

Disability Service Plan 2017-20

Implementation Plan for 2019-20

Department of Housing and Public Works

The Department's three year *Disability Service Plan (DSP) 2017-20* focuses on what we plan to achieve in the next three years under the plan, and the measures we will use to determine their success. Each year the department reports on the plan's progress of milestones and measures for the previous financial year and develops an implementation plan for the next financial year.

Our Disability Service Plan 2017-20

Our Disability Service Plan 2017-20 (DSP) ensures we have regard to human rights and service delivery principles and the government's policies for people with disability. Our DSP aims to improve access to services across government for people with disability, including more coordinated responses. Our plan aligns to the priority areas and actions in the state disability plan.

Our implementation plan

Our annual implementation plan provides more detail on what we aim to achieve during the year.

How will the plan be monitored and reported?

We will report annually on our progress against our DSP against the milestones described in our implementation plan.

Who to contact for more information and other languages or format?

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you wish to provide feedback on this plan, or require an interpreter to communicate the Disability Service Plan, or require the document in an alternative format, please contact us by either email feedback@hpw.qld.gov.au or telephone 13 QGOV (13 74 68) and ask for Governance, Planning and Performance, Department of Housing and Public Works, and we will arrange assistance for you.

The department's contact details are:

1 William Street
Brisbane Qld 4000
GPO Box 2457
Brisbane Qld 4001
Phone: 13 QGOV (13 74 68)
Email: feedback@hpw.qld.gov.au

Glossary – what do these acronyms mean?

DCDSS	Department of Communities, Disability Services and Seniors
DHPW	Department of Housing and Public Works
DSP	Disability Service Plan
DSITI	Department of Science, Information Technology and Innovation
GEH	Government Employee Housing
HHS	Housing and Homelessness Services
HwSS	Housing with Shared Support
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
QBP	Queensland Building Plan
QSTARS	Queensland Statewide Tenant Advice and Referral Service
SDA	Specialist Disability Accommodation
SRS	Sport and Recreation Services

What is the copyright licence for this plan?



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State Disability Plan priority area: Communities for all

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability




DHPW will focus on: Accessible places and spaces

DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code	Responses to QBP proposals considered and QBP Consultation Paper published	✓ This action is complete	✓ This action is complete	✓ This action is complete	Responsive Government Programs and Building Policy and Asset Management (Building Legislation and Policy)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
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 (led by DCDSS)	Guidance provided to staff about how to choose an accessible venue for an event or meeting (DCCSDS)	✓ This action is complete	✓ This action is complete	✓ This action is complete	Building and Asset Management (Queensland Government Accommodation Office)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: Communities for all

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability

DHPW will focus on: *Accessible information*




DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members	Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability	 This action is complete	 This action is complete	 This action is complete	Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (led by DCDSS)	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated (DCDSS) 	Review existing advice regarding IS26 (Websites Policy) to ensure the ongoing support and advice provided to website owners is relevant and updated considering the technology advances	Baseline assessments completed		Digital Technology and Services (Smart Service Queensland)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
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	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines (DHPW) 	1. Ensure all new departmental information and services are available in accessible formats when published and contact information is provided for those seeking this information in a particular format to meet their needs.	<ul style="list-style-type: none"> Accessible formats are made available when new materials are released / published along with contact details Web accessibility review conducted for all web requests before being published 		Portfolio Strategy (Communications and Engagement)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress




time-based media (i.e. pre-recorded video/audio)			<ul style="list-style-type: none"> • A website scanning tool is actively used to assess online content against Web Content Accessibility Guidelines 2.0, and identify noncompliant content requiring review and update. 			
		2. Documents designed for print and templates for staff to use are being redeveloped to ensure they also conform to accessibility requirements, and include additional guidance to staff to educate and improve.	<ul style="list-style-type: none"> • New templates are provided to staff that meet accessibility requirements and include guidance for staff • Promotion of accessibility guides and obligations are provided to employees to educate and improve the ease of creating accessible content 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		3. Ensure all new departmental web content complies with Web Content Accessibility Guidelines	<ul style="list-style-type: none"> • Accessibility review of www.qld.gov.au franchises completed. 		Digital Technology and Services (Smart Service Queensland)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		4. Continue to ensure requirements are captured in all whole of government templates	<ul style="list-style-type: none"> • Accessibility review of www.qld.gov.au Single Website Experience (SWE) templates completed. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: Communities for all

