

Disability Service Plan 2017 - 2020

Prepared by: Corporate Services, Department of Environment and Science

© State of Queensland, 2018.

The Queensland Government supports and encourages the dissemination and exchange of its information. The copyright in this publication is licensed under a Creative Commons Attribution 3.0 Australia (CC BY) licence.



Under this licence you are free, without having to seek our permission, to use this publication in accordance with the licence terms.

You must keep intact the copyright notice and attribute the State of Queensland as the source of the publication.

For more information on this licence, visit <http://creativecommons.org/licenses/by/3.0/au/deed.en>

July 25 2018

Message from the Director-General

I am pleased to present the Department of Environment and Science *Disability Service Plan 2017-2020*.

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

The diversity of the people in the Queensland public service, including people with disabilities, is one of its greatest strengths. Successfully managing diversity means creating an environment which values and utilises the contributions of people with different backgrounds, experiences and perspectives.

Through this plan the department endeavours to increase staff awareness of the advantages that people with disabilities bring to the workplace. It will encourage them to:

- be open-minded – listen and respond to the views of others
- treat others with respect, courtesy and consideration
- contribute ideas and draw on our skills, knowledge and background
- identify and cooperatively address barriers to diversity and participation
- work to build an environment in which everyone can fully participate.

I am committed to creating and maintaining a diverse and inclusive workplace that reflects the community we serve. This commitment forms the basis of the department's *Diversity and Inclusion Strategy 2017-2022 Making a Difference*.

Over the remaining two years of the plan we will continue to focus on providing accessible workplaces, creating inclusive environments and reducing perceived barriers for people with disabilities to engage with our department.

Jamie Merrick
Director-General

Contents

Message from the Director-General	iii
About the Department.....	1
About Disability Service Plans	1
The purpose of DSPs.....	1
Policy context	1
Policy statement.....	2
Monitoring and reporting.....	2
Contact for more information	3
Our plan	4
1.0 Communities for all	4
2.0 Employment	12
3.0 Leadership and participation	14

About the Department

The Department of Environment and Science (DES) aims to enrich the lives of Queenslanders through sustainably managing Queensland's environment and natural, cultural and heritage values; delivering robust science services and growing a vibrant and sustainable arts sector.

As a diverse organisation, the department brings together key areas of work to achieve our objectives for a better Queensland.

Environment

Responsibility:

- protect and manage our parks, forests and the Great Barrier Reef for current and future generations
- enhance Queensland's ecosystems
- protect significant heritage places
- avoid, minimise or mitigate impacts to the environment.

Science

Responsibility:

- lead the development of science strategy for government
- deliver scientific expertise to protect and manage our environment and natural resource base
- support the development of Queensland's science sector.

Arts

Responsibility:

- foster a community of the arts and facilitate growth of the arts and cultural sector
- support arts and cultural growth through partnerships, programs and events
- invest in all levels of the arts and cultural sector
- grow Queensland's cultural reputation and cultural tourism offering.

About Disability Service Plans

The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department 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 a disability, including more coordinated responses.

The department's DSP outlines the actions that we will take to support the delivery of the Queensland Disability Plan.

Policy context

State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all sets a vision and five priority areas being

- (1) Communities for all;
- (2) Lifelong learning;
- (3) Employment;
- (4) Everyday services and
- (5) Leadership and participation

to guide action by Queensland Government and encourage other to act to bring the plan to life.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being (1) NDIS transition to full scheme (2) improving employment outcomes for people with disability (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and (4) communication activities to promote the intent of the strategy throughout the community.

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

Arts Queensland is the lead agency in Queensland for the delivery of the National Arts and Disability Strategy (NADS). Introduced in 2009 by the previous cross-jurisdictional Cultural Ministers Council (now Meeting of Cultural Ministers) the NADS is a national framework for jurisdictions to assess and improve existing activities, consider new opportunities and directions, and identify new partnerships or initiatives for people and artists with a disability.

The Strategy has eight underlying principles that guide its implementation. These include the right of all Australians to access and participate in arts and cultural activities, and the need for people with a disability to be involved in decisions that affect them. The Meeting of Cultural Ministers (MCM) have agreed on four national priority areas for action: (1) addressing barriers to access and participation (2) supporting arts and cultural practice amongst people with a disability (3) developing audiences for disability arts companies and individual artists, and (4) improving policy development and planning within governments. The Department's DSP is a key mechanism for the delivery of the NADS for Arts Queensland, the Queensland Arts Statutory Bodies, Queensland Government arts-owned companies and the wider arts sector.

