

## **Disability Service Plan 2021-2022**

**Supporting the *All Abilities Queensland Strategy***

**Version 2.1-2021.08.27**

This publication has been compiled by Human Resources of Business Corporate Partnership, Department of Resources.

© State of Queensland, 2020

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 4.0 International (CC BY 4.0) 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.

Note: Some content in this publication may have different licence terms as indicated.

For more information on this licence, visit <https://creativecommons.org/licenses/by/4.0/>.

The information contained herein is subject to change without notice. The Queensland Government shall not be liable for technical or other errors or omissions contained herein. The reader/user accepts all risks and responsibility for losses, damages, costs and other consequences resulting directly or indirectly from using this information.

#### **Interpreter statement**

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, you can contact us within Australia on 13QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the report to you.



## About the department

The Department of Resources (Resources) has a clear purpose - helping the community and the government make the best use of our renewable and non-renewable land, mineral and energy resources.

Partnerships with our customers and stakeholders are important to us, as we work to deliver policies, programs and services that support industry while reflecting the needs of the broader community.

Our department supports the Queensland government's commitment to inclusion and diversity, ensuring our responsibility as leaders and individuals drives change and builds a public sector for all, where everyone feels safe, respected and included.

We expect all employees, from every classification level, to be accountable for enabling an inclusive workplace culture that values diversity and respect. We also have a responsibility to attract, develop and retain a workforce which reflects the community we serve.

Our purpose is to capitalise on Queensland's resources for sustainable economic prosperity and just outcomes. Our vision is to be an influential economic department that advocates in the public interest.

Under our strategic plan, we will work to achieve five strategic objectives:

- Optimised use of land resources of the state.
- Increased and diversified private sector investment in georesources.
- Innovation driven to unlock our data's potential
- Great careers: a contemporary workforce set apart by its expertise, innovation, collaboration and leadership.
- Positive stakeholder and public sentiment on all of our policies, programs and people

Our guiding principles described in the strategic plan build upon the Queensland public service values. They aim to explicitly guide our actions and represent fundamental, positive leadership standards to which each employee can aspire:

- Proactive
- Collaborative
- Resilient
- Respectful
- Pragmatic
- Courageous

## Background

The *Disability Services Act (Qld) 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 Disability Service Plan (DSP) outlining the actions they will take to improve services for people with a disability.

## Context

The purpose of the DSPs is to ensure each agency 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 disability, including more coordinated responses.

The DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy (NDS). 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.

The *All Abilities Queensland Strategy* sets a vision of "Opportunities for all Queenslanders" with five priority areas being:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services
5. Leadership and participation to guide action by Queensland Government and encourage other to act to bring the plan to life.

The Queensland *Disability Recovery Action Plan* has been developed as an interim initiative under the *All Abilities Queensland Strategy*, to support Queenslanders with disability and the Disability Sector to recover from the COVID-19 pandemic.

## Legal Context

Access to employment is protected under State and Commonwealth law through the Anti-Discrimination Act 1991 (Qld) and the Disability Discrimination Act 1992 (Cth) which prohibit direct or indirect discrimination.

Disability, as defined by the Disability Discrimination Act 1992 (Cth) means:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or

- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
- h) presently exists; or
- i) previously existed but no longer exists; or
- j) may exist in the future (including because of a genetic predisposition to that disability); or
- k) is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

It is unlawful for an employer to discriminate against employees or applicants for a position on the grounds of the person's disability and this includes, but is not limited to:

- arrangements made for a selection process
- the terms or conditions on which employment is offered
- limiting opportunities or access to training
- not making changes to remove barriers to equal opportunity, participation or performance (also known as reasonable adjustment). Reasonable adjustments are broad by nature and might include adjustments to hours of work and leave entitlements, access to equipment or other assistance, providing training to co-workers and supervisors as examples.

The *Human Rights Act 2019* states:

Every person in Queensland has the right, and is to have the opportunity, without discrimination to participate in the conduct of public affairs, directly or through freely chosen representatives.

Every eligible person has the right, and is to have the opportunity, without discrimination—

- a. to vote and be elected at periodic State and local government elections that guarantee the free expression of the will of the electors; and
- b. to have access, on general terms of equality, to the public service and to public office.

