

Disability Service Plan

2022 – 2023

Message from the Director-General

The Department of Tourism, Innovation and Sport (DTIS) Disability Service Plan 2022-2023 delivers on the Queensland Government's vision "*to help build an inclusive Queensland where all Queenslanders, including the one in five Queenslanders who have a disability, can thrive and reach their full potential as equal citizens. A Queensland where people with disability are respected for their abilities and have equal access to opportunities, to contribute and participate in all that Queensland has to offer*". Our plan contributes to the strategies and actions of the *All Abilities Queensland: opportunities for all* – State Disability Plan 2017-2020, developed by the former Department of Communities, Child Safety and Disability Services (DCCSDS).

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

I am pleased to support DTIS' Disability Service Plan 2022-2023.

John Lee

Director-General

Department of Tourism, Innovation and Sport



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About the department

The Department of Tourism, Innovation and Sport (DTIS) employees are engaged, passionate professionals committed to championing and delivering for the tourism, innovation, sport and active recreation sectors, and driving these as pillars of healthy and resilient communities and a strong Queensland.

Our vision is to enrich the lives of Queenslanders by our visitor and innovation economies and places, healthy and active lifestyles, and inspirational extraordinary sport success. We are committed to:

- ensuring people with a disability have the same equality of opportunity in accessing customer services as other members of the community, and will be encouraged and supported to exercise those rights
- having sufficient regard to the needs of families, carers and advocates of people with a disability
- providing services in a safe, accessible environment appropriate to the needs of people with a disability
- working with other government agencies to ensure our services link effectively.

Our values provide the foundation of our work and our culture. We value customers first, putting ideas into action, unleashing potential, being courageous, and empowering people.

Our strategic objectives are to:

- Drive economic recovery and growth by delivering and attracting tourism and innovation investment to sustain and create Queensland jobs.
- Maximise benefits of tourism, major sport and cultural events to realise Queensland's economic and high-performance sporting potential.
- Enrich Queenslanders' way of life by delivering health and social outcomes through community sport and active recreation.
- Support the creation of a diverse, productive and sustainable economy with increased opportunities for women, Indigenous peoples and business – especially in the regions.

About disability service plans (DSP)

The new national disability strategy, called *Australia's Disability Strategy 2021-2031* (ADS), was launched on 3 December 2021. The ADS is committed to "creating an inclusive community together".

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

The ADS 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.

The state disability plan is Queensland's way of making sure the ADS achieves the best outcomes for Queenslanders with disability.

Purpose

Disability Services Act 2006 (Qld) (the Act) 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 agencies to develop and implement a DSP. The purpose of DSPs is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated response.

Context

The DTIS's *Disability Service Plan 2022-2023* continues to deliver on the vision set by the *All Abilities Queensland: opportunities for all* – State Disability Plan 2017-2020 (AAQ) of "Opportunities for all Queenslanders" and five priority areas to guide action by Queensland Government and encourage others to act to bring the plan to life, being:

1. Our Community
2. Our People
3. Our Service Users
4. Our Places.

The AAQ was the Queensland Government's implementation plan for the previous National Disability Strategy and guided actions, through individual departments' DSPs, for working in partnership with the Commonwealth Government, local governments, businesses, non-government and community organisations, communities and individuals to enable Queenslanders with disability to have access to the same opportunities as every other Queenslanders.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the ADS. The ADS 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 next state disability plan, to be prepared by Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) will align with the new ADS, simplify DSP reporting, and assist departments to identify actions that can make a real impact in the lives of people with disability. The DTIS DSP will be updated for future years post release of the new state disability plan (anticipated for release in late 2022).

DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities* (the Convention).

Our agency's inclusion commitment

We provide and attract investment to build more competitive visitor and innovation economies, inspire extraordinary sporting success through Queensland's elite athletes, and support healthier, active communities. The department contributes to the Queensland Government's objectives for the community by delivering policies, programs and services which support:

- Supporting jobs
- Investing in skills
- Building Queensland
- Growing our regions
- Backing small business
- Safeguarding our health.

The ADS is Australia's national disability policy framework. The policy framework guides our commitment to ensuring people with disability are able to exercise rights, choice, inclusion and accessibility in relation to the department's services to increase their wellbeing and to encourage their participation in community life.

In working together with our partners and stakeholders to deliver the actions in this plan, we support the state disability plan vision of “Opportunities for all Queenslanders” (currently AAQ).

Progress Reporting

DTIS will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan (as required).

Information from the annual progress reports on DSPs and the state disability plan will be shared with the federal and other state and territory governments as part of reporting on Queensland’s commitment to the ADS 2021-2031.

Our Plan – Actions led by DTIS

Our Community

Welcoming and inclusive communities			
Action/success measure	2022-23 Activities/success measure	Overall measure	Responsible area
Action – Promote the guide, Inclusive Tourism: Making your business more accessibility and inclusive.			
Continued promotion of inclusive tourism guide to tourism industry; promote through social media.	Ongoing distribution and updating if required	Widely distribute and use the guide through industry networks.	DTIS lead (Tourism Divisions)
Action – Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people with all abilities in Queensland.			
Improve access to Advance Queensland programs through ongoing enhancements to accessibility of program information, materials and forms. Improve application experience through the expanded use of digital solutions with specific considerations for the needs of applicants with all abilities.	Ongoing	Funding of innovative research, development or commercialisation projects which directly assist the disability services sector.	DTIS lead (Innovation Division)