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability

DHPW will focus on: Welcoming and inclusive communities







DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport	Communication with relevant organisations, encourage application under grant programs and direct to supporting information to assist them	 This action is complete	 This action is complete	 This action is complete	Housing, Homelessness and Sport (Sport and Recreation)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations <i>*Please note this action was reported as complete in "All Abilities Queensland: Opportunities for All" Progress Report which was published in April 2019. The department has chosen to continue this action internally to continue to highlight the importance of this activity.</i>	Communication with relevant organisations, development and distribution of relevant materials	Under the <i>Sport and Active Recreation Strategy</i> deliver community infrastructure solutions that are universally designed and responds to community needs, inspiring activity and promoting equitable access for all, including people with disability. Solutions will include modular change rooms and amenities; as well as walking paths and lighting.	Provision of Active Community Infrastructure		Housing, Homelessness and Sport (Sport and Recreation)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		Under the <i>Sport and Active Recreation Strategy</i> provide intensive place-based solutions that support communities most in need to address barriers to physical activity through the Community Active Partnerships initiative.	Provision of place-based solutions that address barriers to physical activity.			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		Under the <i>Sport and Active Recreation Strategy</i> facilitate a broader range of program delivery and support mechanisms including modified activity options to	Work with the active industry to facilitate a broader range of program delivery and support mechanisms to attract			<input type="checkbox"/> Completed <input type="checkbox"/> In progress

		attract under-represented groups to physical activity.	under-represented groups to physical activity.			
Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland	Support for people with disability to use digital technologies	 This action is complete	 This action is complete	 This action is complete	Portfolio Strategy (Responsive Government Strategy)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: Communities for all

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability




DHPW will focus on: *Changing attitudes and breaking down barriers by raising awareness and capability*

DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Improve staff awareness and understanding of people with disability and carers through promoting celebratory days that promote the human rights of people with disability	Celebratory days and Disability Service Plan promoted within the department	<ol style="list-style-type: none"> 1. Include suitable celebratory days in the department's staff event calendar 2. Include suitable celebratory days in the department's staff event calendar 	<ul style="list-style-type: none"> • Celebratory days and Disability Service Plan promoted within the department 		Portfolio Strategy (Governance, Planning and Performance; Communication and Engagement)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
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 (led by DCDSS)	<ul style="list-style-type: none"> • Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs 	 This action is complete	 This action is complete	 This action is complete	Corporate Services (Human Resources)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
	<ul style="list-style-type: none"> • Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs (DCDSS) 	 This action is complete	 This action is complete	 This action is complete	Corporate Services (Human Resources)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
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 (led by DCDSS)	Increased awareness among clients of disability access and where to find resources to support them	Under the Sport and Active Recreation Strategy, ensure quality physical activities are delivered through the provision of financial support for equipment and training.	Provision of financial support for equipment and training to approximately 500 organisations annually.		Housing, Homelessness and Sport (Sport and Recreation)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: Communities for all

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability

DHPW will focus on: *Respecting and promoting the rights of people with disability and recognising diversity*

DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Where appropriate, DHPW internal corporate policies consider the needs or interests of staff with disability and carers	DHPW internal corporate policies demonstrate where appropriate, the needs or interests of people with disability and carers have been considered	 This action is complete	 This action is complete	 This action is complete	Portfolio Strategy (Governance, Planning and Performance)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
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 (led by DCDSS)	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation (DCDSS)	1. Support agency procuring officers to understand responsibilities for accessibility compliance in procurement, including obligations under the <i>Disability Discrimination Act 1992 (Cth)</i> .	<ul style="list-style-type: none"> Procurement guidance materials released. Procurement Certification Program training modules updated, as appropriate. 		Portfolio Strategy (Office of the Chief Advisor Queensland Government Procurement)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Finalising with Category leads to ensure a disability advocate is represented on each Category Industry Reference Group; and	<ul style="list-style-type: none"> Members are appointed to all six categories. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		3. Identifying and encouraging participation for disability advocates on any additional procurement advisory groups.	<ul style="list-style-type: none"> Nominations are sought if and when other opportunities are identified. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Government services and funded non-government services provide access to language, translating and	Language, translating and communication services are available to Queenslanders with	1. Continue to provide Translation and Interpreter Services for Housing and Homelessness clients,	<ul style="list-style-type: none"> Number of occasions translating and interpreter services are engaged for HHS 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

