

DISABILITY SERVICE PLAN

PROGRESS REPORT

1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)



Action <i>All Abilities Queensland commitments for 2017-2020</i>	Products/Activities <i>(for 1 July 2018 to 30 June 2019 (Year 2))</i>	Progress/Achievements <i>Ensure success measures are addressed</i>
COMMUNITIES FOR ALL		
Changing attitudes and breaking down barriers by raising awareness and capability		
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	<ul style="list-style-type: none"> Participate in and contribute to national disability communication strategies as required. Communicate relevant information from Treasury's Diversity and Inclusion Strategy and Be Healthy, Be Safe, Be Well Strategy to employees. 	<ul style="list-style-type: none"> Treasury participated in and contributed to national communication strategies and activities including support for the 'Everybody has a role to play' campaign. 34 articles reinforcing the concepts of Treasury's Diversity and Inclusion Strategy were published on Treasury's internal communication channels, including four stories specifically addressing disability and profiling the experiences of Treasury employees who participated in disability awareness training.
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.		<ul style="list-style-type: none"> Treasury will continue to work with DCDSS to provide Treasury-specific information as required.
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.	<ul style="list-style-type: none"> Include disability awareness training in Treasury's induction program when developed and released by DCDSS. 	<ul style="list-style-type: none"> Treasury provides access to both the National Disability Recruitment Coordinator and DCDSS Disability awareness online training on the intranet for all staff. Treasury has promoted the DCDSS online program since its release in January 2019 and will consider a broader approach to this training in 2019-20. JobAccess delivered 4 x face to face 2-hour Disability awareness training sessions to 28 Treasury staff, with representation from all divisions. The training provided participants with practical information to support good practice in the workplace and develop confidence and competence when it comes to disability. Employee Assistance Program provider SMG Health delivered 7 x face to face 3-hour Mental Health Training for Managers to 91 Treasury staff, with representation from all divisions. The training provided participants with an understanding of the signs and symptoms of mental illness in the workplace, how to have effective conversations, implement preventative strategies and focus on early intervention. Both training offerings have received very positive feedback from staff and senior leaders.
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.	<ul style="list-style-type: none"> Undertake stakeholder forums, direct consultation and research to help improve how services are delivered to people who have sustained eligible serious personal injuries in motor vehicle accidents. 	<ul style="list-style-type: none"> National Injury Insurance Scheme Queensland (NIISQ) undertook direct consultation with representative bodies, service providers and other NIISQ stakeholders. Research and Education Funding Strategy developed.
Accessible places and spaces		
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.	<ul style="list-style-type: none"> Maintain hearing loops in 1 William Street (1WS) conference facilities to help people with hearing impairments. Monitor planning for new accommodation/structures to ensure physical structures such as doorways, steps and stairs do not act as barriers to employees and customers with mobility issues. Provide information about events accessibility and participation on Treasury's intranet. 	<ul style="list-style-type: none"> Treasury has retained information on its intranet to assist employees to choose accessible venues for meetings and events. Hearing loops in 1WS meeting rooms are used and maintained. Destination control lifts provide dedicated functions through the programming of their access card, for officers with visual and hearing impairments and officers with any assisted mobility appliance. Staff forums consider various ways to deliver presentations – visual aids, recorded sessions etc.
Accessible information		
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	<ul style="list-style-type: none"> Publish content on Treasury's website in HTML or accessible PDF formats and ensure new video or audio content includes captioning. 	<ul style="list-style-type: none"> Treasury's external website and intranet are reviewed on an ongoing basis to improve compliance with accessibility standards and performance, and web content accessibility guidelines.

