

DISABILITY SERVICE PLAN 2021-23

PROMOTING THE RIGHTS OF QUEENSLANDERS WITH A DISABILITY

Message from the Acting Under Treasurer

Queensland Treasury's Disability Service Plan 2021–23 outlines our commitment to achieving the best possible outcomes for Queenslanders with disability.

Our department's vision is a strong economy for all Queenslanders. Central to a strong economy is one in which all people can participate and benefit. Treasury achieves this by providing fiscal, economic and commercial leadership, and by delivering accessible services to Queenslanders.

The actions in this plan will ensure our policy solutions, services and systems are more inclusive of all Queenslanders. It also highlights our specialist contribution to the National Disability Insurance Scheme and the National Injury Insurance Scheme.

Queensland Treasury is committed to a coordinated whole-of-government approach for service delivery to people with disability to create real and lasting change.

Leon Allen

Acting Under Treasurer

Purpose and context

The *Disability Services Act (Qld) 2006* is a foundation for promoting the rights of Queenslanders with disability, their wellbeing and their participation in community life. This legislation requires all Queensland Government departments to have a Disability Service Plan (DSP). DSPs ensure agencies consider the Act's human rights and service delivery principles, and the government's policies for people with disability.

To deliver a coordinated whole-of-government approach, departmental DSPs are aligned to the State Disability Plan and the National Disability Strategy. While [Australia's Disability Strategy 2021-2031](#) was recently released, after a delay due to the COVID-19 pandemic, a new State Disability Plan for has not yet been published.

To ensure our DSP continues to align with, and contribute to, shared commitments under the NDS and State Disability Plan we have reviewed and refreshed our Disability Service Plan 2017–2020 for the period 2021–2023. We will deliver a three-year service plan aligned to the new State Disability Plan and National Disability Strategy by 31 December 2023.

Other languages and formats

We are committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450.

We can provide alternative formats (including large print) on request. Contact us at humanresources@treasury.qld.gov.au or (07) 3035 3509.

If you use the telephone typewriter or a computer with a modem, please call the National Relay Service on 133 677 (TTY/ voice calls) or 1300 555 727 (speak and listen).

For more information about our plan, contact our People and Culture Branch at humanresources@treasury.qld.gov.au or (07) 3035 3509.

Communities for all

1. Changing attitudes and breaking down barriers by raising awareness and capability

Activities 2021-2023	Overall measure	Responsible area
1.1 Action – Support national communication strategies and activities to promote the National Disability Strategy 2010-2020 (whole of government).		
a. Communicate relevant information from Queensland Treasury's Diversity and Inclusion Strategy and related initiatives to Treasury employees	Information disseminated to Treasury employees	Strategic Communications, Corporate
b. Participate and contribute to national communication strategies as required.	Treasury participates and contributes to national communication strategies and activities.	All Treasury
1.2 Action – Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities(whole of government).		
Work with the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) to provide Treasury-specific information as required.	Information pack provided to Ministers to support development of partnerships.	People and Culture, Corporate
1.3 Action – Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training in Queensland Government induction programs (whole of government).		
Include disability awareness training in Treasury's induction program and as part of mandatory training for all Treasury employees	Disability awareness training included in induction programs Disability awareness training completed by 95% of Treasury frontline staff	People and Culture / All Treasury
1.4 Action – Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (whole of government).		
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.	Representative bodies engaged in the design and delivery of services to people injured in motor vehicle accidents.	National Injury Insurance Agency, Queensland (NIISQ Agency) / Insurance Commission

2. Accessible places and spaces

Activities 2021-2023	Overall measure	Responsible area
2.1 Action – Access for people with disability is improved 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 (whole of government).		
a. Maintain hearing loops in 1WS conference facilities to help people with hearing impairments.	Hearing loops in 1WS meeting rooms are used and maintained.	Facilities Unit, Corporate
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.	Staff with disability experience full accessibility	Facilities Unit, Corporate
c. Provide information about events accessibility and participation on Treasury's intranet (Nexus).	Guidance provided to staff about how to choose an accessible venue for an event or meeting.	Strategic Communications, Corporate
2.2 Action – Undertake health and safety audits to identify potential hazards that may obstruct or be inadequate for employees or customers with a disability		
Undertake regular workplace audits to identify and eradicate potential hazards for people with disability.	Issues are identified and reported to building maintenance for resolution	Facilities Unit, Corporate

3. Accessible information

Activities 2021-2023	Overall measure	Responsible area
3.1 Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (whole of government).		
Provide content in accessible formats for any Treasury websites or major redevelopment of existing sites.	All new key Queensland Government information/materials are provided in accessible formats. Existing content progressively reviewed and updated	All Treasury Strategic Communications, Corporate
3.2 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) (whole of government).		

