

Disability Service Plan 2023-26



We value and respect Aboriginal and Torres Strait Islander cultures in all that we do.

We respect, protect and promote human rights in our decision making and actions.

We are a White Ribbon accredited employer.

Who to contact for more information and other languages or format?



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you wish to provide feedback on this plan or require an interpreter to communicate the Disability Service Plan, or require the document in an alternative format, please contact us by either email GPR@dtis.qld.gov.au or telephone 13 QGOV (13 74 68) and ask for Governance, Performance and Risk, Corporate Services, Department of Tourism and Sport and we will arrange assistance for you.

The department's contact details are:

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International callers: +61 7 3328 4811

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Persons with a hearing or speech impediment:

- Teletypewriter: phone 13 36 77 and ask for 13 QGOV (13 74 68).
- Voice relay: phone 1300 555 727 and ask for 13 74 68.
- Internet relay (NRS chat): log into the internet relay call (NRS Chat) page and type in 13 QGOV (13 74 68).
- Video relay: choose the available video relay contact on Skype and ask for 13 QGOV (13 74 68).
- SMS relay: send a text message to 0423 677 767 asking for 13 QGOV (13 74 68).

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This report is available online at www.dts.qld.gov.au/about-us/our-policies-and-plans/disability-service-plan.

More information about the department can be found at www.dts.qld.gov.au.

Acknowledgement to Country

The Department of Tourism and Sport acknowledge the ongoing relationships, connections and the responsibility to land, water, and sky country as an integral element of Aboriginal and Torres Strait Islander identities, culture, kastoms* and diversity within communities. We acknowledge Aboriginal and Torres Strait Islander peoples' connection as central to culture and being. We respectfully acknowledge, recognise, and understand Aboriginal and Torres Strait Islander peoples have decision making processes and protocols.

We acknowledge the enduring relationships connecting people, country, and ancestors where we live, work and play – an unbreakable bond for thousands of generations. We acknowledge that Aboriginal and Torres Strait Islander peoples' right to self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples.

We are committed to strengthening partnerships with Aboriginal and Torres Strait Islander peoples and communities that will contribute to leading a stronger workforce in delivering quality services in a culturally safe and inclusive manner reflective in our departmental policies, procedures, and governance in what we do.

**Kastom/Kustom This is a term that stems from the Straits. The term is broadly used within broken English, Aboriginal English, and Torres Strait Creole language dialects. It is a term that refers to our ways of doing/carrying out our traditional processes.*

A message from the Director-General

I am pleased to present the Department of Tourism and Sport Disability Service Plan 2023-26 (DSP) as our action plan to ensure access and inclusion of people with disability in all aspects of our work.

We are committed to the vision, outlined in *Australia's Disability Strategy 2021-31*, of an inclusive society that ensures that people with disability can fulfil their potential as equal members of the community. We know that genuine inclusion will only become a reality when embraced by all levels of government, industry, communities and individuals. [Queensland's Disability Plan 2022-27: Together a better Queensland](#) outlines the strategic priorities to ensure we achieve the best outcomes for Queenslanders with disability and we all have an important role to play in addressing these.

The department aims to ensure the lives of Queenslanders are enriched by our visitor economy, healthy and active lifestyles, and inspirational extraordinary sporting success and we are committed to ensuring the inclusion of all Queenslanders in this vision, including the nearly one in five that live with a disability.

The Brisbane 2032 Olympic and Paralympic Games will create new standards for accessibility, ensuring all venues will be more accessible to all people regardless of age, family needs or mobility and this department will play a key role in shaping access and inclusion for people with disability. Our places, services – including tourism – and infrastructure must be accessible, inclusive and universally designed to support community and economic participation for people with disability.

This DSP identifies the actions we will take over the next three years to create meaningful change and ensure we fulfil our role in creating a society that is inclusive of people with disability.

Andrew Hopper
Director-General
Department of Tourism and Sport

A note from our Disability Champion

Our department is committed to embedding a culture that embraces diversity and inclusion and that prioritises accessibility in everything we do.

