

Disability Service Plan 2022-2025

Three Year Report

Background

As a result of Machinery of Government changes on 1 November 2024, the Department of Housing, Local Government, Planning and Public Works was renamed the Department of Housing and Public Works (DHPW). As a result, Queensland Government Procurement functions, including QFleet, became the responsibility of DHPW, while local government and planning functions moved out of the department.

DHPW's three-year Disability Service Plan (DSP) 2022-2025 described what the department proposed to achieve. The department committed to report on the implementation of the DSP.

This report reflects the current business of DHPW.

It mirrors the structure of the DSP, where actions were assigned to the Queensland Government's Queensland Disability Plan's four impact areas. Actions are also aligned to the seven outcome areas in the Australian Disability Strategy 2021-2031 (ADS).

Actions are identified as either completed or ongoing. Actions with a status of ongoing indicate their continued implementation. They will be delivered through the DHPW Disability Service Plan 2025-2028.

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Impact Area: Our Service Users		
Action	Status	ADS Outcome Area
<p>Identify and respond to risk and protective factors:</p> <ul style="list-style-type: none"> 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. 	Completed	Safety, rights and justice
<p>Service accessibility:</p> <ul style="list-style-type: none"> Support the Department of Child Safety, Seniors and Disability Services by promoting service accessibility and assistance from lead agencies. Promoting the whole-of-government position statement on sexual violence. All staff to complete the Recognise, Respond, Refer mandatory online course. 	Completed	Safety, rights and justice
<p>Service accessibility:</p> <ul style="list-style-type: none"> 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. 	Completed	Safety, rights and justice
<p>Design and deliver accessible digital services:</p> <ul style="list-style-type: none"> 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 2.1 (WCAG) (AA level) in line with Digital services policy timeframes, so they are accessible and inclusive of all users regardless of their ability and environment. 	Completed	Inclusive homes and communities
<p>Strengthen design of government service systems:</p> <ul style="list-style-type: none"> Capture housing related issues, findings and recommendations arising from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability to contribute towards strengthening policy, legislative practice reform. 	Ongoing	Safety, rights and justice
<p>Provide vehicles which meet customer or community service needs including sourcing and providing vehicle modifications such as wheelchair ramps, lifts and access to cater for drivers and passengers with disability.</p>	Completed	Inclusive homes and communities
<p>Promote whole-of-government online training resource Driving a vehicle safely in the workplace (Web Accessibility Guidelines 2.1, Level AA compliant).</p>	Completed	Safety, rights and justice
<p>Actively audit suppliers to ensure disability commitments in Best Practice Principles (BPP) project contracts are delivered with proven non-compliance considered for penalties under the Ethical Supplier Mandate.</p>	Completed	Inclusive homes and communities
<p>Provide guidance for investigations into complaints of non-compliance with contractual commitments in relation to disability employment or services (including non-BPP contracts) with proven non-compliance considered for penalties under the Ethical Supplier Mandate.</p>	Completed	Safety, rights and justice
<p>Consider how suppliers are generating social benefits, including creating employment opportunities for people with disability, in all General Goods & Services (GGS) Invitation to Offer (ITO) and/or tender processes.</p>	Completed	Inclusive homes and communities

Impact Area: Our Service Users		
Action	Status	ADS Outcome Area
Promote opportunities within existing GGS whole-of-government arrangements for customers to engage with suppliers who create social benefits for people with disability.	Completed	Community attitudes
<p>Our progress</p> <ul style="list-style-type: none"> Identifying and responding to risk and making appropriate referrals: The coordination of housing assistance, with customers experiencing multiple and complex needs, is delivered with a strong focus on partnerships, referral pathways, support to navigate systems and a multi-agency response, broadening what our service offers across the housing continuum. These partnerships have improved cross-agency responses to housing need and the delivery of integrated health, housing and human services through strong referral processes and integrated service responses. Improved staff responsiveness through training: The department has an online policy and practice depository for staff, along with on-line learning resources, which contain a wealth of information to help staff provide additional assistance to people with disability and those experiencing mental illness. This ensures a more informed and sensitive approach to supporting vulnerable individuals and results in enhanced staff capability to address the needs of people with disabilities in challenging situations. The department provides on-line, customised, domestic, family and sexual violence training which is available to all staff via the department's learning management system. The training's focus is on improving engagement with, and responses to customers with a disability, First Nations people and culturally and linguistically diverse communities. Improved information accessibility: The department has completed a project to redevelop key web content for Queenslanders needing housing assistance to improve its readability and accessibility. New digital services are tested for accessibility. Areas responsible for service development work in partnership to educate and meet the Queensland Government Digital services policy and associated standard. Audiovisual media are published with captions and transcript. Delivered vehicles that meet customer requirements: DHPW, through QFleet, the government's fleet manager, has delivered modified vehicles to government agencies with vehicle modifications such as wheelchair ramps, lifts and access to cater for drivers and passengers with disability. Conducted ethical procurement: Social value of all types is considered when establishing and managing General Goods and Services (GGS) arrangements including creating employment opportunities for people with disability. As part of establishing whole-of-government arrangements, the GGS business area ensures social enterprises are well represented to enable government agencies to engage with them. Social enterprises and mainstream suppliers delivering social value are clearly identified and easily engaged through supplier selection. 		