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Consider consistent user experience CUE and web accessibility guidelines for any new websites or major redevelopment of existing sites.	Treasury's website is scalable and has been designed with (CUE) and web accessibility guidelines All new key website content is accessible and complies with guidelines	Strategic Communications, Corporate All Treasury
3.3 Action – Continue to ensure that Queensland Treasury employees with a disability receive appropriate support and technology to perform their job.		
a. Engage specialists to identify the adjustments, technologies and workplace modifications required for staff.	Appropriate support and technology provided where necessary.	All Treasury in conjunction with People and Culture, Corporate
b. Regularly review reasonable adjustments and assistive technologies to ensure they continue to meet the needs of staff.	Requests for reasonable adjustments and assistive technologies staff are completed.	All Treasury in conjunction with People and Culture, Corporate
c. Program building access cards of staff with disability with additional functionality to help them use the lift in 1 William Street, including: <ul style="list-style-type: none"> • allocation of a specific lift (closest to the operating panel, for example) • additional time to travel from the operating panel to an allocated lift • additional space allocated in lift • voice announcements, including voice guidance, when using the lift 	Staff with disability have their building access cards programmed appropriately.	Facilities Unit, Corporate

4. Welcoming and inclusive communities

Activities 2021-2023	Overall measure	Responsible area
4.1 Action – Support the NISQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries.		
NISQ Agency will help people with serious eligible personal injuries with funding for community access and capacity building supports to enable them to join in community activities.	NISQ participants' community participation	NISQ Agency / Insurance Commission

5. Respecting and promoting the rights of people with disability and recognising diversity

Activities 2021-2023	Overall measure	Responsible area
5.1 Action – Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (whole of government).		
Ensure Treasury policies and programs reflect the needs and interests of people with disability and their carers.	New Queensland Government legislation, policies and programs consider the needs of people with disability and their carers in both development	All Treasury
5.2 Action – Government services and funded non-government services provide access to language, translating and communication services. (whole of government)		
a. 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.	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded	All Treasury
b. Information about interpreters and translators is available on Treasury's intranet (Nexus).	Interpreter services are engaged where necessary.	All Treasury
5.3 Action – Support NIIAQ Agency's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries.		
NIIAQ will help people with serious eligible personal injuries by promoting and respecting their rights and dignity through inclusion, equality and non-discrimination.	NIIAQ participants' positive experience, feedback and survey	National Injury Insurance Scheme Queensland (NIIAQ Agency) / Insurance Commission
5.4 Action – Promote Queensland Treasury's Diversity and Inclusion Employee Network		
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.	Improvement in inclusive culture indicators in Working for Queensland survey results. Increased staff participation in diversity and inclusion activities and events.	People and Culture, Corporate

Lifelong learning

6. Tertiary and vocational

Activities 2021-2023	Overall measure	Responsible area
6.1 Action – Support NIIAQ Agency’s provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries.		
NIIAQ 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	NIIAQ participants are offered, and supported to engage with, appropriate vocational rehabilitation services to enable return to work or study.	NIIAQ Agency / Insurance Commission

Employment

7. Leading the way – increasing opportunities in the Queensland public sector

Activities 2021-2023	Overall measure	Responsible area
7.1 Action – Implement strategies to reach the Queensland Government target that, by 2025, twelve 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 (whole of government).		
a. Review Treasury’s recruitment procedures and guidelines to ensure they are non-discriminatory and provide sufficient guidance to managers and selection panels when recruiting employees with a disability.	The proportion of people with disability employed in the Queensland Public Sector will reach twelve per cent by 2025. Procedures and guidelines are reviewed.	People and Culture, Corporate
b. Review systems, processes and policies to be more inclusive and accommodating of people with disability (e.g. job flexibility, reasonable adjustment).	Policies reviewed and amended	People and Culture, Corporate
c. Partner with disability employment organisations to provide employment pathways for people with disability	At least one partnership established with a view to integrating services in employment sourcing strategies.	People and Culture, Corporate
d. Review Queensland Treasury’s ‘Working for Treasury’ internet content to promote an inclusive and diverse workplace.	Treasury’s ‘Working for Treasury’ internet content updated.	People and Culture, Corporate Strategic Communications, Corporate