The strategic actions outlined in this plan are designed to remove barriers within structures and systems, foster positive impacts for our current and future employees and build upon the successes of the work we do, including the inaugural Year of Accessible Tourism (YOAT) in 2023. For me, YOAT highlighted how critical it is for co-design to include people with lived experience, the need for increased awareness through a focus on information sharing and training and development for staff, as well as the simple fact that inclusion is all of our responsibility. If we are unsure, the best thing we can do is ask.

YOAT has highlighted the need for change in our communities to ensure that individuals of all abilities are supported to be included in all walks of life. Through the DTS Disability Service Plan 2023-26, I hope this department will be a major driving force behind that change – focused on improving our culture and services for our employees and customers with disability and in turn benefitting our broader communities.

I look forward to supporting and seeing real-time improvements for both our employees and customers with disability from this plan.

Chad Anderson
Disability Champion
Deputy Director-General – Tourism
Department of Tourism and Sport

Contents

| | |
|---|----|
| Who to contact for more information and other languages or format? | 2 |
| What is the copyright licence for this plan? | 2 |
| Acknowledgement to Country | 2 |
| A message from the Director-General | 3 |
| A note from our Disability Champion..... | 3 |
| Language | 5 |
| About our Disability Service Plan | 6 |
| Context..... | 6 |
| United Nations Convention on the Rights of Persons with Disabilities | 7 |
| Australia’s Disability Strategy | 7 |
| Queensland’s Disability Plan 2022-2027: Together, a better Queensland | 7 |
| About our department..... | 8 |
| Our vision..... | 8 |
| Our purpose | 8 |
| Disability Service Plans | 8 |
| Our inclusion commitment..... | 8 |
| Progress reporting..... | 8 |
| Building block statements..... | 9 |
| Co-design..... | 9 |
| Human rights..... | 9 |
| Cultural and systems change | 9 |
| Our actions and measures | 9 |
| Glossary – what do these acronyms mean? | 11 |
| Superseded documents..... | 11 |

Language

Disability covers a breadth of conditions including:

- Physical - affects a person's mobility or dexterity
- Intellectual - affects a person's abilities to learn
- Mental Illness - affects a person's thinking processes
- Sensory - affects a person's ability to hear or see
- Neurological - affects the person's brain and central nervous system
- Learning disability
- Physical disfigurement or
- Immunological - the presence of organisms causing disease in the body

where the impairment or condition impacts daily activities, communication and/or mobility, and has lasted or is likely to last six months or more.

There are many different kinds of disability, and they can result from accidents, illness or genetic disorders. A disability may affect mobility, ability to learn things, or ability to communicate easily, and some people may have more than one. A disability may be visible or hidden, may be permanent or temporary and may have minimal or substantial impact on a person's abilities. Although some people are born with disability, many people acquire disability.

