



Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Disability Service Plan

2023-2025

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Cultural acknowledgement

We pay our respects to the Aboriginal and Torres Strait Islander peoples of this land, their spirits and their legacy. The foundations laid by these ancestors—the First Australians—give strength, inspiration and courage to current and future generations towards creating a better Queensland.

Who to contact for more information

This Disability Service Plan is available at <https://www.dsdsatsip.qld.gov.au/about-us/corporate-publications/disability-service-plan>

Further enquiries

Telephone: 13 QGOV (13 74 68)

Email: enquiries@dsdsatsip.qld.gov.au

Other languages and formats

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, we will arrange an interpreter to effectively communicate the report to you. Alternative formats (including large print) are available on request. If you would like this document in another format, please contact us (calls from mobile phones are charged at applicable rates).

Telephone: 13 QGOV (13 74 68)

Persons with a hearing impairment

SMS: 0423 677 767

TTY: 133 677

Speak and listen: 1300 555 727 **Internet relay:** <https://internet-relay.nrscall.gov.au> **Video relay:** relayservice.gov.au

A message from the Director-General

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnership's (DSDSATSIP) Disability Service Plan 2023-2025 is our action plan for including Queenslanders with disability in the work that we do.

Nearly one in five Queenslanders (19.1 per cent of our population) are living with disability, and we are fully committed to the vision, outlined in Australia's Disability Strategy, of an inclusive society that ensures people with disability can fulfil their potential as equal members of the community.

Our portfolio gives us a unique responsibility to develop and deliver inclusive policies, programs and services. To ensure the services we provide are truly inclusive, we have worked closely with people living with disability to develop this plan. This plan acknowledges and respects the priorities of people with disability, their families and carers; and directly addresses issues that people with disability and the sector identified. By adopting a co-designed approach, we acknowledge that people with disability know what is best for themselves and we seek their support and guidance as we act on their wishes and priorities.

Our department is a lead Queensland Government agency for inclusion and an employer of choice for people with disability – as at October 2022, 18 per cent of the Department's employees identified as living with disability in the 2022 Working for Queensland Survey.

I look forward to collaborating across my department to deliver and build on the actions in our plan with vital guidance from important advisory bodies, such as the Queensland Disability Advisory Council and the Queensland Carers Advisory Council as well as other governance groups including the Disability Reform Implementation Interdepartmental Committee (DRIIC).



Dr Chris Sarra

Director-General

About our Disability Service Plan

Context

The new national disability strategy, called *Australia's Disability Strategy 2021-2031* (ADS), was launched on 3 December 2021 to align with International Day of People with Disability.

Building on the previous National Disability Strategy 2010-2020, the ADS renews the joint commitment of all levels of government to improve the lives of Australians with disability and realise an inclusive Australian society that ensures people with disability can fulfil their potential.

The ADS will drive change over the next decade to uphold the rights of around 4.4 million Australians who live with disability, including almost one in five Queenslanders, to access more social, economic and employment opportunities.

The voices of more than 3,000 people with disability, their families, carers and representatives and a broad range of disability organisations informed the development of the ADS and its priorities. [Australia's Disability Strategy 2021-2031](#) includes seven outcome areas that collectively represent the areas people with disability have said are important to them and need to be improved to achieve an inclusive Australian society:

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.

An [Outcomes Framework](#) has been developed to track progress against the ADS and time limited (one to three year) Targeted Action Plans (TAPs) apply an intensive focus on specific deliverables. The Queensland Government has already committed to delivering more than 50 discrete actions under five initial TAPs which cover: employment, community attitudes, early childhood, safety, and emergency management. New TAPs will be commissioned over the life of the strategy, the focus of each new TAP will be informed by engagement with people with disability.

The ADS promotes the rights of persons with disabilities guided by two human rights instruments: the United Nations Convention on the Rights of Persons with Disabilities (CRPD), and the *Disability Discrimination Act 1992*.

Queensland's Disability Plan 2022-27: Together, a better Queensland (QDP) outlines the strategic priorities for Queensland to make sure we implement the ADS and achieve the best outcomes for Queenslanders with disability. The QDP was designed in collaboration with people with disability and was developed to align with the ADS.