8. Increasing employment opportunities for Queenslanders with

Activities 2021-2023	Overall measure	Responsible area
8.1 Action – 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 a disability to participate in employment (whole of government).		
Raise disability awareness by asking staff to share their personal stories through Corporate communications	Staff view and access disability awareness stories.	Strategic Communications, Corporate
8.2 Action – Support NIISSQ Agency’s provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries from motor vehicle accidents.		
NIISSQ 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.	NIISSQ participants are offered, and supported to engage with, appropriate vocational rehabilitation services to enable return to work or study.	NIISSQ Agency / Insurance Commission

Everyday Services

9. Housing

Activities 2021-2023	Overall measure	Responsible area
9.1 Action – Support NIISSQ Agency’s provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries.		
NIISSQ will help people with serious eligible personal injuries to identify and access appropriate accommodation to meet their needs, including where appropriate by funding necessary and reasonable modifications to improve their home’s accessibility.	NIISSQ participants are supported to access housing and accommodation options that meet their needs.	NIISSQ Agency / Insurance Commission

10. Transport

Activities 2021-2023	Overall measure	Responsible area
10.1 Action – Support NIISSQ provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.		
NIISSQ will help people with serious eligible personal injuries with community access supports as appropriate, and funding for necessary and reasonable vehicle modifications.	NIISSQ participants have access to necessary and reasonable transport solutions	NIISSQ Agency / Insurance Commission

11. Health

Activities 2021-2023	Overall measure	Responsible area
11.1 Action – Support NISQ Agency’s provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries.		
a. NISQ will help people with serious eligible personal injuries with funding for necessary and reasonable treatment, care and support.	NISQ participants have access to necessary and reasonable treatment, care and support.	NISQ Agency /Insurance Commission
b. Encourage participants to take part in decision-making and exercise choice in the selection of support providers	NISQ participants have choice and access to information in multiple formats about services	
11.2 Action – Invest in targeted research to improve health and participation outcomes for people injured in motor vehicle crashes.		
A range of projects are being funded that align to the Compulsory Third Party (CTP) scheme’s research priorities with a focus on traumatic brain, psychological and whiplash injuries.	Improved health and participation outcomes for people who have been injured in motor vehicle accidents	MAIC/Insurance Commission

12. Disability and Community Supports

Activities 2021-2023	Overall measure	Responsible area
12.1 Action – Provision of policy and financial advice concerning the implementation of the National Disability Insurance Scheme (NDIS) in Queensland.		
a. Analysis and advice on NDIS policy and financial matters.	Analysis and advice on NDIS policy and financial matters.	Agency Policy and Partnerships
b. Analysis and advice on motor accident insurance schemes in other states, NIS, NDIS and disability policy matters as impacting NISQ participants and the operation of the NIS in Qld (including but not limited to legislation and regulation of disability services, quality and safeguarding)	The needs of NISQ Agency and NISQ participants are accounted for in policy positions and legislative reviews	NISQ Agency / Insurance Commission

13. Other services

Activities 2021-2023	Overall measure	Responsible area
13.1 Action – 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.		
Program of research activities developed in conjunction with QPS and DTMR to reduce accident frequency and CTP scheme costs	Accident frequency and CTP scheme costs	MAIC/Insurance Commission

Leadership and participation

14. Inclusion in consultation, civic participation and decision making and supporting leadership development

Activities 2021-2023	Overall measure	Responsible area
14.1 Action – Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximize the participation opportunities for people with disability their families and carers (whole of government).		
Offer reasonable adjustment when engaging with stakeholders to maximise their participation.	Increased participation of people with disability in consultation Options for engagement promoted	All Treasury
14.2 Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (whole of government).		
Liaise with Treasury employees with a disability when implementing DSP actions.	Queensland Government's Disability Service Plans includes details of consultation with people with disability or details of consultation in the implementation of actions is reflected in reporting	People and Culture, Corporate
14.3 Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability (whole of government).		
Ensure the application process, content, structure and delivery of all leadership and management development programs meet the needs of people with disability.	Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community.	People and Culture, Corporate
14.4 Action – Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within (whole of government).		
Work with the DSDSATSIP to promote inclusion of people with disability on State Government boards, steering committees and advisory bodies	Application and assessment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	All Treasury
14.5 Action – Executive Leadership Team member nominated as champion to promote Disability Action Week		
Promotion of Disability Action Week	Treasury staff are more aware of people with disabilities in the workplace.	People and Culture, Corporate / Strategic Communications, Corporate