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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).	<ul style="list-style-type: none"> • Ensure Treasury's websites are scalable and designed with consistent user experience (CUE) and in accordance with web accessibility guidelines. • Ensure that the department's intranet content meets web content accessibility guidelines. 	<ul style="list-style-type: none"> • New audio content included captioning to improve accessibility. • The Budget website used HTML content in preference to PDF content. • Treasury has commenced migration of its intranet environment from Microsoft SharePoint 2013 to Office 365. The Office 365 platform will enable further improvements to the accessibility of intranet content, including the provision of video captions.
Welcoming and inclusive communities		
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.		<ul style="list-style-type: none"> • Treasury will continue to work with DCDSS to provide Treasury-specific information as required.
Respecting and promoting the rights of people with disability and recognising diversity		
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.	<ul style="list-style-type: none"> • Ensure Treasury's Managing Corporate Policy Guidance references the requirement to uphold the human rights of people with disability. • Treasury is working to ensure Queensland legislation, policies and programs within its portfolio responsibilities are reviewed in the context of the whole-of-government implementation of the Human Rights Act 2019. 	<ul style="list-style-type: none"> • Treasury continues to ensure the needs and/or interests of people with a disability are taken into consideration when amending or introducing new legislation, policies and programs. • Active participation in the Human Rights Inter-Departmental Committee. • Utilisation of a broad cross-section of subject matter experts across Treasury in a working-group style to review of Treasury legislation, policies and processes for compatibility with the Act. • Develop appropriate processes for human rights complaints. • Planning and execute communication and training strategies to embed human rights within the department. • Consider necessary adjustments to deliver governance and reporting requirements under the Act.
Government services and funded non-government services provide access to language, translating and communication services.	<ul style="list-style-type: none"> • Information about interpreters and translators is available on Treasury's intranet. • Ensure that information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English, or who are deaf or hard of hearing. • Monitor usage via the Queensland Language Services Policy measure. 	<ul style="list-style-type: none"> • Treasury's business areas engage interpreters and translators to communicate with people who have a hearing impairment or limited proficiency in English. This has included the engagement of Auslan services at team meetings, staff forums, and training sessions. • In 2018-19, less than 1% of clients have required language support; \$2275 was spent on the engagement of interpreters and translators; and there were 68 occasions where interpreters and translators were engaged by Treasury.

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EMPLOYMENT		
Leading the way – increasing opportunities in the Queensland public sector		
<p>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.</p>	<ul style="list-style-type: none"> Review Treasury's recruitment procedures and guidelines to ensure they are actively inclusive and encouraging to people with a disability and provide sufficient guidance to managers and selection panels when engaging in recruitment practices. Review job flexibility policies and procedures to be more inclusive and accommodating of people with disability. 	<ul style="list-style-type: none"> March 2019 Minimum Obligatory Human Resources Information (MOHRI) workforce data indicates 2.95% (25.77 FTE) of employees identify as having a disability. September 2018 Working for Queensland survey data indicates 6.28% of staff identify as having an impairment (disability). One of Treasury's key people priorities is to improve our performance against Equal Employment Opportunity (EEO) targets. This is important not only to ensure we meet targets, and commitments in the Diversity and Inclusion Strategy, Disability Service Plan, and the Be Healthy, Be Safe, Be Well Strategy, but is also a key part of our larger strategy to move Treasury's workforce to be more reflective of the population we serve, and more mature in its diversity. All abilities outcomes continue to be embedded in the department's Annual Report and Strategic Plan. A diversity and inclusion values statement is in every position description document. Treasury entered into a workplace partnership with JobAccess, to assist Treasury with advice, tools, training, strategies for the attraction, recruitment and retention of people with disability, and support to develop links with Disability Employment Services. JobAccess in collaboration with Treasury have completed Disability awareness training, and a Recruitment Review, which will be implemented in 2019-20. Treasury participated in a whole of government All Abilities workshop on leadership and participation. Diversity and inclusion is recognised in the design of the Office of State Revenue's People and Culture Roadmap. Treasury reviewed its flexible work practices to better support the wellbeing of its people, and updated intranet information.
Increasing employment opportunities for Queenslanders with disability		
<p>Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment.</p>	<ul style="list-style-type: none"> Increase Treasury's knowledge of support available on recruitment, onboarding and employment of people with disability. 	<ul style="list-style-type: none"> Treasury promotes best practice material to staff, and participates in whole of government campaigns, events and initiatives to raise awareness and understanding of people with disability. The JobAccess Employer Toolkit was shared with staff, including activities, templates and tip sheets, and the Employment Assistance Fund (EAF) Information Sheet to assist with any workplace modification/adjustment funding. Treasury supported the launch of the Public Service Commission's campaign 'Empowered and confident: disabling the barriers approach'. Treasury promoted the Queensland Government Knowledge Centre, which includes resources, tips and lessons to help make workplaces inclusive, diverse and accessible, and help staff understand more about impairments, accessibility, inclusivity and recruitment. Shared information about AccessAbility Day and Disability Employment Services, to assist business areas in 'opening the door' for people with disability who are ready and willing to work.

