation from which to respond to the current and future needs of people with disability. We are also using existing and emerging digital technologies to improve the delivery of services to Queenslanders - where, when and how citizens want to access public services. We are working with partners to develop the digital literacy and digital inclusion of people with disability and other disadvantaged Queenslanders. We will also contribute to the larger government response across the state by closely collaborating with our agency partners and stakeholders in delivering actions in the *All abilities Queensland: opportunities for all – State disability plan 2017-20*.

We know choice and control over housing is critical for people with disability, and is fundamental to achieving the intent of the National Disability Insurance Scheme (NDIS). The Housing Strategy is underpinned by a person-centred approach to build better futures for all Queenslanders, and includes a \$1.6 billion Housing Construction Jobs Program that will build more than 5,000 additional social and affordable homes over 10 years. This Program will provide the opportunity to deliver innovative and inclusive housing for people with disability. As the lead agency for building policy and legislation in Queensland, we are also focused on the building design features that encourage more inclusive communities and more accessible places and spaces.

It is our responsibility to ensure our Disability Service Plan 2017-20 responds to what people told us they needed through the Housing Strategy and Queensland Building Plan and sport and recreation consultations. I am committed to creating and maintaining a diverse and inclusive workforce and reducing barriers for people with disabilities to engage and work with our department.

As we move forward, we will continue to seek to make a difference in the lives of all Queenslanders.

Liza Carroll

Director-General, June 2018

About the Department

What do we do?

We unify a diverse range of services to benefit Queenslanders and support Government service delivery including housing and homelessness, building policy, public works, sport and recreation, digital and information technology and government corporate services. Our vision is to work together with respect and compassion to influence change and deliver responsive services that build a healthy and connected Queensland.

Our values form the foundation of our work and our culture. We value customers first, putting ideas into action, unleashing potential, being courageous, empowering people and maintaining a healthy and safe workplace.

Who are our clients and stakeholders?

- Our clients are Queenslanders most in need to access housing and homelessness assistance. We also help thousands of low income earners to enter and remain in the private rental market
- We provide policy, programs and services to encourage more Queenslanders to participate in sport and active recreation
- We support other government agencies by providing policy, advice and services in the areas of construction, asset and facilities management, procurement, fleet management and digital government services
- The building and construction industry are key stakeholders for our work in developing and administering building related legislation and codes.

What are our objectives?

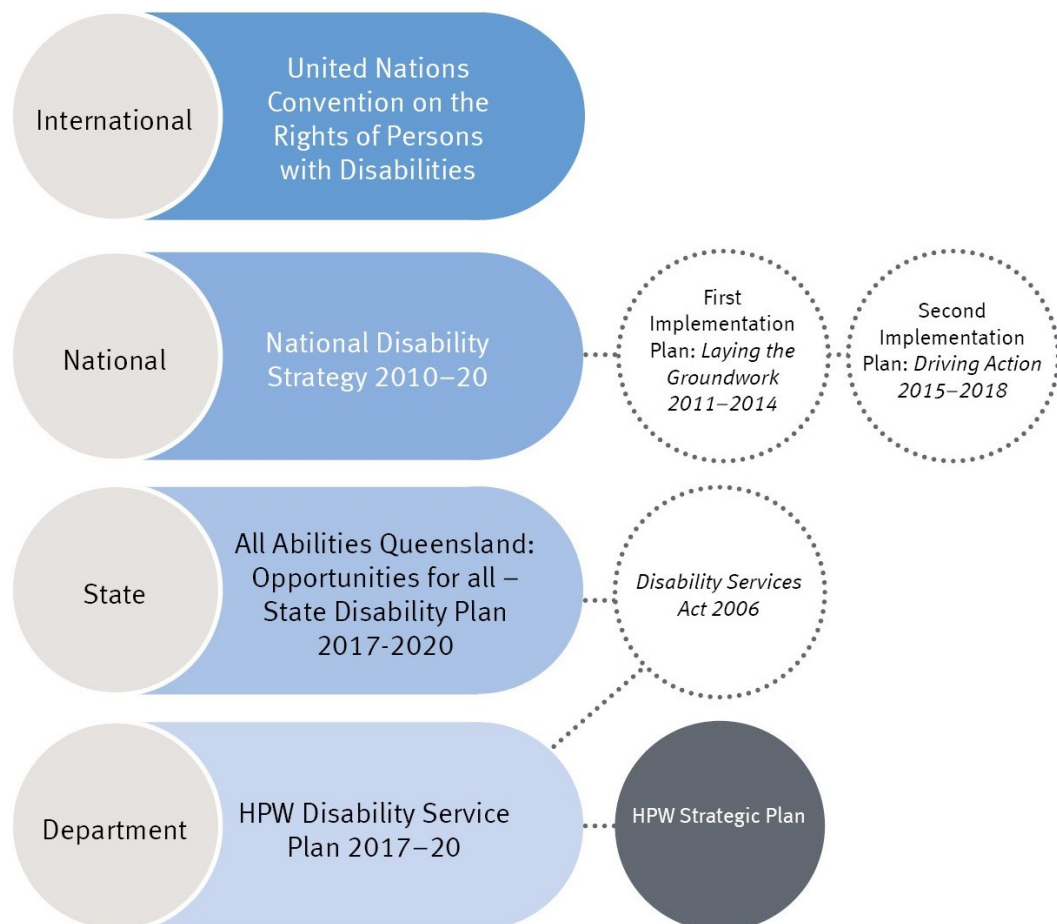
Our strategic objectives are to achieve:

