

Disability Service Plan 2022–25

Department of Communities, Housing and Digital Economy

A 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 promote choice and participation and continue to address the barriers people with disability experience in accessing and contributing to community life. As a department, we continue to improve services, with and for Queenslanders with disability, and build our staff capability in delivering timely and responsive place-based services.

[Brisbane 2032](#) aspires to create a legacy for the people of Queensland and Australia by leveraging the Olympic and Paralympic Games as a catalyst to enhance social, economic, and environmental outcomes for our communities. The plan supports local development and creates a legacy for the future whilst promoting social inclusion and equity.

Queensland needs an additional 10,000 digital professionals by 2024. Through the Digital Professional Workforce Action Plan, our department will widen the digital workforce by skilling, upskilling and reskilling Queenslanders entering the workforce and by attracting new and more diverse cohorts, including Queenslanders with disability, into traditional and emerging industries. Digital inclusion of people with a disability is a key focus area of the plan. Co-design with Disability Peak bodies and industry will facilitate programs that will identify and support Queenslanders with a disability through awareness and training opportunities.

The [Queensland Housing Strategy 2017–2027](#), supported by the [Queensland Housing and Homelessness Action Plan 2021–2025](#) and [Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023](#), and together with our [Creative Together 2020–2030: a 10–Year Roadmap for arts, culture and creativity in Queensland](#), provides a strong foundation from which to respond to the current and future needs of people with disability.

We will also contribute to a larger government response by closely collaborating with other jurisdictions and our agency partners and stakeholders in delivering actions in [Australia's Disability Strategy 2021–2031](#) (ADS) and the [Queensland's Disability Plan \(QDP\) 2022–27](#).

A stable home that is safe, affordable, and accessible, is fundamental for people with disability to attain positive whole of life outcomes, such as good health and improved social, economic and community participation. The release of the Queensland Housing Strategy was a catalyst for change through service delivery transformation and person-centred services. By understanding a person's individual

circumstances and their goals and aspirations, we can establish connections to the services and support that helps achieve them. Our Housing and Homelessness Action Plan further includes cross-agency actions which respond to the housing needs of people with disability through inclusive housing and increased diversity and supply.

The [Queensland Housing Investment Growth Initiative](#) is a flagship of our Action Plan. We are committed to deliver 6,365 new social housing and additional affordable homes across Queensland. The establishment of a \$1 billion Housing Investment Fund will deliver housing now and well into the future, catalysing new investment and construction activity across our state, delivering a range of housing options to meet the diverse needs of local communities and priority groups. We encourage mixed developments, incorporating a wide range of housing types to address varied housing need and will continue to encourage housing providers to include Specialist Disability Accommodation (fully funded by the provider) into their development proposals to be delivered alongside social housing.

Digital and assistive technologies have the power to greatly improve outcomes for people living with disability. We have a role in creating and facilitating connections between the disability sector and telecommunications carriers, ICT providers and the technology sector to ensure that these opportunities are explored.

Addressing Queensland's digital inclusion challenges and opportunities, particularly for people living with a disability requires commitment from government, peak bodies, industry and business. With the support of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, a series of activities are being undertaken to develop, agree and share practical actions to collaboratively address digital affordability, accessibility, and literacy for people living with disability.

Our Disability Service Plan (DSP) 2022–25 builds on the achievements of our previous plans which included:

- The development of [Housing principles for inclusive communities](#), in partnership with Queensland and Queenslanders with Disability Network (QDN), National Shelter and Griffith University, to guide housing design and service delivery responses for Queenslanders with disability.
- Engaging Tenants Queensland and QDN to develop easy read resources and provide additional case management and service delivery to support people with disability to understand and exercise their rights under Queensland Government COVID-19 residential tenancies response measures.
- Exceeding the 50 per cent target of dwellings delivered, were designed in consideration of the department's gold or platinum standards, tailored to the needs of social housing clients and commensurate with the intent of the Livable Housing Design Guidelines gold and platinum standard.

