

# DISABILITY SERVICE PLAN

## PROGRESS REPORT

2021-2023



Introduction

Queensland Treasury’s Disability Service Plan (DSP) Progress Report 2021–23 captures Treasury’s progress on its commitment to progressing positive outcomes for Queenslanders with disability. Treasury’s progress report highlights our specialist contribution to the National Injury Insurance Scheme, as well as our agency’s commitment to increasing the representation of people with disability in our own workforce. At Treasury we understand that being able to leverage the skills and perspectives of a broad range of Queenslanders, including those with disability, supports us in our drive for excellence in public policy, fiscal advice and service delivery.

Highlights of co-design principles applied to Treasury’s work to support Queenslanders with acquired disability due to motor vehicle accidents

Queensland Treasury provides important services to people who are seriously injured in a motor vehicle accident in Queensland through the National Injury Insurance Scheme, Queensland (NIISQ).

NIISQ provides a no-fault Scheme which provides eligible people with necessary and reasonable treatment, care and support, in some cases for their lifetime.

NIISQ embodies a client mindset in co-designing their services and products with people with disability, including employees with disability, Participant Consultant Groups and Queenslanders with Disability Network (QDN).



Participant Consultation Group

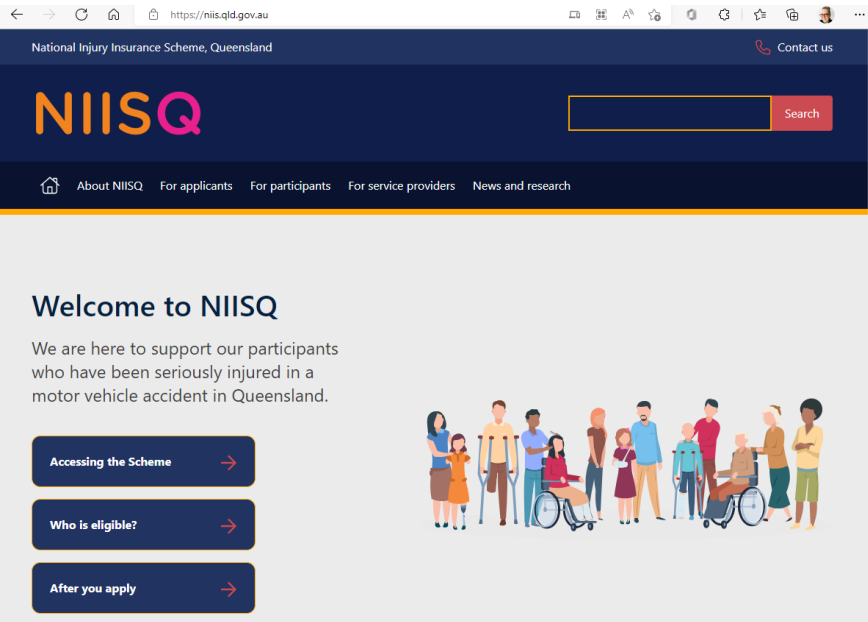
Participants were invited to attend workshops (in person or online) early in the development process ensuring that NIISQ products are fit-for-purpose and that NIISQ participants feel seen and heard.

Resulting products are published on the NIISQ website in accessible formats, including screen reader accessible, plain language and EasyRead versions suitable for people who have experienced traumatic brain injury or for whom English is not the language spoken at home.

Some of the products delivered or underway using this process of co-design include:

- NIISQ’s website – designed to be disability-friendly and accessible
- Guidelines – to explain how decisions are made on treatment, care and support funded under the scheme.
- MyPlan and MyPack initiatives – to enhance the start of a participant’s journey with NIISQ.

A range of ideas and initiatives for service improvement emerged from the co-design process which NIISQ will consider in future planning.



NIISQ disability-friendly and accessible website

**NIISQ community**

**Ben**

Ben was injured at work as a track work rider in 2017 when he came off a horse in a collision and sustained a spinal cord injury. Ben’s injury resulted in his inability to walk and he began to adapt to life with his manual wheelchair.

**Chris M**

Chris is a Gomerioi man who sustained a spinal cord injury in a motor vehicle accident in September 2017. NIISQ has helped Chris to get back into life after injury.

**Savannah**

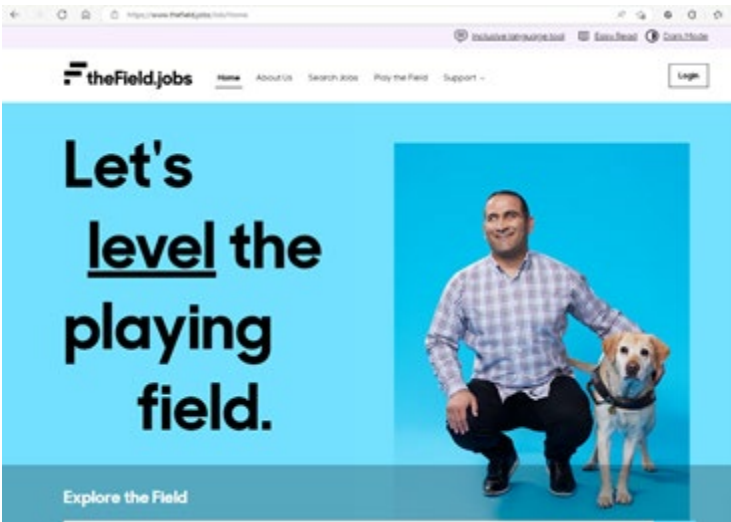
Savannah sustained a traumatic brain injury from a motor vehicle accident in July 2016 at the age of 19 years old.