communication services (led by DCDSS)	disability when accessing Queensland Government provided and funded services (DCDSS)	including people with disability	clients including people with a disability			
		2. Undertake evaluation of the Lost in Translation to determine if it can be broadened to other Housing Service Centres	<ul style="list-style-type: none"> Evaluation undertaken and recommendation approved 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		3. Continue to develop materials in a range of accessible formats (including Easy English) for Housing Service Centre and Community Housing clients to inform people with disability of their housing options and to support them to access appropriate housing solutions	<ul style="list-style-type: none"> Resources developed and relevant links available 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		4. Continue to provide Translating and Interpreter Services for Queensland Government customers through 13QGOV and qld.gov.au	<ul style="list-style-type: none"> Number of Translating and Interpreter Service transactions provided through 13QGOV and qld.gov.au 		Digital Technology and Services (Smart Service Queensland)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		5. Documents and website include information on how to access the translation and interpreting services. Department's website to include link to Queensland Government's resources for languages other than English	<ul style="list-style-type: none"> Information available and links to resources published 		Portfolio Strategy (Communications and Engagement)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: *Employment*

Our goal: Queenslanders with disability have increased access to employment opportunities







DHPW will focus on: *Leading the way – increasing opportunities in the Queensland public sector*

Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
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 (led by Public Service Commission)	The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022	Work with different areas of the department to identify potential areas to pilot targeted recruitment strategies	<ul style="list-style-type: none"> Departmental targets are maintained or improved for employees who identify as having disability 		Corporate Services (Human Resources)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
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 (led by DCDSS)	Information, resources and good practice case studies uploaded to the dedicated website (DCDSS)	Participate in the Australian Network on Disability Internship Program	<ul style="list-style-type: none"> Number of participants in the Internship Program 		Corporate Services (Human Resources)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		Participate in a pilot program of disability awareness through the Metro Inclusive Teaching Centre Sensitivity Unit	<ul style="list-style-type: none"> Number of employees who have gone through the program 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: *Everyday Services*

Our goal: Queenslanders with disability have the same opportunities as everyone else in the community to access services, as housing, health, transport, disability and community services, and justice and community safety are accessible and responsive to their needs.

DHPW will focus on: *Housing*

DHPW specific actions						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy	A housing strategy and QBP Consultation Paper published	 This action is complete	 This action is complete	 This action is complete	Responsive Government Programs and Building Policy and Asset Management (Building Legislation and Policy)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs	<ul style="list-style-type: none"> Housing Strategy is published Housing Strategy Action Plan supports person-centred approaches to housing assistance Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants 	1. Maintain relationship with NDIA to ensure Housing, Homelessness and Sport clients with a disability are supported	Regular engagement with NDIA in place		Housing and Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Work with the NDIA and Queensland Government agencies to support people with disability in long stay health facilities to transition into appropriate housing in the community.	<ul style="list-style-type: none"> Working Group established People with disability in long stay health facilities supported to obtain and maintain appropriate housing in the community. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Ensure all new social and government employee housing projects are built in consideration of <i>Liveable Housing Design Guidelines</i>	<ul style="list-style-type: none"> 50% of new social housing built in consideration of liveable housing guidelines All new government employee housing built in consideration of 	 This action is complete	 This action is complete	 This action is complete	Housing and Homelessness and Sport Building Policy and Asset Management (Queensland Government Accommodation Office)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