- Delivering a long-stay health response since 2020, assisting 170 people with disability with complex housing to access longer term social, private rental or specialist disability accommodation.
- Responding to the escalation of pandemic related issues whereby Queensland Health stood up the Disability Rapid Response Group to consider sector wide issues for all disability accommodation providers, including Residential Service operators that meet the disability accommodation provider definition.
- Advocating with Queensland Health on behalf of Residential Service providers to assist them to access vaccinations, personal protective equipment, rapid antigen tests, medical-hospital access, membership to the COVID-19 Disability Working Group and time on the agenda at the Disability Rapid Response Group.

As we move forward, we continue to strive to make a difference in the lives of all Queenslanders. We will do this by ensuring people with lived experience of disability and sector interest groups are at the centre of the department's legislative amendments, policy, service, and product development. Our co-design journey does not stop here – we will promote a shared ownership of the delivery of our actions, which are best achieved by working together.

Clare O'Connor
Director-General

About our department

What do we do?

We provide a diverse range of services to Queenslanders in the areas of housing, communities, digital and arts services.

Our vision is to support thriving communities where all Queenslanders can have a safe and stable place to live and enjoy levels of social and economic wellbeing, supported by a strong digital economy and a vibrant arts sector.

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

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 and grow Queensland's cultural reputation and cultural tourism offering.
- We support other government agencies, businesses, and communities by providing responsive, integrated, and person-centered frontline services that respond to current need and support future aspirations.

What are our objectives?

Our strategic objectives are:

- improving social and economic outcomes for Queenslanders across the State
- ensuring Aboriginal and Torres Strait Islander peoples and culture are central to all engagement, design, and delivery
- integrating proactive frontline services, assistance and programs for Communities, Housing, Digital and the Arts
- supporting a thriving digital economy where Queenslanders, their businesses and communities can transact successfully with Government and each other.

About our Disability Service Plan

Purpose

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 agencies to develop and implement a Disability Service Plan (DSP). The DSP demonstrates our agency has regard to the Act's human rights guiding principles and the government's policies for people with disability. The DSP aims to improve access to the department's services for people with disability, including more coordinated responses with other agencies and stakeholders.

This plan aligns with the QDP: driving the inclusion of people with disability in Queensland and *Australia's Disability Strategy 2021–2031: creating an inclusive community together*. The alignment of the strategy and plans aims to drive targeted actions to improve the lives of people with disability.

Context

People matter, and they are at the heart of what we do.

Globally, over 1 billion people are estimated to experience disability. This corresponds to about 15 percent of the world's population, with up to 190 million people (3.8 percent) aged 15 years and older having significant difficulties in functioning, often requiring health care services. The number of people experiencing disability is increasing due to a rise in chronic health conditions and population ageing¹.

According to the [Australian Network on Disability](#), over 4.4 million people in Australia have some form of disability which is 1 in 5 people. The likelihood of having a disability increases with age and 2 in 5 people with a disability are 54 years or older, and 2.1 million Australians of working age (15–64 years) have disability².

¹ [Disability and health](#), World Health Organisation, 24 November 2021

² Australian Bureau of Statistics (ABS) 2016, 4430.0. [Survey of Disability, Ageing and Carers 2015](#), viewed 8 November 2019

We support Queensland's economic wellbeing and contribute towards improving the quality of life for people and communities. The department contributes to the Queensland Government's objectives for the community by delivering policies, programs and services which support the creation of jobs, backing small businesses and frontline services, investing in skills, building safe, caring, and connected communities and growing the regions.

The pandemic accelerated the rate of digital transformation across Australia and through the Digital Professional Workforce Action Plan, Queensland is committed to widening and growing its professional digital workforce by attracting people with disability through targeted awareness and skilling initiatives.

A stable home that is safe, affordable, and accessible is often a prerequisite to steady employment, education, and social inclusion. Yet too often, people with disability aren't given a fair go when it comes to choosing from the housing options available to them. Many are stuck in accommodation, not of their choice, with limited control over their life and are denied the basic housing rights afforded to people without disability in our community. People with disability are more likely to experience homelessness, poverty, and housing affordability stress, live in poor quality or insecure housing, experience domestic and family violence, face difficulties accessing the private market and are under-represented in-home ownership³. Many people with disability rely on the Disability Support Pension as their main source of income which puts some housing options out of their reach. Housing affordability and lack of accessible housing is a real concern for people with disability.