Highlights of progress towards enabling Treasury to leverage the insights of employees with disability

During the period 2021 to 2023, Treasury has increased its focus on accessibility and disability inclusion through activities including:

- appointing an Executive Champion for Accessibility and Disability Inclusion
- engaging a specialist advisor in Equity, Diversity, Accessibility and Inclusion with lived experience of disability
- being one of the first organisations in Australia to invest in a 12-month subscription with jobs platform [www.TheField.Jobs](http://www.TheField.Jobs) in order to advertise Treasury vacancies to people with disability
- ensuring a pipeline of disability talent through a program of paid Internships, Cadetships and a Graduation Program
- supporting the career progression of Treasury employees with disability through targeted opportunities for professional development and scholarships



*Disability Advocate, Karni Liddell (L) with Treasury's specialist advisor in Equity, Diversity, Accessibility and Inclusion, Heidi Bushell (R).*

*QRO's Simon Tepoorten (L), supporting QRO's Kerry-Lee Gockel (R) in the Mudjimba Island Charity Swim*

Treasury values their employees with disability and shared personal stories of employees with disability like Kerry-Lee Gockel and her work within Queensland Revenue Office.

Treasury got behind Kerry-Lee and her friend April Hulbert – the self-named 'The Wingless Warrior and Wonder Woman' team in 2022 and again in 2023 when Kerry-Lee and her friend Joep Buijs ('The Wingless Warrior and Legs Miserable') took part in the Island Charity Swim. Simon Tepoorten supported the teams both times in their swim from Mudjimba to Mooloolaba to raise funds

for specialist equipment and resources including sensory rooms and wheelchair aids for the Nambour, Currimundi and Palmview Special Schools.

There is more work to be done to reach the new Public Service Commission diversity target of 12% by 2026, however Treasury has increased representation of employees with disability from 2.99% in June 2021 to 6.3% in Sep 2022 (source: Minimum Obligatory Human Resources Information (MOHRI) workforce data).

And when measured by the annual Working for Queensland (WfQ) employee survey data, the proportion of employees disclosing disability increased from 11.7% (in 2020) to 14.8% (in 2022).

The 2022 WfQ survey showed that most of those reporting that they live with disability felt safe and respected at work, and those who had been through a recruitment process in the last 12 months found it to be accessible and inclusive.

**LET'S BE THE CHANGE**

Practical actions that people and workplaces can take regarding prevention, awareness and support of those impacted by domestic and family violence.

 <p><b>KARNI LIDDELL</b> Member of the Premier's DFV Prevention Council, former Paralympian, clinical social worker, diversity trainer, television presenter and public speaker.</p>	 <p><b>PROFESSOR MICHAEL FLOOD</b> An internationally recognised researcher with QUT who focuses on men, masculinities, violence prevention, and gender.</p>	 <p><b>CINDY BARDEN</b> A victim-survivor, founder of lilbuglove.org, and creator of 'Lil Bug Love' kits, working to give comfort back to children of domestic violence.</p>	 <p><b>DAVE KRAMER</b> A Behavioural Scientist with QUT, investigating cognitive aspects of healthy relationships with a mission to prevent violence of all kinds.</p>
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 **White Ribbon Australia**