Disability Service Plans (DSPs) are Queensland Government's action plans to implement the QDP. All departments are required under the *Disability Services Act 2006* to develop and implement a DSP at least once every three-years. The QDP provides a framework for a whole-of-government, coordinated approach to service delivery for people with disability. Each department is responsible for developing a DSP to deliver ADS outcomes and implement the building blocks outlined below. Following release of the QDP, the DSDSATSIP Director-General provided information to all other Directors-General, including resources to support them to develop their new DSPs in a way that achieves a coordinated approach.

About our department

DSDSATSIP works to ensure inclusive and safeguarded services are delivered to seniors and people with disability; and to provide whole-of-government leadership, coordination and monitoring in policy, program and service delivery for Aboriginal and Torres Strait Islander Queenslanders.

Our department plays a key role in building a more inclusive Queensland and promoting better outcomes for people with disability. One way we are doing this is by overseeing investment and outcomes of the National Disability Insurance Scheme (NDIS). We are also continuing to deliver quality disability services, including direct provision of accommodation support and respite services for existing clients. The department is also leading implementation of, and reporting on the QDP.

Our vision

Seniors, people with disability, and Aboriginal and Torres Strait Islander peoples thriving culturally, socially and economically.

Our purpose

To promote respect for human rights and freedoms, enhance access to services and supports, and lead changes to improve the lives of seniors, carers, people with disability and Aboriginal and Torres Strait Islander Queenslanders.

Our SOLID values

- Strengths based
- Open
- Loyal
- Innovative
- Dedicated

Our principles

- Freedom
- Respect
- Equality
- Dignity
- Self-determination

Our partners

- Seniors, people with disability and carers throughout Queensland.
- Aboriginal and Torres Strait Islander Queenslanders living in urban, regional, rural and remote communities.
- Funded seniors and disability service providers.
- Companies, industry, businesses, government and non-government organisations, research institutes, advisory councils, advocacy organisations and peak bodies.
- Commonwealth, Queensland and Local Governments, and other state and territory governments.

Our Strategic Objectives

- Promote inclusion and access to programs and services.
- Increase engagement through co-design.
- Influence social and economic outcomes.
- Foster safe and connect communities.
- Strengthen capability, innovation and governance.

You can find more about our department and the work that we do on [our website](#).

Development of this plan

We engaged the Queenslanders with Disability Network (QDN) to bring together a diverse range of stakeholders for a face-to-face workshop and a follow up online workshop.

Workshop participants included people with diverse disability, seniors with disability, people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander people with disability. In addition to people with lived experience, stakeholders included fifteen representatives from community peak organisations related to our portfolio areas and key representatives across our department.

This engagement used a participatory approach to generate ideas, actions and solutions, with a focus on the ADS priority areas, to inform the actions in this DSP.

Our department's disability inclusion commitment

We work to deliver and fund high quality services and safeguards and promote the inclusion, rights and social and economic participation of seniors and people with disability. We also aim to increase the social and economic opportunities for Aboriginal and Torres Strait Islander peoples.

The QDP includes the four building blocks of: co-design; measurement of outcomes and impact; serious consideration of human rights; and long-term cultural and systems change.

These building blocks have helped us identify how we can implement our DSP actions in a way that aligns with the priorities of people with disability and address the key service delivery issues as identified by people with disability during the development of the QDP.

Over the next three years, as we implement this DSP and perform our functions, we will seek to embed the building blocks in every action that we undertake. This includes ensuring our services are informed by co-design, can make a measurable difference, uphold the rights of people with disability and our information, policies, programs and places are accessible and inclusive of everyone.

Implementing the building blocks

1. Co-design

What it means for us

We base our decisions and work on the experiences of people with disability and we believe that people should always be involved in decisions that impact their lives.

What we are doing

A key objective of our department's Strategic Plan is to increase our engagement through co-design, by championing the views of the people we seek to support.

As we developed this DSP, we sought the views of a diverse group of Queenslanders with disability and those representing the disability sector in Queensland.

As a department, we give a voice to people with lived experience of disability by working in partnership with the Queensland Disability Advisory Council, the Queensland Independent Disability Advocacy Network and the Queensland Carers Advisory Council. These Councils contribute to and inform the work we do to improve outcomes for people with disability.

As we implement this DSP, we will embed co-design in every action that we take – including by ensuring our work is evidence-based (based on what people have said they need) and that we have robust feedback processes and good governance and advisory mechanisms in place.