That is why we engaged Queenslanders within the Disability Network from March to June 2022 to lead a co-design process to inform the development of a new disability housing action plan, *Partnering for inclusive housing with people with disability in Queensland*, due for release in 2023. Partnering for inclusive housing will set the strategic framework that will contribute towards the joint delivery of the following Housing and Homelessness Action Plan commitments:

- 12.1 Co-design housing responses with people with disability and peak and expert organisations.
- 12.2 Work with the National Disability Insurance Agency (NDIA) to assist Queenslanders to access and maximise National Disability Insurance Scheme (NDIS) packages and Specialist Disability Accommodation (SDA).
- 12.3 Work across government and the sector to deliver integrated responses that increase the diversity and supply of housing for people with disability.

Partnering for inclusive housing will also be a mechanism to deliver Queensland's contribution towards *Australia's Disability Strategy 2021–2031*, QDP and findings and recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability from a housing perspective.

³ AHURI, Wiesel, Laragy et al (2015), Moving to my home: housing aspirations, transitions and outcomes of people with disability

Our agency's inclusion commitment

The department's DSP is based on the social model of disability which recognises attitudes, practices and structures can be disabling and act as barriers that prevent people from fulfilling their potential and exercising their rights as equal members of the community. The department recognises the importance of designing appropriate responses for intersectionality and people with multiple identities – including First Nations people, people who identify as LGBTIQ+ and people from culturally and linguistically diverse backgrounds through acknowledging the importance of equity and diversity.

The DSP is also underpinned by the [Housing principles for inclusive communities](#) which align with the intent of international, national and state disability legislation, strategies and policies, including the United Nations Convention on the Rights of Persons with Disability, Australia's Disability Strategy 2021–2031, National Disability Insurance Scheme and the QDP. The principles of rights, choice, control, and inclusion ensure that people with disability are empowered and supported to make informed decisions about their housing, living arrangements and support. The principles were developed in partnership with the Queenslanders with Disability Network, National Shelter and Griffith University and are based on the lived experience, housing needs and aspirations of people with disability.

We commit to:

- ensure that people with disability have the same rights and equality of opportunities in accessing services as other members of society and are encouraged and supported to exercise those rights
- consider individual circumstances, including cultural and geographical issues when responding to the needs and aspirations of people with disability
- provide assistance in a way which encourages and increases personal independence and fosters the inclusion and full participation of people with disability in our society and workforce
- provide assistance for people with disability that meets their needs, contributing to a safer environment for clients where they may live their lives free from violence, abuse, neglect, and exploitation
- consider the needs of people with disability who may experience additional barriers based on gender, sexual orientation, ethnic origin, cultural background, or location
- have sufficient regard to the needs of families, carers, guardians, and advocates of people with disability, as appropriate
- provide services in a safe and accessible built environment, appropriate to the needs of people with disability
- encourage the separation of the provision of housing and support so that no single provider exercises control overall, or most, aspects of a person's life.

We are also committed to co-create inclusive communities and digital platforms with the voice and experience of people with disability at the centre. We know we will only achieve a shared vision for an inclusive Queensland if we listen to, and act upon, the voices of people with disability. By working together,

across Government agencies, community organisations, peak agencies, housing providers and with people with disability, their families and/or decision makers, we will make sure people with disability have the same opportunities as people without disability, and they have a suitable house to come home to in a community of their choice.

Together, with our partners and stakeholders, we will design and deliver the actions in this plan.

Progress reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the QDP. The department's DSP will be reviewed annually with milestones and measures updated each year.

Queensland Government agencies (only includes agencies with disability housing action plan actions) have agreed to include relevant housing related actions from *Partnering for inclusive housing with people with disability in Queensland* into their DSPs. This means that once Partnering for inclusive housing is released in 2023, select Government agencies, including our department, will make a subsequent update to DSPs to reflect this.