Our People

Safe, healthy, and respectful relationships			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Implement early awareness strategies in approach to mental health in the workplace, including an education campaign for early detection of mental health issues and stress in the workplace.			
Information available as a part of DTIS' Health and Safety Management System, managed by the Work Health and Wellbeing Committee.	Ongoing	DTIS staff are aware of strategies for early detection of issues relating to mental health and stress in the workplace.	All business areas (HR lead)

Our Plan – Actions for all agencies with lead agency identified

Our Community

Changing attitudes and breaking down barriers by raising awareness and capability			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Support national communication strategies and activities to promote Australia’s Disability Strategy 2021-2031.			
Work with the DSDSATSIP to promote Australia’s Disability Strategy.	Ongoing	Queensland participates and contributes to national communication strategies and activities.	All agencies (DSDSATSIP lead)
Action – Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.			
Work with the DSDSATSIP to provide portfolio specific information.	Ongoing	Information provided to ministers to support development of partnerships.	All agencies (DSDSATSIP lead)
Action – Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.			
Work with the DSDSATSIP to identify information to support people with disability in the design and delivery of services.	Ongoing	Information to support local governments, non-government organisations and businesses to develop plans provided on dedicated website.	All agencies (DSDSATSIP lead)
Action – Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs.			
Work with the DSDSATSIP to incorporate successfully piloted disability awareness training into the department’s induction program.	Ongoing	Disability awareness program developed and piloted with DSDSATSIP staff and in DSDSATSIP induction programs. Explore options to roll out disability awareness training to staff of other Queensland Government departments and induction programs.	All agencies (DSDSATSIP lead)

Welcoming and inclusive communities			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.			
Work with DSDSATSIP to identify business offering Companion Card Scheme and share information as required.	Ongoing	Number of businesses, offering the Companion Card Scheme.	All agencies (DSDSATSIP lead)
Disability and community support			
Activities/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.			
Work with DSDSATSIP to ensure smooth transition to the National Disability Insurance Scheme.	Completed	All existing eligible clients transition and access services through the NDIS by 30 June 2019.	All agencies (DSDSATSIP lead)

Our People

Inclusion in consultation, civic participation and decision making and supporting leadership development			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
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.			
Investigate different mediums for consultation and engagement to ensure participation for people with disabilities.	Ongoing	Increased participation of people with disability in consultation and options for engagement promoted.	All agencies (DSDSATSIP lead)
Action – Queensland Government agencies to consult with people with disability when developing a disability service plan or implementing disability service plan actions.			
Consult and participate at community of practice meetings (DSDSATSIP organised) and whole of government agency workshops and forums.	Ongoing participation by DTIS representative	Queensland Government disability service plans include details of consultation with people with disability, or details of consultation with people with disability in the implementation of actions is reflected in reporting.	All agencies (DSDSATSIP lead)
Action – Promote inclusion of people with disability on state government boards, steering committees and advisory bodies to foster 'change from within'.			
Work with DSDSATSIP to ensure all department boards, steering committees and advisory bodies are accessible to people with disability.	Ongoing	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability.	All agencies (DSDSATSIP lead)
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability.			
Work with DSDSATSIP to ensure leadership programs are accessible and inclusive of Queenslanders with disability.	Ongoing	Application and assessment processes for Queensland Government leadership programs are accessible and participant demographics for Queensland Government leadership programs are representative of the community.	All agencies (DSDSATSIP lead)

Leading the way – increasing opportunities in the Queensland public sector			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland public sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.			
Partner with employment agencies and universities to increase attraction of people with disabilities to graduate positions available in DTIS. Review our reasonable adjustment policy to ensure accessibility for people with disabilities to employment opportunities in DTIS.	Ongoing, supported by EEO data response rates	The proportion of people with disability employed in the Queensland public sector workforce increases towards eight per cent by 2022.	All agencies (Public Service Commission lead)

Our Service Users

Respecting and promoting the rights of people with disability and recognising diversity			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers, and promote and uphold the human rights of people with disability.			
Policies and programs developed by DTIS have included feedback from stakeholders on requirements/needs of people with disability and carers.	Ongoing feedback sought when required	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.	All agencies (DSDSATSIP lead)
Engagement of interpreter services (where appropriate) is undertaken. Information is easily accessible to customers and staff on how to engage interpreters.	Ongoing	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.	All agencies (Department of Children, Youth Justice and Multicultural Affairs lead)
Accessible information			
Action/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.			
Review DTIS material available on the intranet, internet, digital channels such as Facebook and hard copy for accessibility.	Ongoing updates as required	Provide all new key Queensland Government materials in accessible formats and progressively review and update existing content.	All agencies (DSDSATSIP lead)
Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to make transcripts and/or captions available for newly created time-based media (i.e. pre-recorded video/audio).			
Review DTIS content available on the intranet and internet for compliance with guidelines.	Ongoing updates as required	All new key website content is accessible and complies with guidelines. Increase in the number of government websites that meet guidelines.	All agencies (Department of Communities, Housing and Digital Economy lead)

Our Places

Increasing employment opportunities for Queenslanders with disability			
Activities/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, and how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment.			
Work with DSDSATSIP to identify information and good practice case studies that promote benefits of employing people with disability and published to identified DSDSATSIP dedicated website.	Ongoing	Information and good practice case studies published to the dedicated website.	All agencies (DSDSATSIP lead)
Accessible places and spaces			
Activities/success measure	2022-23 activities against success measure	Overall measure	Responsible area
Action – Improve access for people with disabilities 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.			
Supported by DSDSATSIP, information is provided to enable DTIS staff to choose accessible venues for events and meetings.	Ongoing updates as required	Guidance provided to staff about how to choose an accessible venue for an event or meeting.	All agencies (DSDSATSIP lead)