Additionally, the NADS, 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.

Policy statement

All of the department's activities, including strategic business management, day-to-day operational management and service delivery are guided by a series of business principles that align closely with the DSP:

- **Performance:** We provide efficient, innovative and customer-centric services—By employing staff with disabilities the department can increase its awareness of the issues and challenges faced by disabled members of the community. This knowledge helps the department better tailor its services and programs so they can address the requirements of this sector of the community.
- **People:** We value and respect our staff and promote positive communication—This includes valuing and respecting the unique skills and insight provided by the department's employees who have a disability.
- **Safety:** We strive to ensure the safety of our staff and customers—The DSP will help guide the department's workplace health and safety activities, resulting in a safe workplace for everyone who works there or visits, including people with disabilities.
- **Integrity:** We act ethically, honestly and in the best interests of the community—The DSP will help guide the department's activities and ensure they are in the best interests of the members of the community who have a disability.
- **Accountability:** We are responsible and transparent in our operations—Publishing the plan on the department's website will help the department comply with its pledge to ensure its actions are open and transparent.

These business principles simultaneously provide a backdrop for the delivery of DES's Disability Services Plan 2017-2020 and seek to facilitate delivery of the plan.


Monitoring and reporting

The department will report annually on the implementation of the DSP on our website www.des.qld.gov.au/ 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

For more information contact the department on 13 QGOV (13 74 68). If you are deaf or have a hearing or speech impairment, you may contact the National Relay Service  — telephone 133 677 (TTY/Voice) / 1300 555 727 (Speak and Listen (SSR)).

You can also email the department at info@des.qld.gov.au with your enquiry, or write to:

GPO Box 2454
Brisbane QLD 4001

Our plan

State Disability Plan 2017 – 2020: All Abilities Queensland – opportunities for all sets a vision of and five priority areas being

- (1) Communities for all;
- (2) Lifelong learning;
- (3) Employment;
- (4) Everyday services and

Therefore, DES supports the departments responsible for these actions on a needs basis. This plan outlines the actions DES will implement to the support the state disability plan 2017-2020.

1.0 Communities for all

1.1 Changing attitudes and breaking down barriers by raising awareness and capability				
Year 1 2017-18 - Activities	Year 2 2018-19 - Activities	Year 3 – 2019-20 Activities	Overall Measure	Responsible area
1.1.1 Action - Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.				
<p>Champion disability awareness within the Minister's arts portfolio and across the arts sector including Arts Statutory Bodies.</p> <p>Initiate high level conversations with Arts Statutory Bodies, peak arts sector organisations and arts sector leaders to raise awareness of disability issues, promote a more inclusive arts sector and reach a consensus on future actions.</p>	<p>Champion disability awareness within the Minister's arts portfolio and across the arts sector including Arts Statutory Bodies.</p> <p>Encourage the development and promotion of inclusive arts programming and employment practices across the sector.</p>	<p>Champion disability awareness within the Minister's arts portfolio and across the arts sector including Arts Statutory Bodies.</p> <p>Capture and recognise achievements of the arts sector in progressing inclusive arts practices.</p>	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships. 	Arts Queensland

1.1.2 State Disability Plan Whole of Government Action – 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.

<p>Promote Disability Action Plans (DAPs) to funded arts organisations, non-government organisations, local government and businesses.</p> <p>Provide access to online resources, templates and checklists for DAPs through Arts Acumen.</p>	<p>Continue to promote DAPs to funded arts organisations, nongovernment organisations, local government and businesses.</p> <p>Review and refine online resources through arts sector feedback.</p>	<p>Continue to promote DAPs to funded arts organisations, nongovernment organisations, local government and businesses</p> <p>Publish case studies of successful inclusive practice by funded arts organisations.</p>	<ul style="list-style-type: none"> • Deliver online information to support Local Governments, nongovernment organisations and businesses to develop DAPs. 	<p>Arts Queensland</p>
--	---	---	--	------------------------