2. Measurement of outcomes and impact

What it means for us

We set clear targets and measure our progress; we understand how the work we do impacts the lives of people with disability.

What we are doing

We participated in the development of the ADS and the associated outcomes framework to ensure it provides a strong basis for measuring outcomes.

We ensure that the services we fund also deliver outcomes for people with disability and the broader community, and we measure outcomes through regular reporting from service providers.

Our department is committed to supporting and advocating for people with disability, working in partnership with the disability sector, and monitoring the NDIS to ensure it delivers positive outcomes for Queenslanders with disability.

By implementing this DSP, we seek to embed measurement of outcomes and impact in every action that we take – including by ensuring we have a way of measuring impact and outcomes (including baselining), and a way of seeking feedback from our advisory mechanisms to understand the impact of our work.

We are developing a detailed implementation plan for the actions in this DSP and will ensure regular reporting on our progress through our department's governance arrangements.

3. Human rights

What it means for us

Services, systems, policies and programs that promote the rights of people with disability will benefit everyone.

What we are doing

Promoting respect for human rights and freedoms is a core part of our department's purpose.

Through our work with and for people with disability, we seek to embed the principles and articles of the United Nations Convention on the Rights of Persons with Disabilities.

The department applies the Queensland's *Human Rights Act 2019* when making decisions and developing policies and processes.

All services delivered by the department have regard to the human rights principles under the *Disability Services Act 2006*.

These are:

- People with disability have the same human rights as others.
- People with disability have the right to —
 - respect for their human worth and dignity as individuals; and
 - realise their individual capacities for physical, social, emotional, cultural, religious and intellectual development; and
 - live lives free from abuse, neglect or exploitation; and
 - participate actively in decisions affecting their lives, including the development of disability policies, programs and services; and
 - recognition of their individual autonomy and independence, including the freedom to exercise choice and have control of their lives.

- When using disability services or NDIS supports or services, people with disability have the right to —
 - supports or services designed and delivered to enhance quality of life, supports their family unit and their full participation in society; and
 - receive supports or services with minimum restriction of rights and opportunities
 - receive supports or services that respect the confidentiality of their information; and
 - receive supports or services in a safe and accessible built environments that are appropriate to needs; and
 - pursue grievances about supports or services without fear of recrimination ; and
 - support to enable them to pursue grievances about supports or services; and
 - support, and access to information, to enable participation in decisions affecting their lives.
- People with disability have the right to receive supports or services, and information necessary to support their rights, in ways that appropriately consider their disabilities and cultural backgrounds.

Advocacy services are provided under our Queensland Disability Advocacy Program to support Queenslanders with disability, their family members and carers:

- to understand their rights
- to navigate the NDIS and other mainstream services (including Health and Education)
- to address gaps in support
- to address discrimination, conflict and unfair treatment
- to make informed decisions
- to build capacity to advocate for themselves
- ensure fundamental needs are met
- through legal matters
- with information and referrals to disability support services.

We work to protect the rights and safety of people with disability in service environments by investigating complaints, assessing requests for approval of the short term use of restrictive practices and the screening of disability workers.

4. Cultural and systems change

What it means for us

We will grow and promote inclusion by removing barriers embedded in structures and systems.

What we are doing

We administer the Queensland Disability Peak and Representative Bodies Program. This program recognises the role that systemic advocacy and providing appropriate, accessible information play in removing barriers for people with disability and growing a culture of inclusion. This program funds organisations across Queensland to provide information and referral services and champion the importance of inclusive employment in Queensland.

Our department leads the Queensland Government's participation in the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Disability Royal Commission), including coordinating the Queensland Government's engagement with the Disability Royal Commission and monitoring public hearings. The Disability Royal Commission provides a significant opportunity to contribute to better outcomes, enhanced quality of life, greater inclusion and accessibility, and strengthened protections for Queenslanders with disability.

Our department coordinates the work of the Disability Reform and Implementation Interdepartmental Committee (DRIIC), which oversees:

- implementation of the Queensland NDIS full scheme agreement
- the Queensland Government's response to the Australian Government's Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- implementation of ADS and the QDP.

This key oversight role supports systems change by providing consistency and building opportunities for collaboration across the Queensland Government.