	liveable housing guidelines					
Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy <i>*Please note this action was reported as complete in "All Abilities Queensland: Opportunities for All" Progress Report which was published in April 2019. The department has chosen to continue to report on this action to highlight the ongoing investment in this program.</i>	<ul style="list-style-type: none"> Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) Continuation of RentConnect program 	1. Implement reforms to intake, assessment and allocation processes to ensure improved responses to the needs and goals of people with disability	<ul style="list-style-type: none"> Statewide implementation of Pathway Planning, supported by a new Customer Management System. Data about the housing challenges and needs of people with disability is available and informs development of service offer and approach. 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Social housing upgraded to support tenants with a disability.	<ul style="list-style-type: none"> Budget of \$13.43M is expended 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability	<ul style="list-style-type: none"> Best practice housing solutions and case study examples published Guidelines for housing providers developed 	1. Develop a suite of best practice resources to support the Housing principles for inclusive communities	<ul style="list-style-type: none"> Resources developed and published on the DHPW website 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Consolidate information on housing pathways for people with disability as part of a web-based community of practice information hub	<ul style="list-style-type: none"> Web-based community of practice information hub, targeted to multiple audiences developed. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Develop policy positions on housing access, quality and safeguards and new supply, that improve housing choice for people with disability and influence national implementation and guide state roll-out of the National Disability Insurance Scheme	<ul style="list-style-type: none"> Meetings of the Reform Leaders' Group Sub-committee on Housing held Recommendations provided to the NDIS Reform Leaders Group on improving housing choice for people with disability including quality and safeguards Inter-agency Action Plan developed Guidelines for housing providers on the 	1. Collaborate across Queensland Government to implement activities in the Queensland Government Inter-agency action plan: Housing solutions for people with disability	<ul style="list-style-type: none"> Outcomes identified in the Inter-agency action plan are achieved 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Develop a Partnering for Inclusion initiative to provide a framework for delivering inclusive housing solutions for people with disability under the full scheme NDIS.	<ul style="list-style-type: none"> Initiative developed and launched. 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress

	separation of housing and support developed to help people with disability have greater control over their living arrangements (including exercising their tenancy/housing rights and choice of support providers)					
Ensure key quality and safeguards, including the separation of housing and support are considered as part of the broader review of the <i>Housing Act 2003</i> , the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and the <i>Residential Services (Accreditation) Act 2002</i>	Legislative reviews included consideration of quality and safeguards	Liaise with the National Disability Insurance Scheme Quality and Safeguards Commission to strengthen quality and safeguards for people with disability living in residential services under the Quality and Safeguarding Framework.	<ul style="list-style-type: none"> • Meetings held (as required) 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: *Everyday Services*

Our goal: Queenslanders with disability have the same opportunities as everyone else in the community to access services, as housing, health, transport, disability and community services, and justice and community safety are accessible and responsive to their needs.

DHPW will focus on: *Disability and community supports*

Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (led by DCDSS)	All existing eligible clients transition and access services through the NDIS by 30 June 2019 (DCDSS)	1. Liaise with the NDIA to ensure the housing needs of people with disability are adequately captured as part of assessment processes	<ul style="list-style-type: none"> Options for better collaboration and capturing of housing information in NDIS plans identified 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		2. Ongoing educational information on the NDIS to DHPW frontline staff and funded specialist homelessness providers, community and private housing assistance providers, to enable referral of clients to the NDIA	<ul style="list-style-type: none"> Increased DHPW clients receiving support through the NDIS 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress

State Disability Plan priority area: *Leadership and Participation*

Our goal: Queenslanders with disability have the same opportunities as everyone else to participate in Queensland's society and democracy, influence decisions that affect them and take up key roles in public and private organisations

DHPW will focus on: *Inclusion in consultation, decision making and leadership development*

Whole of government actions that DHPW will contribute to						
Our Actions for 2017-20	2017-20 Action success measure	Our 2019-20 milestones	2019-20 measures	2019-20 milestone progress	Responsible Area	2019-20 measures performance
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 (led by DCDSS)	<ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted (DCDSS)	Include having the option of signing interpreters at public consultation events as part of the events check list	<ul style="list-style-type: none"> Updated event checklist is published 		Portfolio Strategy (Communications and Engagement)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (led by DCDSS)	Queensland Government Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting (DCDSS)	TenantConnect program to continue to develop tenant resources ensuring there is a focus on inclusion and accessibility for people with disability	<ul style="list-style-type: none"> Products available in accessible formats 		Housing, Homelessness and Sport	<input type="checkbox"/> Completed <input type="checkbox"/> In progress
		Continue to promote opportunities for all tenants (including those with a disability) via the TennantConnect website to be involved in the community	<ul style="list-style-type: none"> Opportunities for community involvement included on the Tennant Connect website 			<input type="checkbox"/> Completed <input type="checkbox"/> In progress
Existing leadership programs are accessible and inclusive of Queenslanders with disability (led by DCDSS)	<ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community (DCDSS) 	All departmental training nominations continue to enable employees with a disability the capacity to participate in training programs	<ul style="list-style-type: none"> Number of reasonable adjustments made to accommodate employees' needs 		Corporate Services (Human Resources)	<input type="checkbox"/> Completed <input type="checkbox"/> In progress