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EVERYDAY SERVICES		
Disability and community supports		
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.	<ul style="list-style-type: none"> In early July 2019, Queensland reached agreement with the Commonwealth on an NDIS Full Scheme Agreement on terms which recognise the delayed transition in this State. The Commonwealth has acknowledged Queensland's concerns regarding the slow transition and has agreed to continue the Transition Bilateral Agreement for at least 12 months to 30 June 2020. 	<ul style="list-style-type: none"> Treasury partnered with DCDSS and the Department of the Premier and Cabinet (DPC) on the negotiations to secure the terms of the NDIS Full Scheme Agreement and extension of transition. The negotiated terms ensure more equitable funding contributions between the State and the Commonwealth than those originally proposed by the Australian Government while tens of thousands of Queenslanders continue to transition into the scheme. It aligns payment with performance and incentivises better support for Queenslanders transitioning to the NDIS. Treasury continues to partner with DCDSS and DPC to monitor transition to the NDIS and ensure eligible Queenslanders benefit from the scheme and the State receives value for money from its funding contributions.
LEADERSHIP AND PARTICIPATION		
Inclusion in consultation, civic participation and decision making and supporting leadership development		
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.		<ul style="list-style-type: none"> Treasury will continue to work with DCDSS to promote inclusion of people with disability on State Government boards, steering committees and advisory bodies, when applicable.
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.	<ul style="list-style-type: none"> Offer reasonable adjustment when engaging with stakeholders to maximise their participation. 	<ul style="list-style-type: none"> Information about the Australian Government's Employment Assistance Fund for work-related modifications or workplace adjustments is available on the intranet. Registration processes for events and staff forums ask employees if they have any specific accessibility requirements.
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	<ul style="list-style-type: none"> Liaise with Treasury employees with a disability when implementing DSP actions. 	<ul style="list-style-type: none"> Treasury's consultative networks have been involved in the review and development of Treasury plans and implementation of actions. Additional Treasury specific diversity and inclusion related questions in the 2019 Working for Queensland survey, particularly in relation to how comfortable employees feel in sharing their diversity information, will inform strategies and ongoing processes for consultation.
Existing leadership programs are accessible and inclusive of Queenslanders with disability.	<ul style="list-style-type: none"> Ensure the application process, content, structure and delivery of Treasury's capability development offerings meet the needs of people with disability. 	<ul style="list-style-type: none"> Application and assessment processes for Treasury's leadership and capability development programs are accessible. Participant demographics for Treasury leadership and capability development programs are representative of the community.

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DEPARTMENT SPECIFIC ACTIONS (Additional actions detailed in your DSP which are not already detailed in the Action Plan)