Impact Area: Our People		
Action	Status	ADS Outcome Area
<p>Inclusive recruitment and selection processes that consider diverse candidates' experiences and needs:</p> <ul style="list-style-type: none"> Enhance processes and practices including: <ul style="list-style-type: none"> Deliver panel training that builds capability to support inclusive recruitment and selection. 	Ongoing	Employment and financial security
<p>Disability awareness training:</p> <ul style="list-style-type: none"> All staff to complete the SBS Disability Awareness mandatory online course. 	Completed	Employment and financial security
<p>Leadership opportunities:</p> <ul style="list-style-type: none"> Promote leadership development opportunities for people with disability. 	Completed	Employment and financial security
<p>Employee Network Group:</p> <ul style="list-style-type: none"> Establish Employee Network Group for employees with a disability and their allies. 	Completed	Employment and financial security
<p>People with a disability employee experience:</p> <ul style="list-style-type: none"> Analyse the Working for Queensland survey results for respondents who identified as having a disability to inform action planning. 	Completed	Employment and financial security
<p>Improve disability knowledge and capability of staff through awareness activities including:</p> <ul style="list-style-type: none"> Disability Action Week promotion. Director-General and Diversity, Equity and Inclusion Champion messaging. Staff spotlights and storytelling Case studies to showcase policy application and inclusive practices. 	Completed	Community attitudes
<p>Support the department's Disability Champions:</p> <ul style="list-style-type: none"> Demonstrate inclusive leadership and progress commitments to address inequities. 	Completed	Community attitudes
<p>Mentoring program:</p> <ul style="list-style-type: none"> Establish a mentoring program targeting diversity groups including people with disability. 	Completed	Community attitudes
<p>Queensland Government boards:</p> <ul style="list-style-type: none"> Promote opportunities for people with disability to participate on Queensland Government boards. 	Not a function of DHPW	Community attitudes
<p>Emergency information:</p> <ul style="list-style-type: none"> Communicating with our staff in an emergency is important. We will make sure our emergency information and warnings are accessible. 	Completed	Community attitudes

Impact Area: Our People

Our progress

- **Inclusive recruitment:** Departmental representatives attended the Public Sector Commission agency engagement for inclusive recruitment and selection initiative virtual workshop in 2024. The workshop aimed to identify additional resources and support required to support implementation of the new recruitment and selection directive, with findings and recommendations for feedback to be provided to the Strategic Workforce Council.

Staff have also participated in the recruitment and selection panel training.
- **Delivered Disability Awareness Training:** All staff are required to complete the SBS Disability Awareness mandatory online course, with a target of 90% completion to improve inclusivity and understanding in the workplace.
- **Published the department's "Diversity, Equity and Inclusion Plan 2025-28":** This plan aims to create a workplace culture that embraces and demonstrates the values of equity, respect, inclusion and cultural safety every day. It was developed through conversations with employees and leaders about potential inequities, their experiences and barriers to diversity, equity and inclusion progress in the department. Through this collaboration the department identified actions that would create systemic change in our work, workplaces and workforce.
- **Provided leadership opportunities and career progression:** Following conversations with people with lived experience with disability, actions have been incorporated in the "Diversity, Equity and Inclusion Plan 2025-28" to:
 - advance opportunities for career development for diversity groups and regions, enabling career pathways and progression, regardless of background, occupational group or workplace location
 - create targeted support programs for intakes in development programs to reduce attrition rates and provide engaging, inclusive and supportive workplaces for diversity groups.
- **Established the Employee Network Group:** A dedicated Employee Network Group was created for employees with disabilities and their allies, offering a platform for support and advocacy. This has strengthened workplace support and inclusivity for employees with disabilities. The group meets monthly.
- **Improved disability knowledge and capability of staff through awareness activities:** The department recognised dates of significance and promoted staff spotlights including:
 - Disability Action Week observed and celebrated via promoted events
 - International Women's Day staff spotlight with intersectional focus for the 'inspire inclusion' theme. The spotlight focussed on a visually impaired employee discussing inclusion and accessibility.
- **Diversity, equity and inclusion leadership:** The department re-established Executive diversity, equity and inclusion champions, including a focus on people with disabilities. These champions actively participated in relevant Employee Network Groups and contributed to the new Diversity, Equity and Inclusion Plan and to staff engagement and communication planning.
- **Mentoring program for diversity groups:** The development and roll out of an inclusive QBuild Rising Star Coaching Program resulted in two cohorts successfully completing the program, inclusive of people with disability.