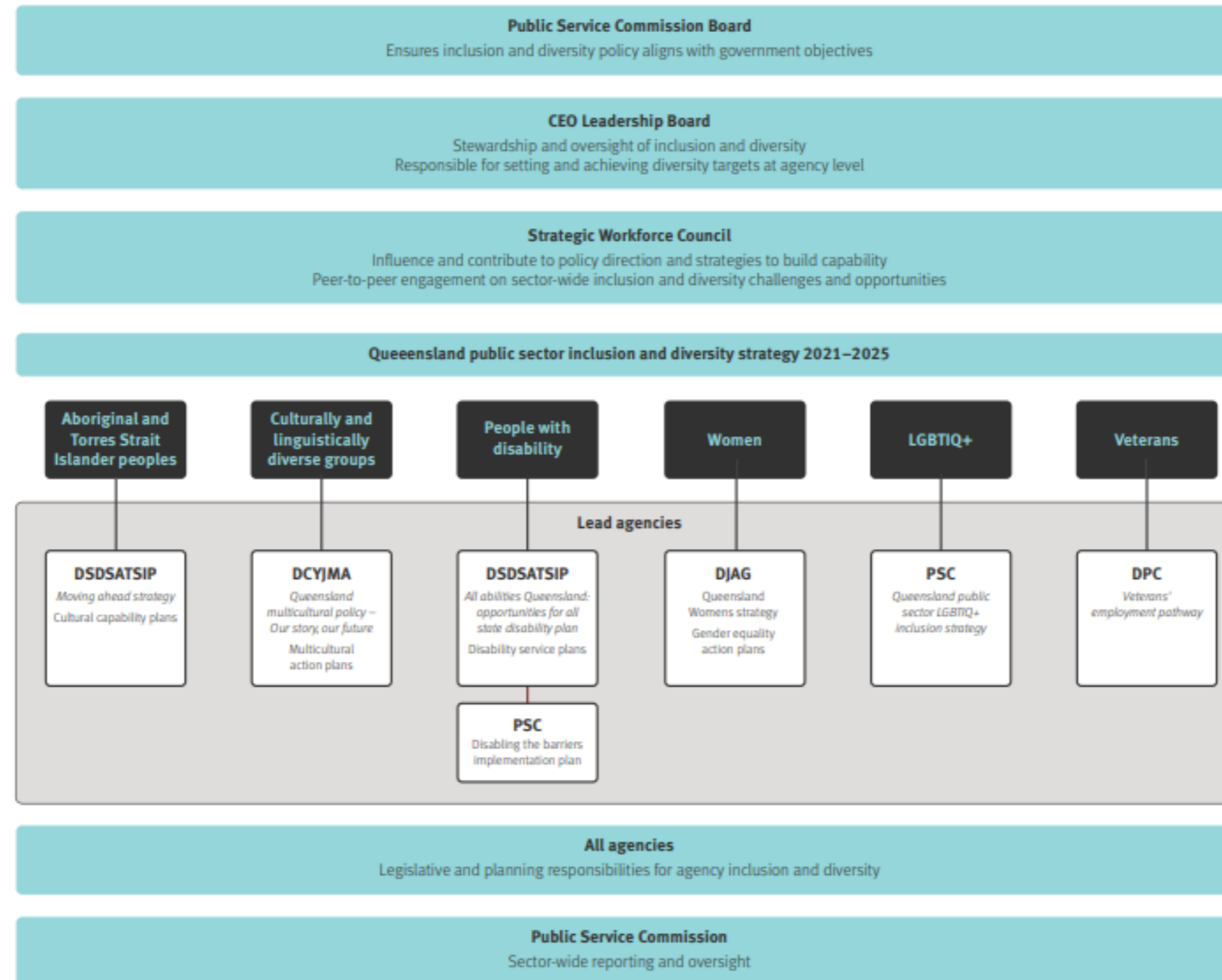
The language used in this plan is not intended to diminish or offend an individual's identity as a person with disability. It is recognised that appropriate use of language varies between individuals and disability communities, however for the sake of this plan the use of the word disability can cover any of the above-mentioned instances.

About our Disability Service Plan

Context

International, national and state frameworks guide our approach to achieving inclusion in our work.*

Sector-wide inclusion and diversity governance framework



*Above as at 1 March 2023

United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) provides the framework to promote and protect the human rights of people with disability. Australia has adopted and is implementing the UNCRPD through [Australia's Disability Strategy 2021-2031](#) (ADS).

Australia's Disability Strategy

The ADS is Australia's national disability policy framework. It will drive change over the next decade to protect and uphold the rights of close to 4.4 million Australians who live with disability, including just under one in five Queenslanders. It will guide disability policy over the next 10 years and will be implemented through state disability plans and agency disability service plans.

The ADS vision is for ***an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.***

The ADS identifies seven outcome areas that governments at all levels will focus on delivering:

| Employment and financial security | Inclusive homes and communities | Safety, rights and justice | Personal and community support | Education and learning | Health and wellbeing | Community attitudes |
|---|--|---|---|---|--|--|
| Providing jobs and career opportunities for people with disability and making sure they have enough income to meet their needs. | Increasing the number of accessible, affordable and well-designed homes and creating a community that is inclusive and accessible. | Ensuring the rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law. | Providing people with disability access to supports so they can live independently and engage in their communities. | Supporting people with disability to access education and learning throughout their lives so they achieve their full potential. | Increasing support and capability in the healthcare sector to meet the needs of people with disability and ensuring disaster preparedness and emergency responses include the needs of people with disability. | Recognising the positive contribution people with disability make to society and building confidence to work and engage with people with disability. |

Queensland's Disability Plan 2022-2027: Together, a better Queensland

[Queensland's Disability Plan 2022-2027: Together, a better Queensland](#) (QDP) is a five-year plan that focuses on inclusion and achieving the best outcomes to have a real impact on the lives of people with disability.