**WHITE RIBBON DAY**  
FRIDAY 18 NOVEMBER

**Details of progress and achievements on commitments 2022-2023**

Action <i>All Abilities Queensland commitments for 2017-2023</i>	Products/Activities	Progress/Achievements
COMMUNITIES FOR ALL		
1. Changing attitudes and breaking down barriers by raising awareness and capability		
1.1 Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	a. Participate in and contribute to national disability communication strategies as required.  b. 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"> <li>Treasury used its internal communication channels (eNewsletter, Virtual Town Halls, Under Treasurer emails, Nexus News Stories, Inclusion Matters) to promote equity, diversity, accessibility and inclusion including:                             <ul style="list-style-type: none"> <li>Senior Leader renewed commitment to Diversity and Inclusion signed and Nexus news article to promote (Mar 2022)</li> <li>a campaign to update Diversity Census data (Apr 2022)</li> <li>Treasury's commitment to service delivery that is inclusive and accessible to people with disability as per the <i>Disability Services Act 2006</i>, and Treasury's Disability Service Plan (Oct 2022)</li> <li>the new Queensland Disability Plan 2023-27 (Dec 2022).</li> <li>Promoted the National Injury Insurance Scheme Queensland's (NIISQ) disability friendly and accessible webpage as an exemplar.</li> <li>Showcased the Motor Accident Insurance Commission's (MAIC) research investment in programs to support people living with disability.</li> </ul> </li> <li>Treasury reviewed and updated key documents to reflect updated language, increased focus on accessibility and workplace adjustments, the <a href="#">Australia's Disability Strategy 2021-2031</a>, <a href="#">Queensland Disability Plan 2022-2027</a> and new Public Sector Act 2022 (April 2023). Reviewed documents included:                             <ul style="list-style-type: none"> <li>Equity, Diversity and Inclusion Policy</li> <li>Equity, Diversity and Inclusion Steering Committee Terms of Reference</li> <li>Related intranet pages and resources relating to people with disability.</li> </ul> </li> <li>Treasury provided input into Queensland Government response relating to the <i>National Disability Strategy 2021-2031</i> and <i>Targeted Action Plans</i>.</li> </ul>
1.2 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"> <li>Work with the Department of Child Safety, Seniors and Disability Services (DCSSDS) to provide Treasury-specific information as required.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury Analysts continued to provide:                             <ul style="list-style-type: none"> <li>Treasury-specific advice and information to the Department of Child Safety, Seniors and Disability Services (DCSSDS) (ongoing).</li> <li>feedback regarding the development of the State Disability Plan (2022-2027) DCSSDS (March and June 2022).</li> <li>feedback on the proposed National Principles related to the employment of people with disability and the Data Improvement Plan with regard to Australia's Disability Strategy (ADS) 2021-2023 to the Commonwealth Disability Reform Ministers' Meeting (DRMM).</li> <li>support and information relating to Queensland's Disability Reform and Implementation Interdepartmental Committee (DRIIC) as the mechanism for oversight of agencies' progress regarding the ADS and the Targeted Action Plans (TAP).</li> </ul> </li> </ul>

## DISABILITY SERVICE PLAN PROGRESS REPORT - 2021-2023

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2023</i>	Products/Activities	Progress/Achievements
1.3 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"> <li>Include disability awareness training in Treasury's induction program.</li> </ul>	<ul style="list-style-type: none"> <li>Disability Awareness Training continues to be provided on MyCareer, with an updated version provided to Treasury employees in March 2023.</li> <li>The SBS Inclusion Program – Disability module was procured in June 2022, however it was not able to be launched during Disability Action Week in late 2022, due to a number of new mandatory training modules being rolled out at that time. It is currently available on MyCareer, however it is yet to be launched or promoted.</li> </ul>
1.4 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"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>NIISQ has continued to focus on the provision of necessary and reasonable treatment, care and support for people who acquire ongoing disability as a result of a motor vehicle accident in Queensland.</li> <li>In 2021 - 2023, NIISQ: <ul style="list-style-type: none"> <li>Successfully undertook its first participant survey, achieving overwhelmingly positive and valuable feedback that is being used to continue to improve service delivery.</li> <li>Engaged the First Peoples Disability Network to provide refresher training in targeted support planning tools for Aboriginal and Torres Strait Islander participants.</li> <li>Delivered a joint presentation with WorkCover Queensland to the 2021 <i>Personal Injury and Disability Management</i> conference, focusing on case studies where participant-driven support planning approaches have delivered exceptional outcomes.</li> <li>Continued to build on its relationship with Queenslanders with Disability Network (QDN), establishing its inaugural Participant Reference Group in 2023 with QDN serving as Group Secretariat.</li> <li>Supported NIISQ Research and Education program partnerships that include meaningful involvement of people with a disability.</li> <li>Initiated a project to reshape the participant and stakeholder experience of the NIISQ through designing a comprehensive and efficient treatment, care and support system for participants in collaboration with QUT.</li> </ul> </li> </ul>



