

Department of  
Employment, Small Business and Training

# DISABILITY SERVICE PLAN 2021-2022

SEPTEMBER 2021



## Document history

Version	Date	Status	Key changes made	Author/s	Reviewer/s
1.1	18/08/21	Review	Desktop review for 2021-22 year including actions relating to the Disability Recovery Plan 2021-22	Lois Breen	Rhiannan Howell

<b>Document history</b> .....	<b>1</b>
<b>Table of contents</b> .....	<b>Error! Bookmark not defined.</b>
<b>Message from the Director-General</b> .....	<b>2</b>
<b>About the department</b> .....	<b>2</b>
<b>About Disability Service Plans (DSPs)</b> .....	<b>3</b>
<b>1. Purpose</b> .....	<b>3</b>
<b>2. Context</b> .....	<b>3</b>
<b>3. Policy Statement</b> .....	<b>4</b>
<b>Monitoring and reporting</b> .....	<b>4</b>

## Message from the Director-General



The Department of Employment, Small Business and Training (DESBT) Disability Service Plan 2021-22 recognises the unique situation Queensland is experiencing due to the COVID-19 pandemic and the effect this situation has had on the one in five Queenslanders who live with disability.

Our plan contributes to the strategies and actions of the *Disability Recovery Action Plan* - a plan under the Queensland *All Abilities Queensland Strategy* - to support Queenslanders with disability and the Disability Sector to recover from the COVID-19 pandemic as developed by the Department of Communities, Disability Services and Seniors.

Our plan ensures people with disability have access to the same department services, information and facilities that are available to the broader community and details the actions we will be undertaking to improve this access. The plan also acknowledges the right of people with disability to participate as equitably as others, bringing to the department a set of unique skills, experiences, perspectives and knowledge. The department will report annually on the actions outlined and will contribute to the whole-of-government report.

I am pleased to support the DESBT Disability Service Plan 2021-22.

### **Warwick Agnew**

Director-General Department of Employment, Small Business and Training

## About the department

DESBT is focused on skilled Queenslanders and vibrant small businesses growing Queensland's economy, particularly during the recovery phase of the COVID-19 pandemic response.

We are committed to:

- high quality engagement and communication with people with disability
- maintaining service continuity and identifying opportunities to reshape service arrangements and support providers and people with disability
- identifying and taking action on COVID-19 issues affecting people with disability.

# About Disability Service Plans (DSPs)

## 1. Purpose

The *Disability Services Act 2006* provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government departments/agencies to develop and implement a DSP. The purpose of DSPs is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

### Statement of Ongoing Commitment

DESBT is committed to progressing the actions and outcomes in the 2017-2020 All Abilities Queensland State Disability Plan. Due to COVID-19, the development of the next State Disability Plan has been delayed with the release now expected in late 2021. DESBT will release a new Disability Service Plan for publication in 2022 in line with the outcomes and priorities outlined in the National Disability Strategy 2021–31 and the next State Disability Plan.

## 2. Context

*All Abilities Queensland: opportunities for all* (State Disability Plan 2017-2020) sets a vision of “Opportunities for all Queenslanders” and five priority areas to guide action by Queensland Government and encourage others to act to bring the plan to life, being:

- communities for all
- lifelong learning
- employment
- everyday services, and
- leadership and participation.

DSPs and the State Disability Plan align with, and will deliver on, Queensland's commitments under the *National Disability Strategy 2010-2020* (NDS) (and future plans) and its second implementation plan, *Driving Action 2015-2018*. The NDS represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action:

- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and skills, and

- health and wellbeing.

DSPs and the State Disability Plan contribute to meeting the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities* (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

### 3. Policy Statement

The DESBT Disability Service Plan 2021-22 articulates our commitment to achieving the best possible outcomes for Queenslanders with disability. Our people are clear about their responsibilities towards Queenslanders and are eager to put them at the centre of everything they do.

One of our greatest assets in delivering for Queensland is our people and working together as a team is our strength. The capability of our team to create inclusive work and service environments is a focus of our plan for the future. Our plan provides clear direction and support to ensure that Queenslanders with disability are succeeding. All of us contribute to creating work and service delivery environments that deliver the benefits that diversity brings. In doing this, we are committed to collaborating with our staff, community and partners, to support all Queenslanders to succeed, regardless of their background, postcode, personal circumstances or ability.

## Monitoring and reporting

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.

Information from the annual progress reports on DSPs and the State Disability Plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the *National Disability Strategy 2010-2020*.

## Contact for more information

The department welcomes feedback and suggestions on its Disability Services Plan.

You can respond to the team:

Department of Employment, Small Business and Training Human Resources Level 6, 85 George Street Brisbane QLD 4000	PO Box 15483 City East QLD 4002
--	------------------------------------

## Queensland COVID-19 Disability Recovery Action Plan

2021–2022 Activities/success measures	Overall Measure	Responsible area
<b>Action – High quality engagement and communication, maintain service continuity and identify opportunities for reshaping service arrangements and supporting providers, ongoing monitoring of service capacity and value</b>		
Provide support and implementation of any actions led by DSDSATSIP at a whole of government and departmental level	All actions delivered on time	All

## Communities for all

<b>Changing attitudes and breaking down barriers by raising awareness and capability</b>		
2021–2022 Activities/success measure	Overall Measure	Responsible area
<b>Action – 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 – whole of government</b>		
Work with DSDSATSIP to promote the National Disability Strategy	Staff in DESBT participate in disability awareness training	Corporate HR
<b>Action – Active promotion and participation in Disability Action Week - DESBT</b>		
Promote and create opportunities for staff to participate in Disability Action Week activities	Active participation in Disability Action Week by DESBT staff	Corporate Internal Communications