By implementing this DSP, we will work to embed cultural and systems change in every action that we take – this includes by ensuring our actions are promoted across our organisation and to stakeholders, there are good governance mechanisms in place that have participation of people with disability at every level, and that each action is designed to promote inclusion.

Our actions

The *Disability Services Act 2006* (section 221) requires our DSP to identify issues relating to our department's service delivery for people with disability, outline how issues will be addressed and how we will consult with other departments as part of a coordinated whole-of-government approach for service delivery for people with disability.

Current actions

A range of disability-related actions are part of our "business as usual" approach to delivering our department's functions and addressing issues related to service delivery for people with disability. These are included in the department's strategic plan, reported in our annual report and service delivery statements and include:

- administering the Queensland Government's annual investment of more than \$2 billion in the NDIS, participating in interjurisdictional governance structures, and monitoring scheme performance to ensure it is achieving value for money and outcomes for Queenslanders with disability
- leading the whole-of-government consultation and engagement process in response to the Disability Royal Commission
- providing advice to government through Ministerial Advisory Councils on disability and carers and ensuring that funded advocacy and peak organisations provide regular advice about the key issues impacting people with disability and seniors
- delivering NDIS and state disability worker screening in Queensland to protect people with disability from individuals who may pose an unacceptable risk of harm
- maintaining the Human Services Quality Framework
- managing the short-term approval of certain restrictive practices in accordance with the *Disability Services Act 2006* and supporting the safety and wellbeing of people with disability through the development of positive behaviour support plans in particular circumstances
- providing supported accommodation and respite services and coordinating ongoing specialist disability supports for previous departmental clients who are ineligible for the NDIS
- operating the Forensic Disability Service
- contributing to submissions for key inquiry processes and providing strategic policy and legislative advice on priority issues
- working with the Commonwealth to streamline regulatory processes
- administering the *Guide, Hearing and Assistance Dogs Act 2009* including approval of individual trainers and training institutions
- supporting and promoting the Comprehensive Health Assessment Program
- ensuring all disability and seniors related funded services have appropriate policies and procedures for identifying and actions risk of harm to people with disability
- maintaining involvement in the National Disability Insurance Scheme After Hours Crisis Referral service as part of its Exceptionally Complex Support Needs Program
- funding disability peak bodies to deliver actions to improve inclusion for people with disability and to deliver actions to support employers in attracting recruiting and retaining people with disability

- promoting, supporting and recognising the role of carers and ensuring their views are heard and inform policy and program development through:
 - funding Carers Queensland as a peak disability body to 30 June 2025
 - administering a Ministerial Advisory Council to provide a voice for carers
 - promoting and upholding the principles in the *Carers Recognition Act 2008* 'Carers Charter'
- continuing to work with the Commonwealth to explore opportunities to streamline regulatory approaches across care sectors.

New actions

We have identified some specific actions (outlined below) that we will take over the life of this DSP to improve what we deliver, how we deliver it and how to lead by example as an inclusive organisation. By focusing on the four impact areas discussed below, we will make sure we are inclusive of our entire disability community.

To ensure we meet our commitment to *Queensland's Disability Plan 2022-27: Together, a better Queensland*, we will apply the four building blocks as we further develop and implement these actions.

Further ideas

Our engagement with people with lived experience of disability identified many issues for the department to consider, including issues that are broader in scope than our department can deliver alone. A list of the ideas that the engagement identified is in Appendix A.

Over the life of this DSP, we will collaborate across government and the non-government sector to consider these ideas further in the context of the development of ours and other relevant department's future DSPs.

Actions to support Our Service Users

Our Service Users should have access to the best services, tailored to meet individual needs and goals.

We recognise that services must be inclusive of all people, as well as being safe and of high quality. Services must also provide an excellent, person-centred, user experience.

Who are Our Service Users?

Our Service Users are the people who access and use the services that our department provides.

Our Seniors and Disability service area aims to deliver supported independent living and specialist forensic disability services, and to provide and fund peak and representative bodies, and advocacy and safeguards services for seniors, carers and people with disability.

Our Aboriginal and Torres Strait Islander Partnerships service area aims to increase the social and economic participation of Aboriginal and Torres Strait Islander Queenslanders.