Action <i>All Abilities Queensland commitments for 2017-2023</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
<b>2. Accessible places and spaces</b>		
2.1 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.	a. Maintain hearing loops in 1 William Street (1WS) conference facilities to help people with hearing impairments. b. 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. - Guidance provided to staff about how to choose an accessible venue for an event or meeting.	<ul style="list-style-type: none"> <li>Hearing loops are provided in conference facilities within 1WS and in the new QRO Midtown accommodation for people who are hard of hearing.</li> <li>In considering new accommodations in Maroochydore, Southport and Midtown, Treasury and QRO have ensured physical structures such as doorways, steps and stairs do not act as barriers to employees and customers with mobility issues. Accessible toilets are available on all floors, and fixtures, desks, kitchen sinks, doorways and security turnstiles are accessible for people using wheelchairs as per the requirements under the DDA and Occupation Certification (OC).</li> <li>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. Information was provided by Facilities in March 2023 relating to the card audit which included a link to information about requesting the accessibility features.</li> <li>Reviewed and updated information on the intranet about <a href="#">Fringe Benefits Tax</a> regarding onsite parking for Treasury employees with disabilities (April 2023).</li> <li>Information is provided on Treasury's intranet about organising events to ensure accessibility and guidelines on inclusive language.</li> <li>Transcripts are always made available to staff soon after Treasury Virtual Town Halls (all staff meetings) are held over Teams and/or Live.</li> <li>Treasury co-sponsored two whole of government DFV Prevention events which incorporated captioning and Auslan Interpreters.</li> </ul>
2.2 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"> <li>Undertake regular workplace audits to identify and eradicate potential hazards for people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Annual workplace health and safety hazard audits were carried out across all business locations.</li> <li>Treasury regularly monitors and assesses incident reports.</li> <li>Consideration of workplace reasonable adjustment is considered on an individual basis.</li> </ul>
<b>3. Accessible information</b>		
3.1 Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	<ul style="list-style-type: none"> <li>Publish content on Treasury's website in HTML or accessible PDF formats and ensure new video or audio content includes captioning.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury's websites and intranet are reviewed on an ongoing basis to ensure accessibility and compliance, new content additions meet accessibility guidelines.</li> <li>The new National Injury Insurance Scheme Queensland (NIISQ) website aimed at people with acquired disability due to motor vehicle accidents was co-designed with people, clients and employees with disability including the Queenslanders with Disability Network (QDN) to ensure that it was disability friendly and accessible.</li> </ul>
3.2 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"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury's Style Guide includes guide to inclusive language and ensuring documents are accessible for people using screen reader software.</li> <li>The Budget website continues to increase the availability of accessible Budget and Regional Action Plan documents (through use of HTML).</li> <li>Transcripts are always made available to staff soon after Treasury Virtual Town Halls (all staff meetings) are held over Teams and/or Live.</li> <li>Information about Microsoft Accessibility tools promoted to staff during Disability Action Week 2022.</li> </ul>

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WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2023</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
3.3 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"> <li>a. Engage specialists to identify the adjustments, technologies and workplace modifications required for staff.</li> <li>b. Regularly review reasonable adjustments and assistive technologies to ensure they continue to meet the needs of staff.</li> <li>c. Program building access cards of staff with disability with additional functionality to help them use the lift in 1 William Street</li> </ul>	<ul style="list-style-type: none"> <li>• Auslan Interpreters are regularly engaged to provide support for a small number of Treasury employees from the Deaf Community.</li> <li>• Treasury's Equity, Diversity and Inclusion policy was reviewed with the purpose of increasing the focus on accessibility and reasonable adjustments in June 2022. The draft policy was approved by the ED&amp;I Steering Committee (Oct 2022) and the Executive Leadership Team (ELT) (Nov 2022).</li> <li>• An employee request for accessible software was denied by FixIT (July 2022) due to cybersecurity reasons in resulting in People and Culture reminding FixIT of the need to consider the implications of the <i>Human Rights Act 2016</i>, and requesting a list of accessible software that FixIT would support for employees with disability.</li> <li>• Program building access cards continue to provide additional functionality regarding the use of lifts in 1 William Street. Information was provided by Facilities in March 2023 relating to the card audit which included a link to information about requesting the accessibility features.</li> <li>• Treasury co-chairing the Whole-of-Government Workplace Adjustment Working Group (commencing May 2023).</li> </ul>

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
<b>4. Welcoming and inclusive communities</b>		
4.1 Support the NISQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries	<ul style="list-style-type: none"> <li>NISQ will help people with serious eligible personal injuries:                             <ul style="list-style-type: none"> <li>With funding for services that enable them to join in community activities.</li> <li>By promoting and respecting their rights and dignity through inclusion, equality and non-discrimination.</li> <li>With funding for necessary and reasonable education and vocational training to promote their independence and return to work where appropriate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>As at 30 June 2023, NISQ was providing necessary and reasonable treatment care and support for:                             <ul style="list-style-type: none"> <li>380 participants with traumatic brain injuries</li> <li>89 participants with spinal cord injuries</li> <li>6 participants with brachial plexus injuries</li> <li>10 participants with high level/multiple limb amputations</li> <li>2 participants with severe burns, and</li> <li>1 participant with permanent blindness caused by trauma.</li> </ul> </li> <li>Initiated key projects through the NISQ Research and Education program to benefit NISQ participants, including:                             <ul style="list-style-type: none"> <li>The development of physiotherapy clinical practice guidelines for people with spinal cord injury – Queensland component; expected project completion March 2024 (collaboration with Metro South Health)</li> <li>Prevention and management of pressure injuries for wheelchair users using advanced manufacturing of personalised cushions; expected project completion December 2023 (collaboration with Metro North Health).</li> <li>Assistive Technology Provision for the promotion of health and wellbeing: A need analysis and solution building approach; expected project completion mid-late 2023 (collaboration with Griffith University)</li> <li>Access Active Rehab, a project to improve the health outcomes for patients with traumatic brain and spinal cord injuries through participation in sport and active recreation activities during their inpatient stay; expected completion August 2023 (collaboration with Sporting Wheelies and Disabled Association through the Princess Alexandra Hospital Brain and Spinal Cord Injury Services).</li> <li>Mixed methods RCT of telehealth Program for the Enrichment of Relational Skills for teens: Co-designed and Mixed methods RCT of PEERS® for Primary School; expected project completion June 2026 (collaboration with University of Queensland).</li> </ul> </li> </ul>



Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
<b>5. Respecting and promoting the rights of people with disability and recognising diversity</b>		
5.1 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"> <li>Ensure Treasury's Managing Corporate Policy Guidance references the requirement to uphold the human rights of people with disability.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury's Corporate Governance Framework incorporates requirements to uphold human rights (including upholding the human rights of people with disability).</li> <li>Treasury's complaints management framework requires human rights to be considered. Documents are provided to assist Treasury officers including a guide and a Human Rights Act consideration checklist.</li> </ul>
5.2 Government services and funded non-government services provide access to language, translating and communication services.	<ul style="list-style-type: none"> <li>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.</li> <li>Information about interpreters and translators is available on Treasury's intranet.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury's business areas continue to engage interpreters and translators to communicate with people who have a hearing impairment or limited proficiency in English.</li> <li>The policy and procedures for engaging interpreters were promoted to all staff during Queensland Multicultural Month (Aug 2022), National Week of Deaf People (Sep 2022) and Disability Action Week (Dec 2022).</li> <li>In 2020-21, less than 1% of clients required language support; \$2405 was spent on the engagement of interpreters and translators; and there were 64 occasions where interpreters and translators were engaged by Treasury.</li> <li>In 2021-22, less than 1 % of clients required language support; \$3,559 was spent on the engagement of interpreters and translators; and there were 79 occasions where interpreters and translators were engaged by Treasury.</li> <li>Auslan Interpreters are regularly engaged to provide support for a small number of Deaf employees.</li> </ul>
5.3 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries.	<ul style="list-style-type: none"> <li>NISQ will help people with serious eligible personal injuries by promoting and respecting their rights and dignity through inclusion, equality and non-discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>Funded supports for participants are based on individualised support plans that are developed together with participants, their families and carers. Supports can include:                             <ul style="list-style-type: none"> <li>In home and community access supports</li> <li>Vocational rehabilitation and return to work services</li> <li>Therapy and capacity building supports</li> <li>Aids and equipment</li> <li>Home and vehicle modifications</li> </ul> </li> </ul> <p>These supports enable participants to improve their connections with their communities and to pursue their goals, including return to work, study or meaningful pursuits and to family life.</p>

# DISABILITY SERVICE PLAN PROGRESS REPORT - 2021-2023

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
5.4 Promote Queensland Treasury's Diversity and Inclusion Employee Network	<ul style="list-style-type: none"> <li>Assist in the development of strategies to improve Treasury's inclusive culture.</li> <li>Actively promote and encourage staff participation in diversity and inclusion activities and events.</li> </ul>	<ul style="list-style-type: none"> <li>Regular articles regarding accessibility and inclusion of people with disability were included in the enews distributed to the Diversity and Inclusion Employee Network and other internal communication channels (Treasury Update, Under Treasurer emails, and Nexus News Stories,).</li> <li>The results of the Sep 2022 Working for Queensland (WfQ) survey showed that: <ul style="list-style-type: none"> <li>most of those reporting they live with disability (79% or 146 respondents) in the survey agreed that they feel safe and respected at work and the majority (86% or 95 respondents) who had been through a recruitment process in the last 12 months found it to be accessible and inclusive.</li> <li>Nearly half of those identifying that they live with disability (48% or 90 respondents) in the WfQ survey stated that they haven't shared this information in Aurion ESS. Some did not see any reason or benefit in sharing this with Treasury. There is still work to be done as some respondents indicated that they did not report their disability because they were concerned about discrimination.</li> </ul> </li> <li>Quarterly Equity, Diversity and Inclusion Steering Committee meetings, chaired by the Deputy Under Treasurer (SIC) includes representation by representatives with disability. The committee provides formal governance, guidance and direction to diversity and inclusion strategy and policy across the agency.</li> </ul>
6. Tertiary and vocational learning		
6.1 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries	<ul style="list-style-type: none"> <li>NISQ will help people with serious eligible personal injuries with funding for necessary and reasonable education and vocational training to promote their independence and return to work</li> </ul>	<ul style="list-style-type: none"> <li>NISQ participants are offered, and supported to engage with, appropriate vocational rehabilitation services to enable return to work or study</li> </ul>