Action <i>Queensland Treasury DSP commitments for 2017-20</i>	Products/Activities <i>(for 1 July 2018 to 30 June 2019 (Year 2))</i>	Progress/Achievements <i>Ensure success measures are addressed</i>
Undertake health and safety audits to identify potential hazards that may obstruct or be inadequate for employees or customers with a disability.	<ul style="list-style-type: none"> Undertake regular workplace audits to identify and eradicate potential hazards for people with disability. 	<ul style="list-style-type: none"> Annual workplace hazard and risk audit was conducted to help identify options for assisted technologies. Employees and managers were consulted. Issues identified have been reported to building maintenance for resolution.
Continue to ensure that Queensland Treasury employees with a disability receive appropriate support and technology to perform their job.	<ul style="list-style-type: none"> Engage specialists to identify the adjustments, technologies and workplace modifications required for staff. Regularly review reasonable adjustments and assistive technologies to ensure they continue to meet the needs of staff. 	<ul style="list-style-type: none"> A specific risk assessment was managed for telephone/call work to ensure safe work procedures. Treasury engaged expert opinion on best-practice selection of assistive technologies. Treasury undertook voluntary audiometric testing for all employees as part of a corporate health campaign and extended this offering to other Queensland Government 1WS agencies. Treasury employees and managers were consulted when considering suitable duties plans and/or requests for reasonable adjustments. Preventative ergonomics program has included workstation assessment for new employees. Allied health professionals e.g. Occupational Therapists, have been engaged for objective, expert advice in complex return to work matters. The reasonable adjustments register has been maintained. Workplace Health and Safety Consultative Group continues to regularly monitor reasonable adjustments currently in place with employees.
Promote Treasury's internal Diversity and Inclusion groups.	<ul style="list-style-type: none"> Assist in the development of strategies to improve Treasury's inclusive culture. Actively promote and encourage staff participation in diversity and inclusion activities and events. 	<ul style="list-style-type: none"> Treasury's diversity and inclusion activities and events continue to assist in building and sustaining a diverse and inclusive workforce and workplace culture that values the skills and insights of people with disability. Treasury sought new membership for the Diversity and Inclusion Employee Network with a revitalised agenda per our people priorities. Treasury announced the establishment of a new Diversity and Inclusion Steering Committee, chaired by the Under Treasurer. The committee is responsible for the overarching diversity and inclusion strategies and policies across Treasury.
Executive Leadership Team members champion and promote Disability Action Week.	<ul style="list-style-type: none"> Promotion of Disability Action Week. 	<ul style="list-style-type: none"> Executive Leadership Team Champion contributed to an intranet story encouraging staff to reflect on their knowledge of disability, and the importance of practicing inclusive behaviour. The 'All Abilities' campaign was promoted including stories about 'inclusive behaviour' and practical tips for communicating with people with a disability. International Day of People with Disability was promoted, encouraging staff to start a conversation around how our community and workplaces can raise awareness and support for people with a disability. Staff were invited to attend the Queensland Disability Advisory Council's disability awareness interactive display in the 33 Charlotte Street foyer.
Support the National Injury Insurance Scheme Queensland's (NIISQ) provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.	<ul style="list-style-type: none"> NIISQ will help people with serious eligible personal injuries: <ul style="list-style-type: none"> With funding for services that enable them to join in community activities. By promoting and respecting their rights and dignity through inclusion, equality and non-discrimination. With funding for necessary and reasonable education and vocational training to promote their independence and return to work where appropriate. 	<ul style="list-style-type: none"> Funded treatment, care and support services to enable participants to engage with their communities of choice, and supported participants to achieve their vocational goals. Many participants have been able to return to some form of work or are able to participate within their community. Participants had access to necessary and reasonable treatment, care and support services that were aligned to their individual goals and assessed needs. NIISQ Support Planners incorporated participant goal setting, choice and control in the development of each participant's individualised support plan. Adopted culturally safe communication tools and methods, developed in conjunction with the First Peoples Disability Network, to ensure effective support services.

	<ul style="list-style-type: none"> ○ With funding for necessary and reasonable modifications to improve their home's accessibility. ○ With funding for necessary and reasonable treatment, care and support. <ul style="list-style-type: none"> • Encourage participants to take part in decision-making and exercising choice by accessing numerous services. 	<ul style="list-style-type: none"> • Participant needs were regularly reviewed to ensure accommodation arrangements met their needs. NIISQ has undertaken a collaboration with the Department of Housing and Public Works and NDIS to improve access to accessible accommodation for NIISQ participants. • Participants had access to necessary and reasonable transport solutions that were aligned to their individual goals and assessed needs. • Participants had access to information in multiple formats about services.
Invest in targeted research to improve health and participation outcomes for people injured in motor vehicle crashes.	<ul style="list-style-type: none"> • A range of projects are being funded that align to the CTP scheme's research priorities with a focus on traumatic brain, psychological and whiplash injuries. • Recent funding includes \$5 million over the next 3 years to the Griffith Institute for Drug Discovery to improve functional recovery for those with permanent spinal cord injuries. 	<ul style="list-style-type: none"> • Funding to Griffith University to improve functional recovery for those with permanent spinal cord injuries. • Funding to Spinal Life Australia to support operations of the Spinal Education Awareness Team (SEAT). • Operational support to the Hopkins Centre at Griffith University who undertake a program of translation research in the field of rehabilitation and severe disability.
Invest in research and work with the Department of Transport and Main Roads (DTMR) and the Queensland Police Service (QPS) to improve road safety and prevent transport-related injuries that could result in CTP claims and long-term disabilities.	<ul style="list-style-type: none"> • Program of research activities developed in conjunction with QPS and DTMR to reduce accident frequency and CTP scheme costs. 	<ul style="list-style-type: none"> • Road Trauma Mitigation Fund continues to be in operation which provides support to QPS and TMR: <ul style="list-style-type: none"> ○ Provide support to establish Road Safety Data Bureau at TMR. ○ Stage two of Driver distraction project caused by mobile phones. • Support for pilot by Queensland Trucking Association into driver monitoring technology to reduce fatigue and distraction amongst heavy vehicle drivers.