## **Our commitment**

Resources are committed to having a diverse and inclusive workforce that reflects the community we serve. The actions outlined in this document support the department's commitment as well as the Queensland Government's vision of a state where the one in five Queenslanders who have a disability can thrive and reach their full potential as equal citizens.

## **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*.

## **Contact for more information**

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you require assistance please call 13 QGOV (13 74 68).

For more information or to provide feedback on the department's Disability Service Plan, please contact the department on 13 QGOV (13 74 68). If you have a hearing or speech impairment, you may contact the National Relay Service — telephone 133 677 (TTY/Voice) / 1800 555 727 (Speak and Listen (SSR)).

You can also email your query to the department at [customerfeedback@resources.qld.gov.au](mailto:customerfeedback@resources.qld.gov.au), or write to:

Department of Resources  
PO Box 15216  
CITY EAST QLD 4002

# Disability Action Plan

## 1. Communities for all

### 1.1 Changing attitudes and breaking down barriers by raising awareness and capability

State Disability Plan whole-of-government action — support national communication strategies and activities to promote the National Disability Strategy 2010–2020.	Overall measure • Our department participates in and contributes to the NDS communication strategies and activities. (State Disability Plan measure)
Action	Accountable Area
<b>1.1.1</b> Continue to promote the Queensland Governments 'Knowledge Centre' and 'All Abilities' websites which feature resources to support business, organisations and community groups to be more inclusive and welcome peoples with disability.	Human Resources
<b>1.1.2</b> Regularly promote examples of our inclusive environment to both internal and external stakeholders.	Human Resources
<b>1.1.3</b> Support national communication strategies and activities to promote the National Disability Strategy 2021-2030 (NDS) Examples: Disability Action Week (13–19/9/20) <ul style="list-style-type: none"> <li>• DG Speaker Series: including Matthew Ames on 29/10/20</li> <li>• Spotlight video (Episode 5): All Abilities Action Group</li> <li>• Intranet features               <ul style="list-style-type: none"> <li>- Celebrating DAW x3</li> <li>- Seeing the ability in disability</li> </ul> </li> </ul>	Communications Human Resources
<b>1.1.4</b> Provide disability awareness training to all employees via our iLearn system.	Human Resources
<b>1.1.5</b> Provide disability awareness training to employees participating in recruitment and selection processes via our iLearn system.	Human Resources
<b>1.1.6</b> Provide new starters with access to a suite of training options, in addition to mandatory programs, including: <ul style="list-style-type: none"> <li>• disability awareness training</li> <li>• unconscious bias</li> <li>• recruitment and selection</li> </ul>	Human Resources
<b>1.1.7</b> Include information regarding the All Abilities Action Group to all new employees via the online 'Onboarding Program'.	Human Resources
<b>1.1.8</b> Include examples of greater inclusion and diversity in the department's Bystander program	Human Resources

## 1.2 Accessible places and spaces

<p><b>State Disability Plan whole-of-government 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.</b></p>	<p><b>Overall measure</b></p> <ul style="list-style-type: none"> <li>• <b>Practical guidance and documentation provided to all staff and stakeholders on choosing accessible venues for department-organised events or meetings. (State Disability Plan measure)</b></li> </ul>
Action	Accountable Area
<p><b>1.2.1</b> Ensure Resources' buildings are accessible wherever possible and access for people with disability is improved when departmental owned buildings and leased tenancies are being refurbished or new leases are being entered into.</p>	<p><b>Accommodation Services</b></p>
<p><b>1.2.2</b> Consider accessibility for people with disability when coordinating events, meetings and other activities with internal and/or external stakeholders, with guidance provided on the intranet about choosing accessible venues and technology.</p>	<p><b>Communications</b></p>
<p><b>1.2.3</b> Respond on a case-by-case basis where agency staff with disability require a physical workplace adjustment.</p>	<p><b>Accommodation Services</b> <b>Human Resources</b></p>