Action	Products/Activities	Progress/Achievements
<i>All Abilities Queensland commitments for 2017-2022</i>	<i>(1 July 2022 to 30 June 2023)</i>	
<b>EMPLOYMENT</b>		
<b>7. Leading the way – increasing opportunities in the Queensland public sector</b>		
<p>7.1 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>	<ol style="list-style-type: none"> <li>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.</li> <li>Review systems, processes and policies to be more inclusive and accommodating of people with disability (e.g. job flexibility, reasonable adjustment).</li> <li>Partner with disability employment organisations to provide employment pathways for people with disability</li> <li>Review Queensland Treasury's 'Working for Treasury' internet content to promote an inclusive and diverse workplace.</li> </ol>	<ul style="list-style-type: none"> <li>Treasury has increased its representation of employees with disability from 2.99% in June 2021 to 6.3% in Sep 2022 (source: Minimum Obligatory Human Resources Information (MOHRI) workforce data). And when measured by the annual Working for Queensland (WfQ) employee opinion survey data from 11.7% (Sep 2020) to 14.8% (Sep 2022) which is a total of 198 Treasury respondents identifying as having disability. N.B. that the MOHRI definition was amended in August 2021 to align with that of the WfQ survey.</li> <li>During 2023, Treasury sought approval from the CEO Leadership Board to adopt the new Public Sector diversity target of 12% for employees with disability.</li> <li>Treasury continues to contribute to cross sector discussions and a multi-agency approach to attracting and retaining employees with disability through participation in the Queensland Government Inclusion and Diversity Community of Practice.</li> <li>Treasury purchased a 12-month subscription from June 2023 with Dylan Alcott's new job platform <a href="http://www.TheField.Jobs">www.TheField.Jobs</a> in order to advertise Treasury vacancies to people with disability.</li> <li>As part of Disability Action Week (26 Nov – 2 Dec) and International Day of People with Disability (IDPWD) (3 Dec) Treasury promoted resources on:                         <ul style="list-style-type: none"> <li>inclusive selection process and setting up an interview</li> <li>access for funding of reasonable adjustments through JobAccess.</li> <li>Microsoft Office Accessibility features.</li> </ul> </li> <li>Treasury reviewed and updated the Equity, Diversity and Inclusion policy (approved in Nov 2022), to reflect an increased focus on accessibility and to affirm Treasury's commitment to improving recruitment outcomes for people with disability by applying appropriate diversity measures and strategy across all recruitment and selection exercises.</li> <li>Treasury undertook a comprehensive Equity and Diversity Audit in early 2023 based on September 2022 MOHRI data. The audit was undertaken in collaboration with the Office of the Special Commissioner on Equity and Diversity Audit as required by the new <i>Public Sector Act 2022</i>. The Audit sought to identify any sources of inequity for people with disability and other diversity target groups. It included an analysis of the representation of people with disability over time, across classification levels and business areas as well as employment security, access to flexible work arrangements and indicators of career progression.</li> <li>In consultation with the Equity, Diversity and Inclusion Steering Committee and its representatives with disability, Treasury has undertaken a process to develop an overarching Equity and Diversity Plan based on the findings of the Audit as per <i>Public Sector Act 2022</i> and a renewed Disability Service Plan (DSP). The plans will include the development and implementation of strategies to increase the attraction, retention and career progression of employees with disability.</li> <li>Treasury holds membership with key expert organisations including Diversity Council of Australia (DCA) and the Australian Network on Disability (AND). We draw tools and resources from these organisations to support our policies and procedures.</li> <li>Treasury participated in the AND "Stepping Into" Internship Program. Through this program two university students with disability were provided the opportunity to gain meaningful, paid work experience within Treasury (<i>152 hours total during the semester break</i>), and the host team benefited through undertaking training and experience designed to improve disability confidence.</li> <li>Treasury participated in an Autism Queensland placement for a period of 12 weeks of paid work experience. The host team benefited through undertaking training and experience designed to improve confidence with neurodiversity.</li> </ul>



Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
		<ul style="list-style-type: none"> <li>Treasury undertook a review of the Cadetship program resulting in a refreshed program taking on a new cohort of cadets with applications closing 16 June 2023 for five cadetship opportunities open to students who have disability, are neurodivergent, or are Aboriginal and/or Torres Strait Islander. There are three existing cadetships bringing this to a total of eight. All three existing cadets are Aboriginal and/or Torres Strait Islander university students.</li> <li>The needs and inclusion of people with disability has been a key consideration in Treasury's Graduate Recruitment program. As a result, the 2023 GradStart intake has successfully attracted an applicant pool with high proportion of representation from people with disability. GradStart coordinators will be working with the selection panels to ensure inclusive and equitable selection practices to maximise diversity of 2024 cohort in line with Treasury's diversity targets (as per <i>Public Sector Act 2022</i>).</li> </ul>
<b>8. Increasing employment opportunities for Queenslanders with disability</b>		
8.1 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.	<ul style="list-style-type: none"> <li>Raise disability awareness by asking staff to share their personal stories through Corporate communications</li> <li>Increase Treasury's knowledge of support available on recruitment, onboarding and employment of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Treasury sought to raise awareness of the skills, achievements and lived experience of people with disability through:                             <ul style="list-style-type: none"> <li>featuring Treasury employees' personal lived experience of disability and their achievements in Nexus News (Apr 2022, May 2023).</li> <li>introducing Treasury's new Equity, Diversity, Accessibility and Inclusion specialist with lived experience of disability in an Inclusion Matters e-newsletter (Apr 2022)</li> <li>included representation of disability through inclusion of Karni Liddell (former Paralympian) in a Treasury co-sponsored White Ribbon Day event (Nov 2022)</li> </ul> </li> <li>Treasury used its external communication channels (e.g. LinkedIn, Twitter and Facebook) to urge business to seek out the value that people with disability can bring to workplaces and the Queensland economy. The post recognised the skill, talents, qualifications and abilities of people with disability and encouraged organisations to join Treasury investing in a subscription on the job vacancy platform <a href="http://www.TheField.jobs">www.TheField.jobs</a> targeting job seekers with disability.</li> <li>Throughout 2023, Treasury is undertaking a review and update of disability related intranet pages and resources in alignment with the new <i>Public Sector Act 2022</i>, and its increased provisions for considering equity and diversity in recruitment and selection practices with content, resources and training relating to inclusive recruitment practices. Practices will be embedded in recruitment processes throughout 2023.</li> <li>By participating in the Australian Network on Disability (AND) "Stepping Into" Internship Program, hosting business areas gained an opportunity to increase their confidence in recruiting and employing people with disability.</li> <li>Opportunities provided to Treasury managers and employees to increase Disability Confidence and awareness included:                             <ul style="list-style-type: none"> <li>Blind Citizens Australia 'Through the Employers Lens' workshop series for employers, managers, and recruiters (Jun and Sep 2022)</li> <li>How managers can support staff with mental ill health (Oct 2022)</li> <li>DPC Speaker Series featuring disability advocate Carly Findlay speaking on 'Building your capacity: Accessibility and disability inclusion in the workplace' (Dec 2022)</li> <li>Australian Network on Disability (AND) webinar on 'Disability Confidence for Employers' (May 2023)</li> <li>Diversity Council of Australia (DCA) webinar on 'Attracting, Retaining and Progressing Neurodivergent Talent' (May 2023)</li> </ul> </li> </ul>