The aim is to streamline monitoring and reporting as much as possible, making it meaningful, but not onerous. This means adopting a 'report once', use multiple times approach. Leveraging reporting on Partnering for inclusive housing through this DSP and other agency DSPs will avoid duplication of effort.

Information from the annual progress reports on DSPs and the QDP will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the [Australia's Disability Strategy 2021–2031](#).

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 CORGPR@chde.qld.gov.au or telephone **13 QGOV (13 74 68)** and ask for Governance, Planning and Reporting, Strategy and Corporate Services, Department of Communities, Housing and Digital Economy, and we will arrange assistance for you.

The department's contact details are:

1 William Street, Brisbane Qld 4000
GPO Box 2457, Brisbane Qld 4001
Phone: 13 QGOV (13 74 68)
Email: COR.GPR@chde.qld.gov.au

Glossary – what do these acronyms mean?

DSDSATSIP	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islanders Partnerships
DCHDE	Department Communities, Housing and Digital Economy
DSP	Disability Service Plan
NDIS	National Disability Insurance Scheme
ADS	Australian Disability Strategy
QDP	Queensland's Disability Plan

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Our actions

Our action plan consists of three key layers:

- Building Blocks: the key things that are most important to people with disability
- Impact Areas: the key impacts for people with disability from our actions; and
- Outcome Areas: aligning our actions with ADS objectives and policies.

Building Blocks

The Building Blocks of the QDP have guided us in identifying the things we need to do to work towards the things that are most important to people with disability in Queensland in creating an inclusive community together. Together, we will:

- co-design: we do things with people with disability, not to them or for them
- measurement of outcomes and impact: we set clear targets and we measure if we reach them
- consideration for Human Rights: we will promote and protect the rights of people with disability in everything we do
- cultural and systems change: we will grow inclusion from within our department by removing barriers embedded in structures and systems.

Co-design

The department is committed to co-design in a true sense. Not just as part of planning, but as we deliver actions and solutions on the ground. We reaffirmed our Housing and Homelessness Action Plan commitment to co-design housing responses with people with disability and peak and expert organisations by engaging QDN to lead a co-design process to inform Partnering for inclusive housing.

The co-design process proved successful and is setting the precedent for co-design processes with other cohorts through the Housing Action Plan and across the broader department. Through the co-design workshops, collaborative priority actions were identified for Partnering for inclusive housing that will achieve good housing outcomes for people with disability. The department will continue to refine its co-design processes throughout the implementation of this plan.

Measurement of outcomes and impact

The information in this plan is inclusive of the building blocks for the plan and impact areas of our actions, at a department and state level achieve more inclusive outcomes for Queenslanders with disability and achieve the objectives of the Australia's Disability Strategy and outcomes.

A monitoring and evaluation framework will measure the strength of Partnering for inclusive housing and resulting impacts. Measures and indicators will align with key disability and housing and homelessness monitoring and evaluation processes to ensure streamlined reporting for agencies. The department will report on actions from Partnering for inclusive housing that it is leading through the DSP. Further, housing-related actions in Partnering for inclusive housing being led by other agencies will be embedded within, and reported through, their agency DSPs.

Human Rights

The DSP aligns with the 'United Nations Convention on the Rights of Persons with Disabilities (CRPD) Article 19 – Living independently and being included in the community' by promoting that:

- a) persons with disability have the opportunity to choose their place of resident and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement
- b) persons with disability have access to a range of in-home, residential, and other community support services, including personal assistance necessary to support living and inclusion in the community and to prevent isolation or segregation from the community
- c) community services and facilities for the general population are available on an equal basis to persons with disability and are responsive to their needs.

The DSP is compatible with the rights protected by the [Human Right Act 2019](#) (Qld), in particular: Strengthening the right to Freedom of Movement including the right to choose where to live (section 19):

- the department promotes the separation of housing and disability supports. This reduces the risk of conflict of interests that arise where the same organisation provides both housing and supports for the same person(s). People with disability are placed at increased risk of violence, abuse, neglect, and exploitation when receiving accommodation and supports from a single provider. Further, they may be reluctant to report conduct or change their support provider without fear of also losing their home (or vice versa).
- the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability noted a lack of choice and control can lead to violence, abuse, neglect, and exploitation in group homes and may also prevent people with disability leaving abusive or neglectful living situations. The department will empower people with disability have meaningful choice and control about where they live, who they live with and who comes into their home and when.