1.1.3 Action – Enhance employees understanding and knowledge of disability and break down unconscious bias

<p>Developing employee understanding of disability through:</p> <ul style="list-style-type: none"> • sharing and promoting stories to staff • providing information sessions and resources on disability. 	<p>Source Disability Capability training resources (on-line and face to face) for managers and team leaders, to improve disability awareness and confidence in supporting people with disability.</p>	<p>Continue to implement activities</p>	<ul style="list-style-type: none"> • No of activities undertaken • No of staff attending information sessions • No of resources developed/ provided. • No of staff participating in training 	<p>Corporate Services</p>
---	---	---	--	---------------------------

1.1.4 Action – Establish AccessAbility Employee Resource Group to support the delivery of the Diversity and Inclusion strategy

<p>AccessAbility Employee Resource Group established</p>	<p>Ongoing</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • No of meetings • Activities initiated and supported by Employee Resource Group. 	<p>Corporate Services</p>
--	----------------	----------------	--	---------------------------

1.1.5 Action – Focus on creating an understanding of mental health conditions, with the aim of assisting managers and supervisors to manage affected employees and remove the stigma associated with mental health issues and allow employees to feel safe in disclosing.

Provide mental health awareness sessions focused at managers and supervisors.	Provide education and resources to increase the understanding of mental health issues	Ongoing	<ul style="list-style-type: none"> No of sessions undertaken No of staff participating in training No of resources developed/ provided. 	Corporate Services
---	---	---------	--	--------------------

1.1.6 Action – Active promotion and participation in Disability Action Week

Promote and create opportunities for employees to participate in Disability Action Week activities	Ongoing	Ongoing	<ul style="list-style-type: none"> Active participation in Disability Action Week by DES employees. 	Corporate Services and AccessAbility Employee Resource Group
--	---------	---------	--	--

1.2 Accessible places and spaces

1.2.1 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.

<p>Ensure DES and Arts Queensland-managed buildings and events are accessible wherever possible.</p> <p>Select venues for departmentally organised events on the basis of accessibility and suitable facilities for people with disability and their carers.</p> <p>Respond to any identified needs for event participants and guests.</p> <p>Provide specialised support services (e.g. AUSLAN signers, Companion Card and similar support programs) as required.</p> <p>Respond to identified physical asset modifications on a case by case basis.</p>	<p>Ensure DES and Arts Queensland-managed buildings and events are accessible wherever possible.</p> <p>Select venues for departmentally organised events on the basis of accessibility and suitable facilities for people with disability and their carers.</p> <p>Respond to any identified needs for event participants and guests.</p> <p>Provide specialised support services (e.g. AUSLAN signers, Companion Card and similar support programs) as required.</p> <p>Respond to identified physical asset modifications on a case by case basis.</p>	<p>Ensure DES and Arts Queensland-managed buildings and events are accessible wherever possible. Select venues for departmentally organised events on the basis of accessibility and suitable facilities for people with disability and their carers.</p> <p>Respond to any identified needs for event participants and guests.</p> <p>Provide specialised support services (e.g. AUSLAN signers, Companion Card and similar support programs) as required.</p> <p>Respond to identified physical asset modifications on a case by case basis.</p>	<ul style="list-style-type: none"> • Practical guidance and documentation provided to all staff and stakeholders on choosing accessible venues for departmentally organised events or meetings. 	<p>Arts Queensland Corporate Services</p>
---	---	--	--	---

1.3 Accessible information				
Year 1 2017-18- Activities	Year 2 2018-19- Activities	Year 3 2019-20- Activities	Overall Measure	Responsible area
1.3.1 Action - Work towards ensuring all Queensland Government information is accessible and provided in multiple formats WOG (DCCSDS lead)				
Internet sites are WCAG 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated 	Corporate Services
1.3.2 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) WOG (DSITI lead)				
Internet sites are WCAG 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines 	Corporate Services