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
8.2 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries from motor vehicle accidents.	<ul style="list-style-type: none"> <li>NISQ Agency will help people with serious eligible personal injuries with funding for necessary and reasonable education and vocational training to promote their independence and return to work where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>NISQ participants are offered, and supported to engage with, appropriate vocational rehabilitation services to enable return to work or study.</li> </ul>

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
<b>EVERYDAY SERVICES</b>		
<b>9. Housing</b>		
9.1 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries.	<ul style="list-style-type: none"> <li>NISQ participants are supported to access housing and accommodation options that meet their needs.</li> </ul>	<ul style="list-style-type: none"> <li>NISQ participants are supported to identify short-term and long-term living arrangements, their need for home modifications for their residence and to explore accommodations options that best suit their treatment, care and support needs.</li> </ul>
<b>10. Transport</b>		
10.1 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries.	<ul style="list-style-type: none"> <li>NISQ participants have access to necessary and reasonable transport solutions and funding for necessary and reasonable vehicle modifications.</li> </ul>	<ul style="list-style-type: none"> <li>NISQ participants are supported to access services which enable them to travel to receive treatment, care and support including through:                             <ul style="list-style-type: none"> <li>modifications to a participant's vehicle</li> <li>transport services which are appropriate for a participant's needs</li> </ul> </li> </ul>
<b>11. Health</b>		
11.1 Support NISQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries	<ol style="list-style-type: none"> <li>NISQ will help people with serious eligible personal injuries with funding for necessary and reasonable treatment, care and support.</li> <li>Encourage participants to take part in decision-making and exercise choice in the selection of support providers</li> </ol>	<ul style="list-style-type: none"> <li>The experience of NISQ has been enhanced through a range of continuous improvement initiatives, including extensive redesign of the support planning process and a move to the MyPlanning operating model which will ensure timely access to support funded under the scheme, and responsive changes to funded supports which take into consideration the participant's preferences, and needs.</li> </ul>

# DISABILITY SERVICE PLAN PROGRESS REPORT - 2021-2023

## WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
11.2 Invest in targeted research to improve health and participation outcomes for people injured in motor vehicle crashes.	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>The Motor Accident Insurance Commission (MAIC) provides funding: <ul style="list-style-type: none"> <li>to Griffith University to improve and restore functional recovery for those with permanent spinal cord injuries using stem cell transplants under the Spinal Cord Therapy project; and using thought-control, electrical stimulation and drug therapy under the BioSpine project</li> <li>to Spinal Life Australia to support operations of the vocational rehabilitation program for people with spinal cord injuries (Back2Work)</li> <li>for a Fellowship at the Queensland Brain Institute to undertake a prospective longitudinal study to identify biomarkers that could be used for the prediction of patient outcomes in those with moderate to severe traumatic brain injury</li> <li>to Bionics Queensland to improve and expand rehabilitation technologies such as bionic devices, implants and treatments to provide better quality of life for those injured in road crashes.</li> <li>for a Chair of Paediatric Rehabilitation at the Queensland Children's Hospital. The Chair position has a particular focus on the rehabilitation needs of children with traumatic brain injuries.</li> </ul> </li> <li>MAIC provides operational funding to the Hopkins Centre at Griffith University to undertake a program of translation research in the field of rehabilitation and severe disability.</li> </ul>
12. Disability and Community Supports		
12.1 Provision of policy and financial advice concerning the implementation of the National Disability Insurance Scheme (NDIS) in Queensland.	<ol style="list-style-type: none"> <li>Analysis and advice on NDIS policy and financial matters</li> <li>Analysis and advice on motor accident insurance schemes in other states, NIIS, NDIS and disability policy matters as impacting NIISQ participants and the operation of the NIIS in Qld (including but not limited to legislation and regulation of disability services, quality and safeguarding)</li> </ol>	<ul style="list-style-type: none"> <li>Analysis and advice on NDIS policy and financial matters.</li> <li>The needs of NIISQ Agency and NIISQ participants are accounted for in policy positions and legislative reviews</li> </ul>
13. Other		
13.1 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"> <li>Program of research activities developed in conjunction with Queensland Police Service (QPS) and Department of Transport and Main Roads (DTMR) to reduce accident frequency and CTP scheme costs.</li> </ul>	<ul style="list-style-type: none"> <li>During 2022-23 MAIC provided support to QPS and TMR including: <ul style="list-style-type: none"> <li>Continued funding of the Road Safety Data bureau involving QPS, TMR, MAIC and Queensland Health which provides greater insights into crash circumstances to inform potential countermeasures</li> <li>Funding to QPS to undertake enforcement, education and intelligence activities to enhance road safety.</li> </ul> </li> </ul>



Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
<b>LEADERSHIP AND PARTICIPATION</b>		
<b>14. Inclusion in consultation, civic participation and decision making and supporting leadership development</b>		
14.1 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"> <li>Offer reasonable adjustment when engaging with stakeholders to maximise their participation.</li> </ul>	<ul style="list-style-type: none"> <li>The new National Injury Insurance Scheme Queensland (NIISQ) website aimed at people with acquired disability due to motor vehicle accidents was co-designed with people, clients and employees with disability including the Queenslanders with Disability Network (QDN) to ensure that it was disability friendly and accessible.</li> </ul>
14.2 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"> <li>Liaise with Treasury employees with a disability when implementing DSP actions.</li> </ul>	<ul style="list-style-type: none"> <li>The Equity, Diversity and Inclusion Steering Committee and its representatives with disability have been consulted on, and have oversight of, the development and/or implementation of:                             <ul style="list-style-type: none"> <li>Equity, Diversity and Inclusion Policy</li> <li>Equity and Diversity Plan</li> <li>all Disability Service Plan actions</li> </ul> </li> <li>Treasury employees with disability will be invited to review Treasury's progress on the DSP 2022-23 and co-design the new DSP 2024-27 including development of strategies designed to increase the attraction, retention and career progression of employees with disability.</li> </ul>
14.3 Existing leadership programs are accessible and inclusive of Queenslanders with disability.	<ul style="list-style-type: none"> <li>Ensure the application process, content, structure and delivery of Treasury's capability development offerings meet the needs of people with disability.</li> </ul>	<ul style="list-style-type: none"> <li>In order to support career progression of Treasury employees with disability towards developing future leaders, targeted opportunities were provided for:                             <ul style="list-style-type: none"> <li>Four Treasury employees with disability registered for the Performance Conversations training with Australian Institute of Management (AIM) funded by the PSC as part of the <a href="#">Disabling the barriers strategy</a>.</li> <li>Scholarship opportunities for employees to attend Australian Institute of Company Director (AICD) Board training.</li> </ul> </li> </ul>
14.4 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"> <li>Treasury continues to work with DCSSDS to promote inclusion of people with disability on State Government boards and advisory bodies, when applicable.</li> <li>Treasury's Equity, Diversity and Inclusion Steering Committee includes representatives with disability.</li> </ul>

## DISABILITY SERVICE PLAN PROGRESS REPORT - 2021-2023

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2022</i>	Products/Activities <i>(1 July 2022 to 30 June 2023)</i>	Progress/Achievements
14.5 Executive Leadership Team members champion and promote Disability Action Week.	<ul style="list-style-type: none"> <li>Promotion of Disability Action Week.</li> </ul>	<ul style="list-style-type: none"> <li>The Under Treasurer communicated to all Treasury staff to mark Disability Action Week (26 Nov – 2 Dec) and International Day of People with Disability (IDPwD) (3 Dec). The Under Treasurer's messaging encouraged managers and staff to: <ul style="list-style-type: none"> <li>Consider advertising a role on Dylan Alcott's job platform for job seekers with disability</li> <li>Refer to information on Treasury's intranet about inclusive recruitment and employing people with disability</li> <li>View the Culture is Inclusion Art Exhibition in the foyer of 1WS featuring exhibits from Aboriginal and/or Torres Strait Islander peoples with disability.</li> </ul> </li> <li>During 2022-23 Treasury initiated a program of Executive Champions to drive change and escalate its efforts and achievements regarding equity, diversity and inclusion. In response to this proposal, Acting Deputy Commissioner, Queensland Revenue Office, Amy Rosanowski nominated herself to become Treasury's first Executive Champion for Accessibility and Disability Inclusion.</li> <li>In her role as Executive Champion, Amy Rosanowski has initiated work in partnership with Queensland Police and NISQ to develop Entry pathways for employment for people with acquired disabilities due to motor vehicle accidents.</li> </ul>