Table 1 Actions for Our Service Users

| Action # | Strategic Objective | Actions | ADS Outcome Areas | | | | | | | | | |
|----------|---|--|--|-------------|---|---|---|---|---|---|---|---|
| | | | Measurement | Timing | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 1 | Foster safe and connected communities | Prepare, publish and promote an annual "Voice of Queensland" report identifying issues for people with disability to inform policy and strategy in Queensland government and the wider community. | Annual publication of report | Years 1 - 3 | | | | | | | | ● |
| 2 | Promote inclusion and access to programs and services | Develop journey mapping processes and capability to capture the experience and steps in the processes for people with disability to interact with DSDSATSIP to receive services. (Journey maps capture the sequence of events and describe the process of interaction). Undertake journey mapping of services provided by DSDSATSIP as part of a human-centred design approach. | Percentage of services journey mapped | Year 2 | | ● | | | | | | ● |
| 3 | Increase engagement through co-design | Identify and incorporate relevant issues for seniors with disability in the development of the next Seniors Strategy. | QDAC review of strategy | Year 1 | | ● | | | | | ● | |
| 4 | Promote inclusion and access to programs and services | Identify and champion positive case studies and stories on the Queensland Disability Plan website to raise awareness and promote inclusion. | Number of case studies published each year | Year 1 - 3 | | | | | | | | ● |
| 5 | Foster safe and connected communities | Actively participate in and respond to the review of the NDIS, reflecting Queensland disability sector and government views and issues. | Number of review activities undertaken, submissions or advice provided | Year 1-2 | | | ● | ● | | | | |

| | | | | | | | | | | | | | |
|----|---|--|---|------------|--|--|---|--|---|--|--|--|---|
| 6 | Promote inclusion and access to programs and services | Work with the Commonwealth, state and territory governments to consider potential arrangements for national consistency in relation to the regulation and accreditation of assistance animals. | Participation in national meetings and finalise Queensland analysis | Year 1 - 2 | | | ● | | ● | | | | |
| 7 | Influence social and economic outcomes | Undertake a review of DSDSATSIP procurement processes to assess accessibility and consider opportunities for inclusion targets. | Completion of review | Year 3 | | | | | | | | | ● |
| 8 | Promote inclusion and access to programs and services | Work with the Commonwealth, state and territory governments to coordinate the implementation and monitoring of the <i>Australia's Disability Strategy 2021-2031</i> and all associated work priorities (for example, the National Disability Data Asset, National Disability Advocacy Framework, and Targeted Action Plans). | Participation in national meetings and monitoring of performance of ADS | Year 1-3 | | | | | | | | | ● |
| 9 | Foster safe and connected communities | Review Queensland's Forensic Disability Service System and develop implementation plan for addressing recommendations. | Completion of review, completion of plan | Year 1-2 | | | | | ● | | | | |
| 10 | Foster safe and connected communities | Review Queensland's positive behaviour support and restrictive practices authorisation arrangements and develop implementation plan for addressing recommendations. | Completion of review, completion of plan | Year 1-2 | | | ● | | ● | | | | |

Actions to support Our People

Our SOLID culture exemplifies who we are, what we do, why we do it and the value we add.

We recognise the importance and value of social and economic participation by people with disability, which is enabled by creating inclusive workplaces and workforces. By building and promoting the workforce participation of people with disability, which help people with disability achieve financial security and broader inclusion in the community.

A diverse and inclusive workforce is comprised of people drawn from a broad range of backgrounds, experiences, knowledge and skills; one which represents a cross-section of the community it serves.

An inclusive workplace values, respects and harnesses the diversity of its people and a place where people feel safe, valued, and included.

Our department is a diverse and inclusive workplace where people of all ages, backgrounds and abilities feel safe, valued and respected.

Our departments culture and value prioritise employee inclusion and embrace difference.

Who are Our People?

Our People are the employees who work in our department.

As at 30 June 2022, we had 1,959 (Full Time Equivalent) staff working across Queensland for our department¹. Two-thirds of our staff identify as women, one third identify as men, and 0.1 per cent of our staff identify as non-binary². As at March 2022, 3.31 per cent of Queensland Government staff identified as being a person with disability. As at 30 June 2022, approximately 5% of our department staff identified as having a disability. Every year we also collect information through our Working for

¹ Service Delivery Statements: Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. Queensland Budget 2022-2023, (2021-22 Estimated Actual Full Time Equivalent)

² Biannual Queensland Public Sector Workforce Profile: March 2022

Queensland Survey. For the most recent survey (undertaken in September 2022), 18 per cent of our employees responded as 'Living with a disability'³. There is ongoing work to identify why this discrepancy is occurring, and how to create a workplace that people feel safe to disclose their disability.