The DSP aligns with the United Nations Convention on the Rights of Persons with Disabilities (CRPD) [Article 9: Accessibility](#), and [Article 21: Freedom of expression and opinion and access to information](#), by ensuring departmental information and communication systems are accessible, reliable and responsive.

Cultural and systems change

Achieving inclusive communities for people with disability requires changing how we all work together for better outcomes. That's why we need a shared ownership of delivery of the actions, they can only be achieved, by working together.

Impact Areas

Our actions working with people with disability, the community, and businesses to achieve a more inclusive society, are grouped into four impact areas to show how the department's disability service actions contribute to the QDP and Australia's Disability Strategy (ADS) objectives. The impact areas are:

- Our Service Users
- Our Places
- Our People
- Our Community.

Each action within the impact areas includes a relevant ADS outcome area. By delivering services across these outcome areas, our actions support the interrelationship of our disability service priorities at both Australian and state levels to become a community that is more inclusive of people with disability.

Outcome Areas

The ADS outcome areas represent the areas people with disability have said need to improve in order to achieve the Strategy's vision. The seven outcome areas are:

1. Employment and Financial Security	2. Inclusive Homes and Communities	3. Safety, Rights and Justice	4. Personal and Community Support	5. Education and Learning	6. Health and Wellbeing	7. Community Attitudes
People with disability have economic security, enabling them to plan for the future and exercise choice and control over their lives.	People with disability live in inclusive, accessible, and well-designed homes and communities.	The rights of people with disability are promoted, upheld, and protected, and people with disability feel safe and enjoy equality before the law.	People with disability have access to a range of support to assist them to live independently and engage in their communities.	People with disability achieve their full potential through education and learning.	People with disability attain the highest possible health and wellbeing outcomes throughout their lives.	Community attitudes support equality, inclusion, and participation in society for people with disability.

Each action within the impact areas includes a relevant ADS outcome area consistent with the [ADS Outcomes Framework](#) and [Targeted Action Plans](#). By delivering services across these outcome areas, our actions support the interrelationship of our disability service priorities at both Australian and state levels to become a community that is more inclusive of people with disability.

1. Employment and financial security

Employment Targeted Action Plan – Objective 1: Increase employment of people with disability.

- Support the sector to attract, recruit and retain more people with disability in the Queensland public sector.

Community attitudes Targeted Action Plan – Objective 2: Key professional workforces are able to confidently and positively respond to people with disability.

- Review the Disability Awareness Training for Queensland public sector to ensure the training content addresses contemporary understanding of inclusion issues and promote across all agencies.

Community attitudes Targeted Action Plan – Objective 3: Increase representation of people with disability in leadership roles.

- Improve representation of people with disability in leadership roles in the Queensland public sector.

2. Inclusive homes and communities

Australia’s Disability Strategy 2021–2031 – Outcome Area: Inclusive Homes and Communities.

- Policy Priority 2: Housing is accessible and people with disability have choice and control about where they live, who they live with, and who comes into their home.
- Policy Priority 6: Information and communication systems are accessible, reliable and responsive.

3. Safety, Rights and Justice

Safety Targeted Action Plan – Objective 1: Build capability to identify and respond to risk and protective factors resulting in a person with disability experiencing, or possibly being at risk of, harm.

- Implement new and continuing initiatives under the whole-of-Government Prevent. Support. Believe. Queensland’s Framework to address Sexual Violence - Action Plan 2021–22, including strategies to prevent sexual violence through strengthening the capacity of workplaces and institutions to prevent sexual violence, and implementing targeted prevention and early intervention activities tailored for and designed by specific population groups (Priority 1: Prevention).
- Monitor the findings and outcomes arising from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) to improve housing and homelessness policy, legislative and practice improvements.