It guides the government's commitment to deliver real action in Queensland and outlines:

- **Four building blocks** that assist in identifying issues and should underpin all departmental disability service plans: co-design, human rights, measurement of outcomes and impacts, cultural and systems change.
- **Four impact areas** that provide a structure for departmental disability service plan actions and ensure an impact is made throughout the entire organisation: service users, people, places and communities.
- **ADS outcome areas with which all departmental disability service plan actions must align.**

About our department

The department supports the Queensland Government's objectives for the community - Good jobs. Better services. Great lifestyle.

We invest in Queensland's tourism sector to drive economic growth and create jobs in our regions.

We also empower Queenslanders to enjoy physical activity to improve their health and wellbeing in active communities. We do this through grant funding, infrastructure and planning, events and world-class venues.

Through the Queensland Academy of Sport, we make sure Queensland continues to be at the forefront of professional and high-performance sport by supporting our state's elite athletes.

The department's employees are engaged, passionate professionals committed to championing and delivering for the tourism, sport and active recreation sectors, and driving these as pillars of healthy and resilient communities and a strong Queensland.

Our vision

Queensland has world-class, thriving, inclusive and sustainable tourism and sport and active recreation sectors.

Our purpose

Provide and attract investment to build a more competitive visitor economy, inspire sporting success through Queensland's elite athletes, and support active, healthy communities.

Disability Service Plans

Disability Service Plans are agency action plans that implement the QDP and ADS and identify department-specific issues relating to service delivery to people with disability, and how the agency will address these.

Under *Queensland's Disability Services Act 2006* (the Act), each Queensland Government department is required to have a Disability Service Plan. The Act is a foundation for promoting the rights of Queenslanders with disability, increasing wellbeing, and encouraging participation in community life.

Disability Service Plans must be reviewed and published every three years and reported on annually through progress reports.

Our inclusion commitment

The department recognises the importance of a diverse and inclusive workforce that reflects the communities in which we live and operate. Our people are our greatest resource, and this is demonstrated through our commitment to equity, diversity, respect and inclusion, a continuing program of mental health and wellness initiatives and embracing flexible ways of working.

As part of building our intentional culture we:

- value diversity and promote inclusion, especially the unique qualities, attributes, skills and experiences our workers bring to the workplace, including those living with disability.
- will take a proactive approach to attracting and recruiting people of diverse backgrounds to broaden the skills, perspectives and experience across all business areas and the department as a whole.
- define respectful and acceptable behaviour, decisions and language.
- prevent, reduce and manage barriers which detract from achieving and maintaining our ideal workplace culture.
- have zero tolerance of and eliminate unlawful discrimination, workplace bullying, sexual harassment and victimisation.

In addition to this DSP, the department has a number of plans and strategies in place to support these endeavours now and into the future. These include:

[Strategic Plan 2023-2027](#),

[Strategic Workforce Plan 2023-2026](#),

[Queensland Public Sector Inclusion and Diversity Strategy 2021-2025](#)

Progress reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the QDP. The department's DSP will be reviewed annually with milestones and measures updated each year.

Building block statements

The building blocks of the state disability plan have guided us in identifying the things we need to do to work towards the things that are most important to people with disability in Queensland.

The building blocks were implemented in the following ways:

Co-design

The department is committed to co-design from planning through to delivery of actions and services. We do things with people with disability, not to them or for them.

During the development of this DSP, input and collaboration was sought from those within the organisation who have a lived experience of disability to ensure actions and measurable outcomes were aligned with the needs of our employees to work towards an improved and more inclusive workplace. Overarching input highlighted that education across the workforce to increase inclusion and awareness of the capabilities of people with disabilities, along with access to appropriate technology, were of prominent importance to the workforce. Action plans outlined in the department's [Strategic Workforce Plan 2023-2026](#) and this DSP (action points 13 to 18) aim to promote and provide tangible improvement in these areas.