Table 2 Actions for Our People

| Action # | Strategic Objective | Actions | ADS Outcome Areas | | | | | | | | | |
|----------|--|---|---|--------|---|---|---|---|---|---|---|---|
| | | | Measurement | Timing | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 11 | Strengthen capability, innovation and governance | Develop and embed a set of accessibility and inclusion outcomes into executive and senior managers' performance agreements. | All executive and senior performance agreements updated | Year 2 | | ● | | | | | | ● |
| 12 | Strengthen capability, innovation and governance | Promote accessibility checker tools and how to improve accessibility of departmental documents to all office-based staff. | Percentage of staff completion | Year 1 | | ● | | | | | | |
| 13 | Strengthen capability, innovation and governance | Consider options for delivering annual training for all executive and senior managers on inclusion legislation, standards and guidelines. | Percentage of executive and senior managers who have completed the training | Year 2 | | | ● | | | | | ● |
| 14 | Strengthen capability, innovation and governance | Review staff performance planning processes to include disability inclusion and accessibility considerations. | Performance and Development Agreement template updated for implementation | Year 1 | | ● | ● | | | | | ● |

³ 2022 Working for Queensland Survey results

| | | | | | | | | | | |
|----|---|--|--|--------|---|---|--|--|--|---|
| 15 | Strengthen capability, innovation and governance | Review project and program management processes to ensure inclusion of people with disability is embedded in planning and reporting documentation and processes. | Percentage of processes updated | Year 2 | | ● | | | | ● |
| 16 | Strengthen capability, innovation and governance | Raise awareness of the Queensland Government accessibility guidelines and standards for websites and build the capability of program areas to routinely develop products (including Queensland Government publications) that meet the guidelines | Internal communication of the guidelines and standards | Year 1 | ● | | | | | ● |
| 17 | Strengthen capability, innovation and governance | Audit internet and intranet platforms to ensure compliance with the Queensland Government accessibility guidelines and standards for websites . | Audit undertaken and follow up action occurs | Year 2 | | ● | | | | ● |
| 18 | Promote inclusion and access to programs and services | Review recruitment practices and resources to ensure they are inclusive of people with disability and maximise employment opportunities. | Percentage of employment of people with disability | Year 2 | ● | ● | | | | |
| 19 | Strengthen capability, innovation and governance | Update internal audit processes to include accessibility and inclusion consideration in all audits undertaken. | Percentage of audits undertaken including inclusion | Year 1 | | ● | | | | |

Actions to support Our Community

Our Community should be inclusive of all people with disability.

We recognise that the actions and activities of government and community-based organisations should be inclusive of the whole community, and the requirements of those in all regions.

Our actions for Our Community seek to achieve the best outcomes from the work that we do, and who we work with

What is Our Community?

Our Community includes our partners and the work that we do, including service provision, policies and programs delivered with and for:

- seniors, people with disability and carers throughout Queensland
- Aboriginal and Torres Strait Islander Queenslanders living in urban, regional, rural and remote communities
- funded seniors and disability service providers
- companies, industry, businesses, government and non-government organisations, research institutes, advisory councils, advocacy organisations and peak bodies
- Commonwealth, Queensland and Local Governments, and other State and Territory Governments.