Safety Targeted Action Plan – Objective 3: Strengthen the design of all government service systems and the supports they provide for people with disability at risk of harm.

Emergency Management Targeted Action Plan – Objective 2: Ensure inclusive disaster/emergency management, preparedness and recovery planning processes support the health and wellbeing of people with disability before, during and after emergencies.

7. Community attitudes

Community attitudes Targeted Action Plan – Objective 4: Improving community attitudes to positively impact on Policy Priorities under the Strategy.

Actions by Our Service Users

Our services are designed to be inclusive of all people, provide person centred user experiences and be safe and of high-quality appreciating that people with disability have different levels of digital literacy, access to technology and connectivity that impact on their inclusion, see action table below:

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 1 – Identify and respond to risk and protective factors				
Review of departmental policy and procedure for identifying and referring concerns when a person with disability may be at risk of harm to ensure they are evidence based and that service delivery staff are supported to recognise, prevent, and minimise abuse, neglect, and exploitation. (S1.2)				
Appropriate referrals are made, and action taken whenever risk of harm is identified	Housing and Homelessness	1 year	3. Safety, Rights and Justice	Safety Targeted Action Plan – Objective 1
Action 2 – Service accessibility				
Support DCYJMA by promoting service accessibility and assistance from lead agencies. Promoting the whole-of-government position statement on sexual violence. All DCHDE staff to complete the Recognise, Refer training module. Identify training that could be offered to enable Housing and Homelessness frontline, program, and policy staff to improve responsiveness to people with disability experiencing sexual violence. (S1.5)				
Evidence of promotion of support	Strategy and Corporate Services	3 years	3. Safety, Rights and Justice	Safety Targeted Action Plan – Objective 1
Evidence of promotion	Strategy and Corporate Services			
Percentage of staff who have completed training (target 95%)	Strategy and Corporate Services			
Workplaces are better equipped to prevent and respond to people with disability impacted by sexual violence	Housing and Homelessness			
Evidence of workforce training (e.g., training sessions or materials) on risk factors and targeted, trauma-informed responses	Housing and Homelessness			

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 3 – Design and deliver accessible digital services				
Digital services and content (i.e. information and communication systems) comply with Queensland Government digital service policies, standards and guidelines, and Web Content Accessibility Guidelines 2.0 (WCAG) (AA level) and are progressing toward WCAG 2.1 (AA level) compliance, in line with Digital service policy timeframes, so they are accessible and inclusive of all users regardless of their ability and environment.				
<p>All new digital services and content are accessible, including accessible alternative formats and transcripts and captions for time-based media.</p> <p>Existing digital services and content are progressively reviewed and updated, in line with the accessibility requirements of Queensland Government digital service policy and timeframes.</p> <p>Increase the number of existing DCHDE digital services that are accessible.</p>	Strategy and Corporate Services, Queensland Government Customer and Digital Group, Arts Queensland	3 years	2. Inclusive Homes and Communities	Australia's Disability Strategy 2021–2031 – Outcome Area: Inclusive Homes and Communities – Policy Priority 6
Provide an accessibility guide to build staff awareness and support delivery of accessible digital services and content.	Comms and Engagement	3 years	2. Inclusive Homes and Communities	Australia's Disability Strategy 2021–2031 – Outcome Area: Inclusive Homes and Communities – Policy Priority 6

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 4 – Strengthen design of government service systems				
Capture housing related issues, findings and recommendations arising from the Disability Royal Commission to contribute towards strengthening policy, legislative practice reform.				
People with disability in group homes and congregate settings (including residential services) have increased safeguards in place	Housing and Homelessness	3 years	3. Safety, Rights and Justice	Safety Targeted Action Plan – Objective 3
Action 5 – Raise awareness of tenants living in public housing				
Undertake initiatives through the TenantConnect program for public housing tenants to increase visibility and understanding of people with disability, including digital channels such as web content and social media. Tenant stories shared via web content and social media during Disability Action Week - annually. Raise awareness and promote community services and initiatives that support and encourage people with disability living in public housing to connect with their community. (CA4.3)				
Web and social media analytics to evaluate the effectiveness and reach of content.	Housing and Homelessness, Strategy and Corporate Services	3 years	7. Community Attitudes	Community attitudes Targeted Action Plan – Objective 4

Actions by Our People

We recognise the importance and value of social and economic participation by people with disability, by developing inclusive workplaces and workforces to build workforce participation of people with disability, which will help build financial security.