Views were sought from divisional stakeholders to ensure external sentiment was captured. Our divisions also work alongside the Queensland Disability Advisory Council, the Queensland Independent Disability Advocacy Network and the Queensland Carers Advisory Council. These Councils inform our actions and measurable outcomes for the greater department.

The department will continue to provide opportunities for people with disability to be actively involved in decision making processes about policies and programs, specifically those that directly concern them.

Human rights

We will promote and protect the rights of people with disability in everything we do. The department's DSP considers our commitment to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019* (HR Act), the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. The HR Act is embedded throughout the department's policies, programs, services, and directives to ensure consistent application of human rights of people with disability at every decision point.

Cultural and systems change

The department is committed to diversity and inclusion and will continue our work towards removing barriers in the workplace to promote positive cultural changes and highlighting the valuable contribution brought to the workforce by people living with disability.

Our actions and measures

The four impact areas outlined in the QDP provide a guide for the department's DSP to ensure impact is made throughout our organisation in the following areas:

- Our service users: Our services must be inclusive of all people, as well as being safe and of high quality. Services must provide an excellent, person-centred, user experience.
- Our people: We recognise the importance and value of social and economic participation by people with disability and that this is enabled by creating inclusive workplaces and workforces. By building and promoting the workforce participation of people with a disability, we can help people with disability achieve financial security and broader inclusion in the community. We value diversity and the broad range of knowledge, skills and experience it brings to our work.
- Our places: Our places must be accessible and inclusive of everyone to support the community and economic participation for people with a disability as we recognise people with a disability live in all regions across Queensland. Our places include our workplaces and digital places.
- Our community: We recognise our actions and activities to deliver local initiatives should be inclusive of the whole community in all regions.

| # | Actions | Measurement | Timing | ADS outcome areas |
|----|--|--|--|---|
| 1 | Deliver grant funding, including under the Year of Accessible Tourism, to support tourism and events businesses to develop or enhance accessibility for visitors and tourism workers of all abilities | <ul style="list-style-type: none"> Number of accessible tourism projects supported through Year of Accessible Tourism funding Number of accessible tourism projects supported under other tourism grant funding programs. | Complete 30 June 2025 | Inclusive homes and communities |
| 2 | Deliver Awareness and Capability activities that build tourism industry capability to meet the accessibility needs of visitors and tourism workers | <ul style="list-style-type: none"> Number of tourism businesses engaged through Year of Accessible Tourism programs including workshops, webinars and roundtables and other forums e.g. DestinationQ Forum Number of tourism businesses accessing business development subsidy to support training and accreditation aligned with accessibility. | Complete 31 December 2024 | Inclusive homes and communities |
| 3 | Deliver targeted initiatives that promote accessible tourism experiences in Queensland for visitors of all abilities | Number of initiatives delivered to promote accessible tourism in Queensland. | Complete 31 December 2024 | Inclusive homes and communities |
| 4 | Improved para-athlete satisfaction with Queensland Academy of Sport (QAS) Daily Training Environment through the QAS Athlete Insight survey results | Annual QAS Athlete Insights survey results. | Ongoing - Insight Survey results available April each year | Inclusive homes and communities |
| 5 | Fund State Disability Sport Organisations to build and strengthen their capability to service the current and emerging needs of their sector. | Number of State Disability Sport Organisations supported by the Active Industry Base Fund. | Program funding cycle completion date 30 June 2025 | Inclusive homes and communities Health and wellbeing |
| 6 | Deliver Industry Funding Programs which aim to achieve improved rates of physical activity in the community, including: <ul style="list-style-type: none"> Support for projects targeted at people with disability Delivering higher participation for people with disability Reducing barriers to participation for people with disability | Progress reporting on ActiveKIT and Active Industry Project Fund projects that support participation for people with disability. | ActiveKIT Round 2 program completion date is 30 November 2023 AIPF Program completion date 30 June 2026. Program commences 1 July 2024 | Inclusive homes and communities |
| 7 | Apply universal design principles to infrastructure to provide equitable access for all users, including people with disability | Number of inclusive and accessible infrastructure projects funded. | Potential Rolling Program – Minor Infrastructure and Inclusive Facilities Fund (MIIFF) – successful projects expected to be announced March 2024 | Inclusive homes and communities |
| 8 | Encourage inclusion of people with disability in sport and recreation opportunities | <ul style="list-style-type: none"> Proportion of individuals with disability participating in sport and recreation programs (FairPlay and Emerging Athlete Pathways). Progress reporting on programs and services that enable increased access by persons with disability at our Venues and Precincts. | Ongoing - these are rolling programs | Inclusive homes and communities |
| 9 | Accessible connection with the department | All publications to have contact details for interpreter services/language formats. | Ongoing | Inclusive homes and communities |
| 10 | Develop and implement a retention plan focused on underrepresented cohorts, including people with a disability | Interview employees from underrepresented cohorts to understand their experiences as an employee and consider other data sources e.g. WFQ results, to determine reasons why they may leave the department or their progression plateaus. Use information gathered to develop and implement a retention plan. | Quarter 4 2024 | Employment and financial security/Community attitudes |