Accessible places and spaces		
2021-22 Activities/success measure	Overall Measure	Responsible area
<b>Action – Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings – whole of government</b>		
Ensure any new office fit outs comply with Queensland Government Accommodation Office's Office Accommodation Workspace and Fit-out Standards – Accessibility Guidelines	Consistent advice provided to staff about how to choose an accessible venue for an event or meeting	Corporate Finance and Facilities

Accessible information		
2021–2022 Activities/success measure	Overall Measure	Responsible area
<b>Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats – whole of government</b>		
Provide content in accessible formats for website at all times	All new key Queensland Government information/materials are provided in accessible formats	Engagement – Digital Delivery
<b>Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) – whole of government – DESBT lead</b>		
Consider CUE and web accessibility guidelines for the DESBT website	All new key website content is accessible and complies with guidelines  Increase in the number of government websites that meet guidelines	Engagement – Digital Delivery

<b>Welcoming and inclusive communities</b>		
<b>2021–2022 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b><i>Action – Support Queenslanders from diverse backgrounds to access vocational education and training</i></b>		
Support Skills Assure Suppliers (SAS) embedding the Inclusive Learning: A Way Forward framework by conducting scheduled audits.	SAS audited to ensure compliance	Investment

<b>Respecting and promoting the rights of people with disability and recognising diversity</b>		
<b>2021–2022 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b><i>Action – Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability</i></b>		
Ensure DESBT policies and programs reflect the needs and interests of people with disability and their carers.	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation	All (department leads to consider as part of their strategy development)
<b><i>Action – Government services and funded non-government services provide access to language, translating and communication services</i></b>		
Ensure the information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English or who are deaf or hard of hearing	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services	All (department leads to consider as part of their strategy development)



<b>Safe, healthy and respectful relationships</b>		
<b>2021–2022 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b>Action – Implement early awareness strategies in the approach to mental health in the workplace, including an education campaign for early detection of mental health issues and stress in the workplace</b>		
Nomination and election of Mental Health First Aid Officers Training of selected Mental Health First Aid Officers Awareness sessions and proactive communication with the department	DESBT staff are aware of strategies for early detection of issues relating to mental health and stress in the workplace DESBT staff are able to identify their mental health first aid officers	All business areas (HR lead)

<b>Lifelong Learning</b>		
<b>2021–2022 Activities/success measure</b>	<b>Overall Measure</b>	<b>Responsible area</b>
<b>Action – Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life</b>		
Subsidise training delivered through annual VET Investment including for people with disability	Allocation of funding to targeted areas	Investment
Provide target funding and support to people with disability through the statewide Skilling Queenslanders for Work (SQW) initiative	People with disability accessing vocational education and training	Investment
Promote assistive technology that can support the participation of people with disability in vocational education and training	Advice provided to SAS on assistive technology	Investment
Develop a communication plan to promote Skills Disability Support	Communication plan implemented	Investment
Update the Reasonable Adjustment in teaching, learning and assessment: A guide for VET practitioners to develop contemporary advice for Registered Training Organisations (RTO)	Resource published	Investment

## Employment

Leading the way – increasing opportunities in the Queensland public sector		
2021–2022 Activities/success measure	Overall Measure	Responsible area
<b>Action – <i>Implement strategies to reach the Queensland Government target that, by 2022, 8% of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand – whole of government</i></b>		
Review and refresh DESBT Diversity and Inclusion Strategy 2021–22 including: <ul style="list-style-type: none"> <li>investigate and implement focused programs for employees with disability</li> <li>identify and showcase how we support employees with disability through our social channels</li> <li>continue to partner with workforce solution providers to facilitate work placements</li> <li>diversity and inclusion network active and operating to understand, work with and reflect the voice of our employees</li> </ul>	The proportion of people with disability employed in the Queensland Public Sector workforce increases towards 8% by 2025	Corporate Human Resources

## Everyday services

Disability and community support		
2021–2022 Activities/success measures	Overall Measure	Responsible area
<b>Action – <i>Work with the National Disability Insurance Agency, non-government organisations and other government agencies to support the development of a skilled workforce capable of delivering services to people with disability</i></b>		
Complete and evaluate the NDIS Training and Skills Support Strategy (NTSSS)	Priority training delivered	Investment
Research workforce skilling needs to support the NDIS in Queensland	Jobs Queensland sponsored research identifies NDIS workforce skilling needs  Research finalised and report delivered	Engagement – Jobs Queensland

## Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development		
2021–2022 Activities/success measure	Overall Measure	Responsible area
<b>Action – Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers – whole of government</b>		
Offer reasonable adjustment when engaging with stakeholders to maximise their participation	Increased participation of people with disability in consultation  Options for engagement promoted	All relevant leaders of engagement activities
<b>Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions – whole of government</b>		
Liaise with DESBT employees with disability when implementing DSP actions by providing employees with opt-in opportunities to engage in action development and ongoing implementation	Queensland Government Disability Service Plans 2021–22 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	All (Service Delivery impacts)
<b>Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability – whole-of-Government</b>		
Ensure the application process, content, structure and delivery of DESBT leadership programs meet the needs of people with disability	Application and assessment processes for Queensland Government leadership programs are accessible  Participant demographics for Queensland Government leadership programs are representative of the community	Corporate (HR)