- Services for Queenslanders: We advance Queensland through responsive services that are citizen-centric, integrated, accessible and easy to use to benefit people and their communities
- Services for Government: We advance Queensland through responsive services that make it easier to do business with the Queensland Government and support government agencies to efficiently deliver their services to Queensland
- Strategy and Policy: We advance Queensland through future facing policy that leads to evidence based reforms, encourages innovation to achieve change and delivers a more responsive government
- A unified organisation: A citizen-centric organisation that is responsive, collaborative and a great place to work.

About Disability Service Plans (DSPs)

The *Disability Services Act (Qld) 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/agencies to develop and implement a DSP. DSPs 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.

The Disability Planning Context



The *United Nations Convention on the Rights of Persons with Disabilities* (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. DSPs and the state disability plan contribute to meeting the Queensland Government’s obligations under the Convention.

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, which includes six priority areas for action, 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. *Driving Action 2015-2018* builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort relating to the NDIS transition, improving employment outcomes, improving outcomes for Aboriginal and Torres Strait Islander people with disability and communication activities.

DSPs and the state disability plan also complement Queensland’s 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 to ensure mainstream services are responsive and accessible to Queenslanders with disability.

All Abilities Queensland: opportunities for all (State Disability Plan 2017-2020) sets a vision of ‘Opportunities for all Queenslanders’ and outlines five priority areas to guide action by Queensland Government and encourage others to act to bring the plan to life. DSPs detail actions that align to these priority areas. DSPs also align with agency strategic plans.

What is our DHPW disability service policy position?

People matter and are at the heart of what we do. We support Queensland's economic wellbeing and contribute to improving the quality of life for people and communities. The department is proud to play a key role in the achievement of Queensland Government objectives, including to:

- be a responsive Government to make it easier for citizens to access and use government services and to do business with government
- create jobs in a strong economy through significant building and public works programs
- keep Queenslanders healthy through sport and recreational activities
- keep communities safe by focusing on opportunities for vulnerable young Queenslanders.

This disability service policy statement guides our commitment to:

- ensuring people with disability are able to exercise rights, choice, inclusion and control over their housing, living arrangements and participation in the community. This is in line with the Housing Strategy and the intent of the National Disability Strategy 2010-2020 and NDIS. In working together with our partners and stakeholders to deliver the actions in this plan, we support the state disability plan vision of 'Opportunities for all Queenslanders'. We will do this by:
 - adopting the social model¹ of disability, which recognises that 'disability' arises from physical, social, attitudinal and organisational barriers and is not the inevitable result of a person's impairment
 - ensuring the rights of people with disability are respected, valued and supported
 - increasing opportunities for participation, inclusion, choice and control
 - ensuring greater housing security by promoting separation of the provision and management of housing from the provision and management of paid support
 - providing assistance that encourages and increases personal independence and fosters full participation of people with disability in society
 - working with important people in the lives of people with disability, including families, carers and substitute decision makers
 - changing practices to increase physical and information accessibility
 - raising awareness and building staff capabilities in delivering services for people with disability
 - investing in staff by making our department inclusive and attractive to employing, developing and retaining people with disability
- ensuring people with disability are able to exercise rights and choice when using digital technologies in accessing state government services
- promoting active lifestyles by encouraging participation in sporting and recreational opportunities in accessible facilities for all Queenslanders including people with disabilities.