| # | Actions | Measurement | Timing | ADS outcome areas |
|----|--|--|--|---|
| 11 | Ensure engagement and accountability of the department's leaders to ensure the department meets its diversity target of 12% of the workforce identifying as living with a disability by 2026 | Percentage of employees identifying as living with a disability | Ongoing, however measure taken at end of Quarter 4 each year | Employment and financial security/Community attitudes |
| 12 | Review and refresh our recruitment advertising practices and undertake process improvements to modernise material for inclusiveness and accessibility and create an inclusive experience for candidates | Documents, business processes and systems reviewed, updated and integrated. | Quarter 3 2024 | Employment and financial security/Community attitudes |
| 13 | Communicate and educate leaders and employees on the public sector Flexible Work Framework (FLEX-CONNECT) to ensure employees feel comfortable requesting and undertaking flexible work arrangements that suit their needs | Flexible Work and Managing Hybrid Teams module delivered as part of the in-house people-leaders capability development program. | Quarter 3 2024 | Employment and financial security/Community attitudes |
| | | Positive change in employee opinion of the workplace culture and leadership modelling towards requesting and undertaking flexible work arrangements. | Quarter 2 2024 | |
| 14 | Provision of resources and/or training regarding disability awareness and reasonable accommodation | Resources and training developed or sourced and made accessible to all staff. | Ongoing | Employment and financial security/Community attitudes |
| 15 | Develop a roadmap of activities to improve corporate knowledge of diversity and inclusion including active promotion and celebration of diversity and inclusion awareness raising events | Awareness raising activities and events included on the department's Events Calendar and promoted or celebrated at a state and local level including: Disability Action Week, International Day of People with Disability and National Close the Gap Day. | Ongoing | Community attitudes |
| 16 | Integrate accessibility, inclusion and reasonable accommodations into all people management activities | Review HR services, resources and activities undertaken. Outcomes of the review are used to introduce business process changes. Business process changes to achieve accessibility and inclusion are embedded into practice. | Quarter 2 2024 | Employment and financial security/Community attitudes |
| 17 | Implement strategies to increase responses and overall completion of the EEO census data | Campaign conducted that achieves an increased percentage of employees who have completed their Equity and Diversity information in the EEO census. | Quarter 3 2024 | Employment and financial security/Community attitudes |
| 18 | Develop the scope and purpose of the Inclusion and Diversity Reference Group and establish membership of employees with lived experience from all target groups | Establishment of a Diversity Reference Group with people with lived experience (including a person with disability) that can provide input into policy matters, participate in the initiatives of the department's Diversity and Inclusion Framework with a focus on disability related actions. | Quarter 3 2024 | Employment and financial security/Community attitudes |

Glossary – what do these acronyms mean?

DSP – Disability Service Plan

NDIS – National Disability Insurance Scheme

ADS – Australian Disability Strategy 2021-2023

QDP – Queensland's Disability Plan 2022-2027: Together, a better Queensland

Superseded documents

[Disability Service Plan 2022-2023](#)