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 6 – Inclusive recruitment and selection processes and implement				
Develop options for more Inclusive recruitment and selection processes and practices including:				
<ul style="list-style-type: none"> • Develop guide for panel members on how to undertake inclusive recruitment and selection. • Implement panel training that builds capability to support inclusive recruitment and selection. 				
No of initiatives undertaken to build inclusive recruitment and selection practices	Strategy and Corporate Services	3 years	1. Employment and Financial Security	Employment Targeted Action Plan – Objective 1
Action 7 – Digital skills development program				
Work towards inclusion in the Digital Professional Workforce Plan a digital skills awareness and development programs for people with disability.				
Number of people with disability participating in digital skills awareness and training designed to improve employment options.	Queensland Government Customer and Digital Group	3 years	1. Employment and Financial Security	Employment Targeted Action Plan – Objective 1
Action 8 – Disability awareness training				
All DCHDE staff to complete the SBS Disability training module.				
Percentage of staff who have completed training (target 95%)	Strategy and Corporate Services	2 years	1. Employment and Financial Security	Community attitudes Targeted Action Plan – Objective 2

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 9 – Pilot program				
Implement an employment program to recruit neurodiverse people to roles within DCHDE (including but not limited to IT, digital and cyber security). The program will use appropriate assessment techniques and provide on the job support for successful applicants and teams. Work towards inclusion in the Digital Professional Workforce Plan a digital skills development program for neurodiverse people.				
Report on the success of the pilot neurodiversity employment program commenced in 2022. Increase the percentage of new employees to DCHDE's workforce, identified as having a disability (specifically a focus on neurodiverse people) Details of people with disability who undertake digital skills training as part of the initiatives of DPWP can be shared with CHDE workforce recruitment for action	Queensland Government Customer and Digital Group	1 year and 3 years	1. Employment and Financial Security	Employment Targeted Action Plan – Objective 1
Action 10 – Leadership opportunities				
Promote leadership development opportunities for people with disability.				
Increase in percentage of people with disability in leadership roles	Strategy and Corporate Services	1 year and 3 years	1. Employment and Financial Security	Community attitudes Targeted Action Plan – Objective 3
Action 11 – Employee Network Group				
Establish Employee Network Group for employees with a disability and their allies				
Level of participation and activity undertaken by Employee Network group	Strategy and Corporate Services	1 year and 3 years	1. Employment and Financial Security	Community attitudes Targeted Action Plan – Objective 2

Actions by Our Places

People with disability live in all regions across Queensland and our places need to be accessible for people of all abilities.

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 12 – Housing is accessible and people with disability have choice and control				
Promote rights, choice, control, accessibility and inclusion in housing with support for people with disability: <ul style="list-style-type: none"> • Co-design housing responses with people with disability and peak and expert organisations. • Work with National Disability Insurance Agency to assist Queenslanders to access and maximise National Disability Insurance Scheme packages and Specialist Disability Accommodation. • Work across government to deliver integrated responses that increase the diversity and supply of housing for people with disability. • A proportion of new social housing built in consideration of the department's standards for accessibility. 				
Partnering for inclusive housing with people with disability in Queensland (Partnering for inclusive housing) co-designed and released.	Housing and Homelessness	3 years	2. Inclusive Homes and Communities	Australia's Disability Strategy 2021–2031 – Outcome Area: Inclusive Homes and Communities – Policy Priority 2
Partnering for inclusive housing being implemented across government and key stakeholders.	Housing and Homelessness			
50% of new social housing built in consideration of the departments gold and platinum standards tailored to the needs of social housing clients and commensurate with the intent of the Livable Housing Design Guidelines gold and platinum standard.	Housing and Homelessness			

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 13 – Crisis and transitional housing				
House people with disability who are in crisis and transition them into longer term housing with on-site or mobile support. (S3.2)				
Number of people with disability in crisis accommodation.	Housing and Homelessness	3 years	3. Safety, Rights and Justice	Safety Targeted Action Plan – Objective 3
Number of people with disability transitioned from crisis accommodation to longer term housing.				