¹ National Disability Strategy 2010-2020.

How will the plan be monitored and reported?

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. The DSP will be reviewed annually with milestones and measures updated each year.

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*.

Who to contact for more information and other languages or format?

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you wish to provide feedback on this plan, or require an interpreter to communicate the Disability Service Plan, or require the document in an alternative format, please contact us by either email feedback@hpw.qld.gov.au or telephone 13 QGOV (13 74 68) and ask for Governance, Planning and Performance, Department of Housing and Public Works, and we will arrange assistance for you.

The department's contact details are: 1 William Street, Brisbane Qld 4000; or GPO Box 2457, Brisbane Qld 4001
Phone: 13 QGOV (13 74 68) Email: feedback@hpw.qld.gov.au

Glossary – what do these acronyms mean?

DCDSS	Department of Communities, Disability Services and Seniors
DHPW	Department of Housing and Public Works
DSP	Disability Service Plan
DSITI	Department of Science, Information Technology and Innovation
NDIS	National Disability Insurance Scheme
QBP	Queensland Building Plan

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State Disability Plan focus area: Communities for all

Our goal: 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

DHPW will focus on:

Accessible places and spaces

Our intended outcomes:

-  Physical accessibility
-  Inclusion
-  Choice

Actions

DHPW specific actions

Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code

Action success measure

Responses to QBP proposals considered and QBP Consultation Paper published

Responsible area

Building Policy and Asset Management

Whole of government actions – DHPW will contribute to

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 (led by DCDSS)

Guidance provided to staff about how to choose an accessible venue for an event or meeting

Building Policy and Asset Management
Portfolio Strategy

Actions

Whole of government actions – DHPW will contribute to

Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (led by DCDSS)

All new key Queensland Government information / materials are provided in accessible formats

Portfolio Strategy
Digital Technology and Services

Existing content progressively reviewed and updated

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) (DHPW support)


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

Portfolio Strategy
Digital Technology and Services

DHPW will focus on:

Accessible information

Our intended outcomes:

-  Information accessibility


State Disability Plan focus area: Communities for all

Our goal: 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

DHPW will focus on:

Accessible information

Our intended outcomes:

 Information accessibility

Actions

DHPW specific actions

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

Action success measure

Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability

Responsible area

Portfolio Strategy

DHPW will focus on:

Welcoming and inclusive communities

Our intended outcomes:

 Inclusion

Actions

Whole of government actions – DHPW contribution

Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland – (DHPW support)

Action success measure

Support for people with disability to use digital technologies

Responsible area

Portfolio Strategy

DHPW specific actions

Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport

Communication with relevant organisations, encourage application under grant programs and direct to supporting information to assist them

Housing, Homelessness and Sport

Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations

Communication with relevant organisations, development and distribution of relevant materials

Housing, Homelessness and Sport

State Disability Plan focus area: Communities for all

Our goal: 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

DHPW will focus on:

Changing attitudes and breaking down barriers by raising awareness and capability

Our intended outcomes:

 Awareness

Actions

Action success measure

Responsible area

DHPW specific actions

Improve staff awareness and understanding of people with disability and carers through promoting celebratory days that promote the human rights of people with disability

Celebratory days and Disability Service Plan promoted within the department

Portfolio Strategy

Whole of government actions – DHPW contribution

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 (led by DCDSS)

Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs

Corporate Services

Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs

Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (led by DCDSS)

Increased awareness among clients of disability access and where to find resources to support them

Housing, Homelessness and Sport




State Disability Plan focus area: Communities for all

Our goal: 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

DHPW will focus on:

Respecting and promoting the rights of people with disability and recognising diversity

Our intended outcomes:

-  Awareness
-  Inclusion
-  Information accessibility

Actions	Action success measure	Responsible area
DHPW specific actions		
Where appropriate, DHPW internal corporate policies consider the needs or interests of staff with disability and carers	DHPW internal corporate policies demonstrate where appropriate, the needs or interests of people with disability and carers have been considered	Portfolio Strategy All divisions
Whole of government actions – DHPW contribution		
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 (led by DCDSS)	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	Portfolio Strategy All divisions
Government services and funded non-government services provide access to language, translating and communication services (led by DCDSS)	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	Housing, Homelessness and Sport Portfolio Strategy Digital Technology and Services



State Disability Plan focus area: Employment

Our goal: Queenslanders with disability have increased access to employment opportunities

DHPW will focus on:

Leading the way – increasing opportunities in the Queensland public sector

Our intended outcomes:

-  Opportunities
-  Awareness

Actions

Whole of government actions – DHPW contribution

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 (led by Public Service Commission)

Action success measure

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



Responsible area

Corporate Services

DHPW will focus on:

Increasing employment opportunities for Queenslanders with disability

Our intended outcomes:

-  Opportunities
-  Awareness

Actions

Whole of government actions – DHPW contribution

Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment (led by DCDSS)

Action success measure

Information, resources and good practice case studies uploaded to the dedicated website

Responsible area

Portfolio Strategy




State Disability Plan focus area: Everyday Services

Our goal: Queenslanders with disability have the same opportunities as everyone else in the community to access services, as housing, health, transport, disability and community services, and justice and community safety are accessible and responsive to their needs.

DHPW will focus on:

Housing

Our intended outcomes:

-  Inclusion
-  Choice
-  Physical accessibility

Actions

DHPW specific actions

Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy

Action success measure

A housing strategy and QBP Consultation Paper published

Responsible area

Building Policy and Asset Management
Housing, Homelessness and Sport

Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs

Housing Strategy is published
Housing Strategy Action Plan supports person-centred approaches to housing assistance

Housing, Homelessness and Sport

Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants

Ensure all new social and government employee housing projects are built in consideration of *Livable Housing Design Guidelines*

50% of new social housing built in consideration of livable housing guidelines

Housing, Homelessness and Sport

All new government employee housing built in consideration of livable housing guidelines

Building Policy and Asset Management

Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy

Continuation of Home Assist Secure (HAS) program and Queensland State-wide Tenant Advice and Referral Service (QSTARS)
Continuation of RentConnect program

Housing, Homelessness and Sport

State Disability Plan focus area: Everyday Services


Our goal: Queenslanders with disability have the same opportunities as everyone else in the community to access services, as housing, health, transport, disability and community services, and justice and community safety are accessible and responsive to their needs.

Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability	Best practice housing solutions and case study examples published Guidelines for housing providers developed	Housing, Homelessness and Sport
Develop policy positions on housing access, quality and safeguards and new supply, that improve housing choice for people with disability and influence national implementation and guide state roll-out of the National Disability Insurance Scheme	Meetings of the Reform Leaders' Group Sub-committee on Housing held Recommendations provided to the NDIS Reform Leader's Group on improving housing choice for people with disability including quality and safeguards Inter-agency Action Plan developed Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers).	Housing, Homelessness and Sport
Ensure key quality and safeguards, including the separation of housing and support are considered as part of the broader review of the <i>Housing Act 2003</i> , the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and the <i>Residential Services (Accreditation) Act 2002</i>	Legislative reviews included consideration of quality and safeguards	Housing, Homelessness and Sport

DHPW will focus on:

Disability and community supports

Our intended outcomes:

 Inclusion

Whole of government actions – DHPW contribution

Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (led by DCDSS)	All existing eligible clients transition and access services through the NDIS by 30 June 2019	Housing, Homelessness and Sport
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State Disability Plan focus area: Leadership and Participation

Our goal: 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

DHPW will focus on:

Inclusion in consultation, decision making and leadership development

Our intended outcomes:

-  Inclusion
-  Opportunity

Actions

Whole of government actions – DHPW contribution

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 (led by DCDSS)

Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (led by DCDSS)

Existing leadership programs are accessible and inclusive of Queenslanders with disability (led by DCDSS)

Action success measure

Increased participation of people with disability in consultation
Options for engagement promoted

Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting

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

Portfolio Strategy
All divisions

Housing, Homelessness and Sport
All divisions

Corporate Services