Table 3 Actions for Our Community

| Action # | Strategic Objective | Actions | ADS Outcome Areas | | | | | | | | | |
|----------|---|---|---|------------|---|---|---|---|---|---|---|---|
| | | | Measurement | Timing | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 20 | Promote inclusion and access to programs and services | Review the Disability Awareness Training for the Queensland public sector to ensure the training content addresses contemporary understanding of inclusion issues and promote across all agencies. <i>(TAP Action)</i> | Review completed | Year 1 | | ● | | | | | | ● |
| 21 | Promote inclusion and access to programs and services | Deliver the Research Partnerships Projects to better understand the reasons for under-utilisation of NDIS funding by Queensland participants, particularly those who are hard to reach, disconnected from mainstream services and may experience multiple layers of disadvantage. <i>(TAP Action)</i> | Project completed | Year 1 | | ● | ● | | | | | |
| 22 | Influence social and economic outcomes | Work with the Queensland Disability Advisory Council to provide high quality evidence-based advice to the Minister and department on issues impacting Queenslanders with disability, their families and carers. | Annual QDAC work program report | Year 1 - 3 | | ● | | ● | | | | |
| 23 | Influence social and economic outcomes | Promote and support Disability Action Week and International Day of People with Disability in partnership with the disability sector and amplify these and other activities that promote inclusion via online and social media platforms. | Activities undertaken Annual calendar in place | Year 1 - 3 | | ● | | | | | | ● |
| 24 | Influence social and economic outcomes | Identify and resource an Olympics and Paralympics Champion in the department. | Champion identified Annual update | Year 1 | | ● | | | | | | ● |
| 25 | Influence social and economic outcomes | Analyse Queensland Disability Advocacy Program reporting data in Queensland to identify priority issues and develop recommendations for action. | Data analysed and advice provided | Year 1 | | ● | ● | ● | | | | |

| | | | | | | | | | | | | |
|----|---|--|--|----------|---|---|---|---|---|--|--|---|
| 26 | Promote inclusion and access to programs and services | Promote opportunities for people with disability to participate on Queensland Government boards. <i>(TAP Action)</i> | Number of submissions or advice provided | Year 1-3 | ● | ● | | | | | | ● |
| 27 | Promote inclusion and access to programs and services | Develop a whole-of-government inclusive language guide/toolkit in consultation with people with disability. <i>(TAP Action)</i> | Toolkit published | Year 2 | | ● | | | | | | ● |
| 28 | Promote inclusion and access to programs and services | Fund the Queensland Disability Advocacy Program to enhance capacity of people with disability to self-advocate, promote the rights of individuals, as well as address systemic issues of discrimination and unfair treatment. <i>(TAP Action)</i> | Number of hours delivered Number of service users | Year 1 | | ● | ● | | | | | ● |
| 29 | Influence social and economic outcomes | Advance market opportunities for First Nations providers to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people living with disability. <i>(TAP Action)</i> | Number of hours delivered Number of service users | Year 1-2 | | ● | | ● | | | | ● |
| 30 | Influence social and economic outcomes | Support eligible school leavers to access the NDIS to obtain the supports they need to transition from school-based learning programs to employment. <i>(TAP Action)</i> | Number of people supported | Year 1 | ● | | | | | | | |
| 31 | Influence social and economic outcomes | Implement the Disability Peak Bodies funding program and ensure it includes funding to support First Nations people with disability, develop innovative ways to improve the employment of people with disability and help people with disability to establish their own businesses and become entrepreneurs. | Number of hours delivered Number of service users | Year 1-2 | ● | | | | | | | ● |
| 32 | Promote inclusion and access to programs and services | Fund the Queensland Disability Advocacy Program Specialist Individual Advocacy service to ensure children and younger people with disability receive advocacy supports that uphold their rights and interests. <i>(TAP Action)</i> | Number of hours delivered Number of service users | Year 1 | | | ● | | ● | | | |
| 33 | Promote inclusion and access to programs and services | Fund the Queensland Disability Advocacy Program Specialist Individual Advocacy services to ensure First Nations people with disability and people with disability from Culturally and Linguistically Diverse Backgrounds receive advocacy supports that uphold their rights and interests. <i>(TAP Action)</i> | Number of hours delivered Number of service users | Year 1 | | | ● | | | | | |

Actions to support Our Places

Our Places should be accessible and inclusive of everyone.

We recognise that people with disability live in all regions across Queensland, meaning that all public places must be accessible for all.

What and where are Our Places?

Our Places are everywhere we provide services, including our workplaces and digital places. Our workplaces includes our offices, Accommodation Support and Respite Services and our Regional Service Centres. They also include in-person meetings and other in-person engagement activities.

Our online places include our websites, social media and engagement platforms, documents and online meetings.