Actions by Our Community

The actions we take when engaging with people will be inclusive of the whole Queensland community including regions and remote locations. Appreciating that living in regional and remote areas may limit access because of the vast distances the people travel to participate in community and access appropriate healthcare, housing, digital connectivity, and other services.

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 14 – Committee member opportunities				
Promote inclusive and accessible opportunities for people with disability to participate on Queensland Government boards, committees, and advisory groups e.g., Community and Industry Advisory Committee.				
Evidence of promotion.	Arts Queensland, Queensland Government Customer and Digital Group	1 year	1. Employment and Financial Security	Community attitudes Targeted Action Plan – Objective 3
Action 15 – Improve inclusiveness of people with disability in disaster/emergency management				
Queensland Digital Network (QDN) to deliver AAA Digital Inclusion pilot project that aims to connect 1500 Queenslanders with disability with Care Army Volunteers and QDN digital champions, so that they can stay connected to their communities and supports, particularly during emergencies including health and natural disasters. Target locations are Brisbane, Ipswich, Gold Coast and Rockhampton.				
Pilot project report.	Queensland Government Customer and Digital Group	1 year	3. Safety, Rights and Justice	Employment Targeted Action Plan – Objective 1

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 16 – Disaster/emergency planning processes are inclusive				
<p>All District Human and Social Recovery Plans have been updated in 2021 to reflect the need to include a person with disability or representative of people with disability on District Human and Social Recovery committees.</p> <p>DIDRR is proactively promoted through Get Ready Queensland events, through people with disability networks and disability and community service provider networks.</p> <p>Presentations on DIDRR and Person-Centred Emergency Preparedness (PCEP) are delivered to Queensland disaster management (response and recovery) governance groups, at the Local Government Association Queensland (LGAQ) conference as well as through a variety of government department networks and Award programs.</p>				
100% of District Human and Social Recovery Plans have a person with disability or representative of people with disability on District Human and Social Recovery Committees.	Communities	3 years	3. Safety, Rights and Justice	Safety Targeted Action Plan – Objective 1
Evidence of promotion.	Communities			
Evidence of presentation.	Communities			
Action 17 – Develop strategic vision for whole-of-government response to social inclusion and community wellbeing				
<p>Develop an overarching 10-year strategic vision for Queensland communities that will provide a framework for a whole-of-government response to enabling social inclusion and community wellbeing across the state, driven by community centred place-based responses and a dynamic social services system.</p>				
Evidence of strategic vision implementation.	Communities	2 years	3. Safety, Rights and Justice	Emergency Management Targeted Action Plan – Objective 2

Measurement	Accountable area	Timeframe	ADS Outcome Area	Objective
Action 18 – Inclusive disaster preparedness, response, and recovery				
Design and deliver services according to local risk and community need. Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing across all services to ensure a consistent and integrated recovery plan that incorporated a health response following disasters.				
Disaster management services have disability-inclusive disaster management plans in place.	Communities, Strategy and Corporate Services	3 years	3. Safety, Rights and Justice	Emergency Management Targeted Action Plan – Objective 2
Increase in accessibility of emergency preparedness and disaster prevention, response and recovery information and services for people with disability.	Communities, Strategy and Corporate Services			
Percentage of Community Centres that support the needs of people with a disability.	Communities, Strategy and Corporate Services			
Action 19 – Human and social recovery groups include representatives of people with disability				
Maintain representation of persons with a disability and/or a representative of people with disability on Human and Social Recovery governance groups.				
Percentage of DCHDE Human and Social Recovery Groups that include representatives and/or have mechanisms to engage representatives of people with disability in human and social recovery planning processes.	Communities	3 years	3. Safety, Rights and Justice	Emergency Management Targeted Action Plan – Objective 2