1.4 Respecting and promoting the rights of people with disability and recognising diversity				
Year 1 2017-18 – Activities	Year 2 2018-19 – Activities	Year 3 2019-20 – Activities	Overall Measure	Responsible area
1.4.1 Action - Government services and funded non-government services provide access to language, translating and communication services.				
Documents and website include information on how to access the translation and interpreting services. The department's website to include link to Queensland Government's resources for languages other than English.	Ongoing	Ongoing	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services 	Corporate Services
1.4.2. Action - Continue to promote and improve access to Queensland's national parks, wherever practicable, particularly at popular sites where we are replacing or providing new facilities.				
Upgraded facilities and universal access will be incorporated into facility design at Daisy Hill Conservation Park, Walkabout Creek Gateway Visitor Centre and Peach Trees camping area in Jimna State forest.	Upgraded facilities will be provided at Noosa National Park, Glasshouse Mountains National Park, Mon Repos Turtle Centre and Booloomba Creek in Conondale National Park.	Projects to be delivered in 2019-20 will be approved in 2017/18 and 2018/19.	<ul style="list-style-type: none"> Universally accessible visitor facility design is incorporated into at least 3 new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision is practicable and will not compromise the protection of the natural and cultural values of the sites. 	QPWS

1.5 Welcoming and inclusive communities

1.5.1 Action – Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.

<p>Promote the Companion Card via Arts Queensland's website, social media and external networks.</p> <p>Actively encourage recognition of the card by funded arts organisations at performances and exhibitions.</p>	<p>Promote the Companion Card via Arts Queensland's website, social media and external networks.</p> <p>Actively encourage recognition of the card by funded arts organisations at performances and exhibitions.</p> <p>Publish blog posts and case studies of the arts organisations and patrons with a disability benefitting from the Companion Card</p>	<p>Promote the Companion Card via Arts Queensland's website, social media and external networks.</p> <p>Actively encourage recognition of the card by funded arts organisations at performances and exhibitions.</p> <p>Publish blog posts and case studies of the arts organisations and patrons with a disability benefitting from the Companion Card</p>	<ul style="list-style-type: none"> • Number of businesses, offering the Companion Card Scheme. • Initiatives and promotions undertaken. 	<p>Arts Queensland</p>
--	---	---	---	------------------------

1.5.2 Action – Increase engagement, participation and access to the arts by people with disability through partnerships between arts and disability organisations.

<p>Identify and develop working relationships with key arts and disability organisations.</p>	<p>Continue to identify and develop working relationships with key arts and disability organisations.</p> <p>Promote successful examples of inclusive arts practice via Arts Queensland social media, websites, blog posts and case studies.</p>	<p>Continue to identify and develop working relationships with key arts and disability organisations.</p> <p>Develop online resources, information and checklists for inclusive arts practice.</p>	<ul style="list-style-type: none"> • Reported initiatives/case studies 	<p>Arts Queensland</p>
---	--	--	---	------------------------

1.5.3 Action – Continue to explore innovative options to increase access to performances and exhibitions at the Queensland Performing Arts Centre (QPAC), Queensland Museum and Queensland Art Gallery & Gallery of Modern Art (QAGOMA).

Continue to work with Arts Statutory Bodies to further develop their innovative inclusive arts practices including the use of assistive technologies.	Continue to work with Arts Statutory Bodies to further develop their innovative inclusive arts practices including the use of assistive technologies.	Continue to work with Arts Statutory Bodies to further develop their innovative inclusive arts practices including the use of assistive technologies.	<ul style="list-style-type: none"> Reported initiatives/case studies. 	Arts Queensland
---	---	---	--	-----------------

1.5.4 Action – Explore digital, online and social media initiatives to increase access and participation by people with disability in the arts.

Explore digital, online and social media applications and the innovative use of technology with Arts Queensland, Arts Statutory Bodies and arts sector partners.	Explore digital, online and social media applications and the innovative use of technology with Arts Queensland, Arts Statutory Bodies and arts sector partners.	Explore digital, online and social media applications and the innovative use of technology with Arts Queensland, Arts Statutory Bodies and arts sector partners.	<ul style="list-style-type: none"> Reported initiatives/case studies. 	Arts Queensland
--	--	--	--	-----------------

1.5.5 Action – Encourage wider adoption of Disability Action Plans (DAPs) across the arts sector and by funded arts organisations and peak arts bodies.