## 1.3 Accessible information

<p><b>State Disability Plan whole-of-government action —work towards ensuring Queensland Government information is accessible and provided in multiple formats.</b></p>	<p><b>Overall measure</b></p> <ul style="list-style-type: none"> <li>• <b>All new key Resources information is provided in accessible formats. (State Disability Plan measure)</b></li> <li>• <b>Existing content progressively reviewed and updated. (Resources measure)</b></li> </ul>
Action	Accountable Area
<p><b>1.3.1</b> Ensure all new agency information is available and published in accessible formats and can be converted using common assistive technologies. Regularly review existing materials to ensure accessibility in multiple formats.</p>	<p><b>Communications</b></p>
<p><b>1.3.2</b> Increase staff awareness of services that are available for people with disability e.g., electronic interpreting services for people who are deaf or hearing impaired.</p>	<p><b>Communications</b></p>
<p><b>1.3.3</b> All new videos and audio content has closed captions or a transcript provided. All new website content is in accessible formats, at AA WCAG 2.1 standard. Accessibility requirements are promoted.</p>	<p><b>Communications</b></p>
<p><b>1.3.4</b> Ensure transcripts and/or captions are available for all training and information videos.</p>	<p><b>Human Resources</b></p>



## 1.4 Compliant content

<b>State Disability Plan whole-of-government 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).</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>All new key website content is accessible and complies with guidelines. (State Disability Plan measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>1.4.1</b> Ensure the department meets contemporary International Web Content Accessibility Guidelines.	<b>Communications</b>
<b>1.4.2</b> Ensure that all videos compiled and published by the agency on social media are accompanied by text transcripts and closed captions, where practicable.	<b>Communications</b>

## 1.5 Respecting and promoting the rights of people with disability and recognising diversity

<b>State Disability Plan whole-of-government action —work towards ensuring 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</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>Department’s legislation, policies and programs demonstrate they have considered the needs of people with disability and carers. (State Disability Plan measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>1.5.1</b> Require all department policies and legislation to consider the needs and interests of people with disability and upholds the human rights of people with disability in accordance with sections 3 and 4 of the <i>Human Rights Act 2019</i> .	<b>Human Resources</b>
<b>1.5.2</b> Our internal services and funded non-government services provide access to language, translating and communication services	<b>Communications</b>

## 2. Lifelong Learning

### 2.1 Support workplace learnings

<b>State Disability Plan whole-of-government action — Encourage and support participation of employees with a disability to participate in learning and development opportunities</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>Learning and development opportunities are promoted and provided to all employees, including employees with disability.</li> <li>Promote participation in the Queensland Public Sector Management Program (QPSMP) for employees with a disability</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>2.1.1</b> Continue to promote learning and development opportunities to employees with a disability.	<b>Human Resources</b>
<b>2.1.2</b> Encourage and support Resources employees with a disability to apply for and participate in, the annual Queensland Public Sector Management Program (QPSMP)	<b>Human Resources</b>

### 3. Employment

#### 3.1 Leading the way—increasing opportunities in the Queensland public sector

<b>State Disability Plan whole-of-government action —implement strategies to reach the Queensland Government target of eight per cent of the Queensland public sector workforce being people with disability by 2022. Strategies should address attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand</b>	<b>Overall measure</b> The proportion of people with disability employed in the Queensland public sector workforce increases towards eight per cent by 2025. (State Disability Plan measure)
ACTION	Accountable Area
<b>3.1.1</b> All Abilities Action Group to work with divisions to incorporate disability inclusive strategies in their Divisional diversity and inclusion plans.	Human Resources <b>All Abilities Action Group</b>
<b>3.1.2</b> Regularly analyse workforce data reports to ensure positive trend toward 2025 targets.	Human Resources
<b>3.1.3</b> Identify gaps in data and solutions for how to capture additional information required.	Human Resources
<b>3.1.4</b> Better inform employees about why we collect equity and diversity data to help increase completion rate.	Human Resources
<b>3.1.5</b> Analyse Working for Queensland survey data to help understand where we are on our journey to inclusion for people with disability and where our focus is required moving forward.	Human Resources
<b>3.1.6</b> Increase education about <b>why</b> disability inclusion is important and <b>how</b> we can all play a role.	Human Resources <b>All Abilities Action Group</b>
<b>3.1.7</b> Increase the positive engagement with Disability Employment Service providers when filling entry level and/or short-term contractor or temporary vacancies	Human Resources