Impact Area: Our Places		
Action	Status	ADS Outcome Area
<p>Housing is accessible and people with disability have choice and control:</p> <ul style="list-style-type: none"> Promote rights, choice, control, accessibility and inclusion in housing with support for people with disability: 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 or people with disability. Ensure a proportion of new social housing is built in consideration of the department's standards for accessibility. 	Ongoing	Inclusive homes and communities
<p>Crisis and transitional housing:</p> <ul style="list-style-type: none"> House people with disability who are in crisis and transition them into longer term housing with on-site or mobile support. 	Ongoing	Safety, rights and justice
<p>Brisbane 2032 Games venues:</p> <ul style="list-style-type: none"> All Brisbane 2032 Games venue (buildings and precincts) briefs to clearly articulate the requirement for venues to be accessible, welcoming and inclusive places. 	No longer a DHPW function	Inclusive homes and communities
<p>Systemic advocacy to influence and inform staff, customers and client agencies in relation to accessibility for people with disability in:</p> <ul style="list-style-type: none"> Building and construction design. Utilising the (QBuild) Public Works Social Procurement Framework. 	Ongoing	Employment and financial security
<p>Accessibility Advisory Group:</p> <ul style="list-style-type: none"> Participate in the Accessibility Advisory Group for Brisbane 2032 Games design and delivery. 	No longer a DHPW function	Inclusive homes and communities
<p>Major Capital Projects:</p> <ul style="list-style-type: none"> Consult with accessibility experts throughout delivery of major capital projects. 	Ongoing	Inclusive homes and communities
<p>National Construction Code:</p> <ul style="list-style-type: none"> Ensure National Construction Code (NCC) minimum standards are met/exceeded through application of non-mandatory Queensland Development Code NMP1.10 (QDC) for new public venue constructions delivered by Major Projects. 	Completed	Inclusive homes and communities
<p>Livable Housing Design:</p> <ul style="list-style-type: none"> Support implementation from 1 May 2023 of new Livable Housing Design Standards to enable dwellings to better meet the needs of community, including older people and people with mobility limitations. 	Completed	Inclusive homes and communities
<p>QBuild design sprints:</p> <ul style="list-style-type: none"> QBuild design sprints for up to 80 prefabricated volumetric builds incorporate new NCC access and energy efficiency requirements for 	Completed	Inclusive homes and communities

Impact Area: Our Places		
Action	Status	ADS Outcome Area
essential workers and social housing.		
Designing codes and standards: <ul style="list-style-type: none"> Consider inclusion and accessibility principles in designing codes and standards across all building types. 	Completed	Inclusive homes and communities
Social Procurement Champion Meetings: <ul style="list-style-type: none"> Participate in Social Procurement Champion meetings and work in partnership with Social Procurement, QGP to drive further value in categories of spend beyond Building Construction Materials. 	Completed	Employment and financial security
Implement inclusion principles and actions across the 2032 Olympic and Paralympic Games planning: <ul style="list-style-type: none"> Infrastructure planning embraces Universal Design Principles, ensuring access and use to the greatest extent possible by all people regardless of their age, size, ability or disability. Applying Universal Design embraces co-design, supports cultural and systems change and promotes human rights for people with disability by ensuring the community is inclusive. 	No longer a DHPW function	Inclusive homes and communities Community attitudes
Our progress <ul style="list-style-type: none"> Improving housing accessibility and people with disability have choice and control: The 'Partnering for Inclusive Housing with Queenslanders with Disability 2024–2027' plan and its companion document 'Our co-design journey: what 'home' means to people with disability', were co-designed with the Queenslanders with Disability Network. Commitments include co-designing inclusive housing principles and the My Housing Options toolkit, planning for Disability Housing Support Hubs in Brisbane and regional areas and outlining new ways to address housing barriers and increase housing options. Established the Expert Disability Housing Advisory Panel: The panel is chaired and led by people with lived experience of disability, including First Nations peoples with disability. The panel's role includes advising on implementation of the 'Partnering for inclusive housing with Queenslanders with disability 2024–2027' plan and advising on complex and changing housing reforms relating to people with disability. Guidance on non-discriminatory access to and within buildings: The Queensland Government Building Policy Guideline was published in November 2023 to guide and support Queensland Government employees who are applying the Building Policy Framework. A section on 'Non-discriminatory building accessibility' informs agencies of their role to provide non-discriminatory access to and within buildings. Implementation of Livable Housing Design Standards: The department played an active role in Queensland's adoption of the National Construction Code (NCC) 2022 Modern Homes standards, which includes building requirements to improve accessibility in new houses and units in apartment buildings. A new Queensland Development Code (MP 4.5) was developed to support industry with the transition. QBuild design sprints: All new Modern Methods of Construction and traditionally built homes incorporate the new NCC requirements for accessibility and energy efficiency. 		