Provide access to online resources, templates and checklists for developing DAPs through Arts Acumen.	<p>Provide access to online resources, templates and checklists for developing DAPs through Arts Acumen.</p> <p>Publish case studies of successful inclusive practice by funded arts organisations.</p>	<p>Provide access to online resources, templates and checklists for developing DAPs through Arts Acumen.</p> <p>Publish case studies of successful inclusive practice by funded arts organisations.</p>	<ul style="list-style-type: none"> Number of arts organisations with DAPs. 	Arts Queensland
---	---	---	---	-----------------

2.0 Employment

2.1 Leading the way – increasing opportunities in the Queensland public sector				
Year 1 2017-2018 - Activities	Year 2 2018-2019 – Activities	Year 3 – 2019-2020 - Activities	Overall Measure	Responsible area
2.1.1 Action - Promoting flexible work practices for all staff with a particular emphasis on improving accessibility to work and catering for specific needs.				
<p>Share stories showcasing how we support employees through social channels.</p> <p>Increase participation in, and encouragement of access to flexible work options</p> <p>Investigate and implement focused programs for employees with a disability.</p> <p>Educate managers and employees about the benefits of an agile workforce, and flexible work options available.</p>	Ongoing	Ongoing	<ul style="list-style-type: none"> No of stories shared Activities undertaken to educate and promote the benefits The proportion of people employed in the Queensland public sector workforce increases towards eight percent by 2022. 	Corporate Services
2.1.2 Action – Explore collaborating with external organisations and services to provide employment opportunities for people with disability.				
NA	Investigate options for partnering including the National Disability Recruitment Coordinator	Ongoing	<ul style="list-style-type: none"> No of people with a disability employed through partnering arrangements 	Corporate Services

2.2 Increasing employment opportunities for Queenslanders with disability				
Year 1 2017-2018 - Activities/success measure	Year 2 2018-2019 - Activities/success measure	Year 3 2019-2020 - Activities/success measure	Overall Measure	Responsible area
2.2.1 Action – Continue to work with business units to consider graduate applications from people with a disability.				
Ongoing support to graduate selection panels	Ongoing support to graduate selection panels	Ongoing support to graduate selection panels	<ul style="list-style-type: none"> Level of support provided 	Corporate Services
2.2.2 Action – Provide strategic recruitment advice and support to selection panels about recruiting people with a disability.				
Ongoing support and training provided.	Develop on-line recruitment and selection training modules that address reasonable adjustment and unconscious bias.	Ongoing support and training provided.	<ul style="list-style-type: none"> Program delivered No of staff completing training 	Corporate Services
2.2.3 Action – Include information about diversity and inclusion including disability as part of induction processes.				
Review induction processes to ensure they adequately address diversity and inclusion including disability.	Yearly audit to identify continuous improvement opportunities.	Yearly audit to identify continuous improvement opportunities.	<ul style="list-style-type: none"> Information for both employees and managers is delivered and maintained through corporate induction processes. Yearly audit conducted 	Corporate Services

3.0 Leadership and participation

3.1 Inclusion in consultation, civic participation and decision making and supporting leadership development				
Year 1 2017-2018 – Activities	Year 2 2018-2019 – Activities	Year 3 – 2019-2020 - Activities	Overall Measure	Responsible area
3.1.1 Action - Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.				
HR to consult with AccessAbility Employee Resource Group on the implementation of the Disability Services Plan.	AccessAbility Employee Resource Group provide advice and support in the delivery of the DSP.	AccessAbility Employee Resource Group provide advice and support in the delivery of the DSP.	<ul style="list-style-type: none"> Level of involvement of the AccessAbility Employee Resource Group 	Corporate Services
3.1.2 Action – Internal leadership programs i.e. mentoring will be promoted as part of Diversity & Inclusion Strategy				
Mentoring program to be targeted to diversity groups including disability.	Ongoing	Ongoing	<ul style="list-style-type: none"> Number of employees who identified as having a disability participating in a mentoring program 	Corporate Services
3.1.3 Action – Nominate a Senior Executive Officer as champion for disability				
Champion nominated	Ongoing	Ongoing	<ul style="list-style-type: none"> Support provided by Champion 	Corporate Services

3.1.4 Action – Review current suite of management and leadership programs to ensure a focus on inclusive leadership as part of Diversity and Inclusion Strategy.

<p>Undertake a review and evaluation of the department’s leadership and management programs to identify opportunities for an increased focus on leading and managing a diverse and inclusive workshop.</p>	<p>Identify and deliver development activities focused on building inclusive leaders and managers.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • No and type of activities undertaken to build capability of leaders and managers 	<p>Corporate Services</p>
--	--	----------------	--	---------------------------