#### 3.2 Increasing employment opportunities for Queenslanders with disability

<b>State Disability Plan whole-of-government action: Promote information, resources and examples of the benefits to the department when employing people with disability, the assistance available, how to make recruitment and employment processes more accessible improving the opportunities for people with a disability to participate in employment.</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>Information, resources and best practice case studies uploaded to/linked to website. (State Disability Plan measure)</li> </ul>
Action	Accountable Area
<b>3.2.1</b> Investigate partnerships and opportunities to provide work experience, Work Integrated Learning (WIL) Programs and traineeship programs for people with disability.	Human Resources
<b>3.2.2</b> Review information, guidelines, resources and support available to employees about recruitment and selection processes targeted to supporting people with disability to identify any gaps and ensure it is up to date.	Human Resources
<b>3.2.3</b> Promote information and resources available to employees.	Human Resources
<b>3.2.4</b> Ongoing review of departmental recruitment and selection guidelines and update as required.	Human Resources
<b>3.2.5</b>	Human Resources

Review other government agency and private organisations guidelines to improve processes and update as required.	
<b>3.2.6</b> Provide sufficient information to panel members and promote training opportunities.	Human Resources
<b>3.2.7</b> Continue to promote flexible work practices.	Human Resources
<b>3.2.8</b> Continue to increase our Leaders' skills in managing flexible working arrangements.	Human Resources
<b>3.2.9</b> Raise awareness of the application of flexible work practices as a reasonable adjustment.	Human Resources
<b>3.2.10</b> Raise awareness of how flexible work arrangements can support people with disability who are vulnerable to COVID19 to continue working	Human Resources
<b>3.2.11</b> When catering for events such as face to face in-house training etc., commit to addressing, social issues through procurement, seeking opportunities with organisations providing employment for people with a disability.	Human Resources

## 4. Leadership and participation

### 4.1 Inclusion in consultation, civic participation and decision-making and supporting leadership development

<b>State Disability Plan whole-of-government 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</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>Increased participation of people with disability in consultation. (State Disability Plan measure)</li> <li>Options for engagement promoted. (State Disability Plan measure)</li> <li>Our Leadership team proactively champion disability inclusion (Resources measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>4.1.1</b> Continue to promote whole of government information to our staff on consulting on legislation, policies and programs with people with a disability.	Human Resources
<b>4.1.2</b> Encourage all employees to participate in disability awareness training	Human Resources
<b>4.1.3</b> Require our ELT to enable positive improvement in Inclusion and Diversity data and to increase workforce attendance and participation in Inclusion and Diversity events/celebrations	Executive Leadership Team
<b>4.1.4</b> Continue to promote and liaise/consult with the All Abilities Action Group in relation to Resources policies and programs	Human Resources All Abilities Action Group

### 4.2 Consultation

<b>State Disability Plan whole-of-government action —Queensland Government agencies consult with people with disability when either developing a disability service plan or implementing disability service plan actions.</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>• Consultation with people is included in the Disability Service Plans 2017–2020, and/or the implementation of actions. (State Disability Plan measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>4.2.1</b> Consult with the All Abilities Action Group during development and implementation of the department’s Disability Service Plan.	<b>Human Resources</b> <b>All Abilities Action Group</b>
<b>4.2.3</b> 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.	<b>Communications</b>

#### 4.3 Accessible Programs

<b>State Disability Plan whole-of-government action —existing leadership programs are accessible and inclusive of Queenslanders with disability.</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>• Application and assessment processes for Queensland Government leadership programs are accessible. (State Disability Plan measure)</li> <li>• Participant demographics for Queensland Government leadership programs are representative of the community. (State Disability Plan measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>4.3.1</b> Review content of leadership programs to ensure they are accessible and inclusive.	<b>Human Resources</b>
<b>4.3.2</b> Promote leadership learning and development opportunities to employees with disability via AAAG and regular new items	<b>Human Resources</b>

#### 4.4 Appointments to Boards

<b>State Disability Plan whole-of-government action —promote inclusion of people with disability on state government boards, steering committees and advisory bodies to foster ‘change from within’.</b>	<b>Overall measure</b> <ul style="list-style-type: none"> <li>• Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability. (State Disability Plan measure)</li> </ul>
<b>Action</b>	<b>Accountable Area</b>
<b>4.4.1</b> Encourage diversity on boards, committees, and advisory bodies within the department	<b>Human Resources</b>