Impact Area: Our Community		
Action	Status	ADS Outcome Area
<p>Inclusive disaster preparedness, response, and recovery:</p> <ul style="list-style-type: none"> 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. 	Ongoing	Safety, rights and justice
<p>Planning major events:</p> <ul style="list-style-type: none"> Ensure universally accessible design when planning major department events. 	Completed	Personal and community support
<p>Campaign Creative:</p> <ul style="list-style-type: none"> Campaign creatively to ensure inclusivity and reflect a range of talent that are representative of Queensland's diverse population, including persons with disability, where possible. 	Completed	Personal and community support
<p>Market research:</p> <ul style="list-style-type: none"> Market research, including, formative, concept testing, and evaluation research to include persons with disability in the sample of participants. 	Completed	Personal and community support
<p>Advertising:</p> <ul style="list-style-type: none"> Paid advertising channels to meet accessibility requirements including subtitling and narration for video content and digital advertising and providing accessible website content. 	Completed	Personal and community support
<p>Ensure communication strategies align to the principles and objectives of the ADS and state disability plan:</p> <ul style="list-style-type: none"> By ensuring our communication strategies align, we can promote inclusiveness and create of opportunities by Queensland businesses, industries and partners. Promoting accessibility and opportunities contributes to cultural and systems change and promotes human rights. 	Completed	Community attitudes
<p>Ensure departmental websites comply with web content accessibility guidelines (WCAG 2.0 and Digital services policy):</p> <ul style="list-style-type: none"> We promote cultural and systems change and protect human rights by making sure our websites comply with minimum accessibility guidelines. 	Completed	Community attitudes
<p>Ensure departmental information and publications are accessible, reviewed and updated:</p> <ul style="list-style-type: none"> Government information should be accessible to everyone. By making sure our information and publications are up to date and accessible, we promote cultural and systems change and protect human rights. 	Completed	Community attitudes

Impact Area: Our Community

Our progress

- **Accessible events:** All major departmental events consider accessibility as part of event planning. An event accessibility checklist is available for staff on the department's intranet as a guide to creating accessible events.
- **Representing people living with disability in advertising:** People with disabilities have been featured in major advertising campaigns, such as the 'More of the SEQ you love', 'More of the Queensland you love', and 'Every Queenslanders Deserves a Home', showcasing talent with disabilities in campaign materials including TV commercials.
- **Inclusive market research:** People living with a disability were included in market research activities, such as formative, baseline, and concept testing, and evaluation research. This ensured diverse perspectives were considered in research and decision-making.
- **Meeting accessibility requirements in advertising:** Advertising materials created by the department, in conjunction with relevant creative agencies, ensured accessible content, including accessible formats and captions/subtitling for video and digital media. All materials adhered to required guidelines.
- **Communicating 'Partnering for inclusive housing with Queenslanders with disability 2024-2027':** The plan was published in a range of accessible formats including Easy English and an Auslan video and audio files. These files can be found on the Queensland Government website. The plan can also be made available in Braille, on request. The Housing principles for inclusive communities are being prepared in a range of formats including a series of short, accessible captioned videos.
- **Accessible formats for communication materials:** All materials adhere to required guidelines e.g. flyers, web content and captions/subtitling for video as well as translations into several languages. The department complies with the digital services policy and associated standards accessibility requirements which include meeting the latest version of WCAG to level AA. New departmental digital services are tested for accessibility. AV media is published with captions and transcript. A project was completed to review and redevelop departmental web content for people seeking housing assistance to improve readability and accessibility.