Table 4 Actions for Our Places

| Action # | Strategic Objective | Actions | Measurement | Timing | ADS Outcome Areas | | | | | | | |
|----------|---|--|---|--------|-------------------|---|---|---|---|---|---|---|
| | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 34 | Promote inclusion and access to programs and services | Develop a guide for universal design to guide updates to DSDSATSIP workplaces. | Guide published | Year 2 | | ● | | | | | | |
| 35 | Promote inclusion and access to programs and services | Undertake an accessibility audit of DSDSATSIP premises and workplaces and develop an accessibility improvement plan incorporating universal design principles. | Audit completed Plan developed Progress reporting | Year 3 | | ● | | | | | | |
| 36 | Promote inclusion and access to programs and services | Undertake an accessibility audit of DSDSATSIP IT (software and hardware) and develop a plan to improve accessibility. | Audit completed Plan developed Progress reporting | Year 2 | ● | ● | | | | | | |
| 37 | Promote inclusion and access to programs and services | Undertake accessibility and inclusion assessment of Departmental communication arrangements and work with program areas to improve communication resources. | Audit undertaken and follow up action occurs | Year 2 | | ● | | | | | | ● |
| 38 | Strengthen capability, innovation and governance | Review 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, and are subject to mandatory worker screening. (TAP Action) | Policy and procedure updated | Year 1 | | | ● | | | | | |

Appendix A - Further ideas

The engagement process to develop this plan also generated ideas that will be considered by the department to inform future thinking and discussion with our stakeholders.

Our Service Users

Design/implement an overarching research framework and data collection methodology to understand the needs and experiences of people with disability accessing services.

Develop an inclusion capability framework to guide individual departments, businesses, services and system practices for both employees and customers.

Work with local governments, non-government organisations and businesses to understand current trends in disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.

Build individual capacity and effective natural safeguards (i.e. informal supports and protections such as connection with family and community) of people with disability.

Build self-advocacy skills, experience, and confidence of Queenslanders with disability through the development of resources and provision of training/mentoring opportunities.

Our People

Showcase disability inclusion and leadership within the public service with a focus on inclusion framework elements and employment practices.

Through established mechanisms for traineeships within the public service, identify and map current pathways and how this can be communicated more broadly with community including through universities and TAFE.

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| Create a pilot mentoring program for public sector employees with disability in DSDSATSIP and promote to broader network. |
| Employ people with lived experience to co-design engagement strategies to extend the reach of consultation in the community. |
| Support an increase in direct government spend under the social procurement framework to benefit people with disability. |
| Develop, promote, and share best practice employee life-cycle resources to support inclusive recruitment, employment, and career progression of employees with disability. |
| Scope the development of a strategic marketing plan for showcasing the leadership of people with disability to improve community understanding and attitudes towards disability and inclusion. |
| Develop and increase leadership skills and enable people with lived experience of disability, or who are ambassadors/working in the disability sector, to become more influential, confident, and effective leaders. |

Our Places

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| Coordinate a state-wide approach to reduce the digital divide for people with disability across Queensland. This program will need to address areas of access to digital devices, affordability of data and ability to use devices (capacity building). |
| Develop whole-of-government strategies to ensure awards and recognition initiatives are inclusive, accessible, and actively target people with disability. |

Our Community

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| Develop a strategic communication/marketing initiative to improve public understanding and community attitudes to improve inclusion and disability awareness. |
| Engage with people with disability to determine the best approach to fostering and promoting disability pride within mainstream community. |

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| Develop, design, and promote public awareness and education campaigns (case studies) that demonstrates the diversity of disability and works to break down barriers and stigma through multiple, accessible platforms/mediums. |
| Ensure activities to change community attitudes, including efforts to build disability-confident and inclusive workforces, highlight the experiences of people with disability who are not well understood or considered, including people from underserved communities or with invisible disability. |
| Develop 'Community of Practice' models as informal and organic networks to promote/guide knowledge, professional development, and capacity-building service. |
| Develop e-learning and other training packages and courses that are co-designed and co-delivered with people with disability and which promote inclusion, foster a culture of respect, and change attitudes towards people with disability. |
| Highlight the stories and achievements of people with disability in internal and external communications, including in annual and other reports, media/marketing, to showcase the diverse skills and achievements of people with disability (the power of positive narrative). |
| Design and implement an overarching research framework and data collection methodology to understand the needs and experiences of people with disability accessing employment. Determine and action findings of inquiries to building work readiness, and better support participants to transition into meaningful employment. |