

Disability Service Plan

2017 - 2020

Prepared by: Corporate Services, Department of Environment and Heritage Protection

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July 2017

Message from the Director-General

The Department of Environment and Heritage Protection recognises the diversity of the community it serves and I appreciate how important it is to strive to recruit, retain and develop a diverse workforce that is representative of the community.

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

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

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

By working together, supporting one another, and recognising our unique differences and abilities, we can accomplish our department's goals, while being an employer of choice for the people of Queensland.

Jim Reeves
Director-General

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About the Department

The department's role is to act as a strong environmental regulator which supports the sustainable long-term economic development of Queensland.

It does this by administering a range of environmental regulations and laws, providing timely approval authorities and ensuring compliance with them.

In addition to Queensland's natural environment, the department is also responsible for identifying and conserving the state's built heritage places, including buildings, structures, cemeteries, archaeological sites, gardens, urban precincts and natural and landscape features.

The department's key activities include:

- Conservation and Sustainability Services, including the implementation of programs to conserve and enhance the health of the state's natural environment
- Environmental Services and Regulation, including the facilitation of project approvals and industry compliance
- Environmental Policy and Planning, including developing and reforming legislation, plans and programs to support front-line environmental service delivery, manage our ecosystems, waste agenda and our ongoing role in climate change adaptation.

The department supports the Queensland Government's four pillar objectives—through a regulatory framework that promotes sustainable economic development in construction, resources, agriculture, tourism and conservation and sustainability—without diluting environmental standards.

About Disability Service Plans (DSPs)

The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with a disability, including more coordinated responses.

The Department of Environment and Heritage Protection's (EHP) DSP outlines the actions that will be taken to support the delivery of Queensland's statewide disability plan.

Policy context

The Queensland Government's 'All Abilities Queensland: opportunities for all' (state disability plan 2017-2020) sets a vision of 'opportunities for all Queenslanders' and the following five priority areas, to guide action by the Queensland Government and encourage others to act to bring the plan to life.

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

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort:

- 1) NDIS transition to full scheme
- 2) improving employment outcomes for people with disability

- 3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and
- 4) communication activities to promote the intent of the strategy throughout the community.

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

Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

Policy statement

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

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

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

Monitoring and reporting

The department will report annually on the implementation of the DSP on its website <www.ehp.qld.gov.au> and will contribute to a yearly progress report on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-2020.

Contact for more information

For more information contact the department on 13 QGOV (13 74 68). If you are deaf or have a hearing or speech impairment, you may contact the National Relay Service² — telephone 133 677 (TTY/Voice) / 1300 555 727 (Speak and Listen (SSR)).

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

GPO Box 2454
Brisbane QLD 4001

Our plan

The Queensland Government's 'All Abilities Queensland: opportunities for all' (state disability plan 2017-2020) sets a vision of 'opportunities for all Queenslanders' and five priority areas:

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

EHP's plan recognises the actions highlighted in the state disability plan 2017-2020. However, not all actions identified in the state disability plan 2017-2020 are applicable to EHP. For example, it should be noted that EHP does not have a direct interface with the NDIS. Therefore, EHP supports the departments responsible for these actions on a needs basis.

This plan outlines the actions EHP will implement to support the state disability plan 2017-2020.

1.0 Communities for all

1.1 Changing attitudes and breaking down barriers by raising awareness and capability.				
Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
1.1.1 Action – Enhance employees' understanding and knowledge of disability and break down unconscious bias				
Developing employee understanding of disability through: <ul style="list-style-type: none"> • sharing and promoting stories to staff • providing information sessions and resources on disability. 	Source disability capability training resources (online and face-to-face) for managers and team leaders, to improve disability awareness and confidence in supporting people with disability.	Continue to implement activities	<ul style="list-style-type: none"> • No of activities undertaken • No of staff attending information sessions • No of resources developed/ provided. • No of staff participating in training 	Corporate Services

1.1.2 Action – Establish AccessAbility Employee Resource Group to support the delivery of EHP’s Diversity and Inclusion Strategy				
AccessAbility Employee Resource Group established	Ongoing	Ongoing	<ul style="list-style-type: none"> No of meetings Activities initiated and supported by Employee Resource group. 	Corporate Services
1.1.3 Action – Focus on creating an understanding of mental health conditions, with the aim of assisting managers and supervisors to manage affected employees and remove the stigma associated with mental health issues and allow employees to feel safe in disclosing.				
Provide mental health awareness sessions focused at managers and supervisors.	Provide education and resources to increase the understanding of mental health issues	Ongoing	<ul style="list-style-type: none"> No of sessions undertaken No of staff participating in training No of resources developed/ provided. 	Corporate Services
1.2 Accessible information				
Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
1.2.1 Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.				
Internet sites are Web Content Accessibility Guidelines (WCAG) 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated 	Corporate Services

1.2.2 Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio)

Internet sites are WCAG 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines 	Corporate Services
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1.3 Respecting and promoting the rights of people with disability and recognising diversity

Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
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1.3.1 Action – Government services and funded non-government services provide access to language, translating and communication services.

Documents and website include information on how to access the translation and interpreting services.	Ongoing	Ongoing	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services 	Corporate Services
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2.0 Employment

2.1 Leading the way – increasing opportunities in the Queensland public sector				
Year 1 (2017-2018) activities	Year 2 (2018-2019) activities	Year 3 (2019-2020) activities	Overall measure	Responsible area
2.1.1 Action – Promote flexible work practices for all staff with a particular emphasis on improving accessibility to work and catering for specific needs.				
<p>Share stories showcasing employees using flexible work options.</p> <p>Educate managers and employees about the benefits of an agile workforce, and flexible work options available.</p>	Ongoing	Ongoing	<ul style="list-style-type: none"> No of stories shared Activities undertaken to educate and promote the benefits 	Corporate Services
2.1.2 Action – Explore collaborating with external organisations and services to provide employment opportunities for people with disability.				
NA	Investigate options for partnering	Ongoing	<ul style="list-style-type: none"> No of people with a disability employed through partnering arrangements 	Corporate Services

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

3.0 Leadership and participation

3.1 Inclusion in consultation, civic participation and decision making and supporting leadership development.				
Year 1 (2017-2018) activities	Year 2 (2018-2019) activities	Year 3 (2019-2020) activities	Overall measure	Responsible area
3.1.1 Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.				
HR to consult with AccessAbility Employee Resource group on the implementation of DSP.	AccessAbility Employee Resource group provide advice and support in the delivery of the DSP.	AccessAbility Employee Resource group provide advice and support in the delivery of the DSP.	<ul style="list-style-type: none"> Level of involvement of the AccessAbility Employee Resource Group 	Corporate Services
3.1.2 Action – Internal leadership programs i.e mentoring will be promoted as part of EHP's Diversity and Inclusion Strategy.				
Mentoring program to be targeted to diversity groups including disability.	Ongoing	Ongoing	<ul style="list-style-type: none"> No of employees who identified as having a disability participating in a mentoring program 	Corporate Services
3.1.3 Action – Nominate a Senior Executive Officer as champion for disability.				
Champion nominated	Ongoing	Ongoing	<ul style="list-style-type: none"> Support provided by Champion 	Corporate Services

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

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