

Disability Service Plan 2017-20

Progress report 2017-18

Department of Housing and Public Works

Message from the Director-General

Our department is committed to providing inclusive services and products and to upholding the human rights of people with disability. We are also committed to promoting choice and participation, and addressing the barriers people with disability may experience in accessing and contributing to community life. As a department, we will continue to promote the rights of Queenslanders with disability, and to build our staff capability in delivering responsive services.

I am proud to present the annual progress report for our Disability Services Plan 2017-20. The report highlights our achievements so far and the progress we are making to reduce barriers for people with disabilities, especially when they need to engage and work with our department. We are also continuing our efforts to create and maintain a diverse and inclusive workforce. Of note, in the past year we have:

- widely consulted and considered the needs of Queenslanders with disability in the development of the Queensland Building Plan
- created better housing pathways for people with disability through the Queensland Housing Strategy 2017-2027
- promoted a range of Sport and Active Recreation programs, products and services to eligible stakeholders and clients with disability with the aim of increasing their participation
- continued working with people with disabilities to help them embrace digital technologies through the Advance Queensland Community Digital Champions program
- established a departmental network that encouraged positive change, increased accessibility and improved internal practices experienced by staff with disability.

The annual progress report represents the departments continued effort and advancement in making a difference in the lives of all Queenslanders.

Liza Carroll

Director-General, August 2018

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|--|---|---|---|-----------|
| DHPW specific actions | | | | | |
| 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 | 1. Review all submissions and surveys and evaluate support for the Inclusive Communities proposals | <ul style="list-style-type: none"> Submissions and surveys reviewed and evaluated | <p>The department received and evaluated the following responses to proposals in the QBP:</p> <ul style="list-style-type: none"> 1,700 online survey responses over 800 written submissions 19,470 social media reactions 807 pulse surveys over 1,100 people attended 15 sessions and 19 deep dive workshops across the state. <p>The <u>published QBP</u> was released on 28 October 2017 and included four action items for inclusive communities.</p> | Completed |
| | | 2. Make recommendations to government as part of the final QBP, to increase the building requirements above the current National Construction Code in relation to accessible public toilets | <ul style="list-style-type: none"> Recommendations for increased accessible public toilets are made for Government Consideration | <ul style="list-style-type: none"> This item was raised at the National Building Minister's forum in 2017 where inter-jurisdictional ministers agreed to consider reforms to the National Construction Code that would make accessible change facilities mandatory in new public buildings. Stakeholder consultation on the development of a Queensland Development Code for accessible adult change facilities in large buildings is underway. Departments have been notified to include accessible adult change and sanitary facilities for all new Queensland Government major public facilities to provide dignity to carers of, and people with disability. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|--|--|---|--|-------------|
| Whole of government actions that DHPW will contribute to | | | | | |
| 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 (DCDSS) | 1. Ensure all DHPW owned office buildings and public infrastructure assets are progressively upgraded to meet the requirements of the Disability (Access to Premises – Buildings) Standards 2010 | <ul style="list-style-type: none"> DHPW owned office buildings and public infrastructure assets are progressively upgraded to meet the requirements of the Standard as part of all planned maintenance and renewal | <ul style="list-style-type: none"> The department prioritised the accessibility for people with disability (PWD) as assets were upgraded during the 2017-18 year to meet current building code and standards, including lift access between floors, ramp access from street frontage and installation of PWD toilet facilities. Upgrades occurred in the Brisbane CBD as well as regional sites such as the heritage Maryborough Government Office Buildings. The department will continue to progressively upgrade its owned non-residential portfolio as upgrades occur. | In progress |
| | | 2. Ensure all DHPW leased accommodation meets the minimum requirements of the Disability (Access to Premises – Buildings) Standards 2010 | <ul style="list-style-type: none"> All accommodation leased on behalf of government meets the minimum requirements of the Standard, where possible to | <ul style="list-style-type: none"> All new office accommodation lease transactions ensured the adequacy and compliance of leased premises under prescribed equitable access building regulations. This milestone will be continually implemented ensuring that all leased accommodation meets the minimum requirements of the Disability (Access to Premises-Buildings) Standards 2010 and as a result will become business as usual practice. | Completed |
| | | 3. Develop, publish and promote checklist for staff to assess suitability of venues for events against accessibility criteria | <ul style="list-style-type: none"> Checklist published and promoted | <ul style="list-style-type: none"> An event accessibility checklist was developed and published on the department's intranet to provide guidance to staff when organising an event. The checklist includes considerations that should be made to accommodate people with disability and/or mobility requirements. | Completed |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|--|--|--|-------------|
| DHPW specific actions | | | | | |
| 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 | Identify high value DHPW services that can be improved and support easy, proactive and personalised experiences for Queenslanders with disability | <ul style="list-style-type: none"> High value services identified for potential service delivery improvements | <ul style="list-style-type: none"> Customer insight and discovery activities undertaken in 2017-18 included representation from target groups including people with a disability. Online service improvements incorporated accessibility requirements for people with a disability. | Completed |
| Whole of government actions that DHPW will contribute to | | | | | |
| 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) | 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 bi-annually | <ul style="list-style-type: none"> Accessibility standards for departmental websites and videos was improved by introducing captioning. Content was reviewed to ensure it met accessibility requirements before publishing, as a standard practice. Advice was provided to content owners to better understand accessibility requirements. | In progress |
| | | 2. Support all relevant website owners to complete baseline assessment | <ul style="list-style-type: none"> Assessment completed | <ul style="list-style-type: none"> Baseline assessments were regularly completed as part of monitoring the compliance of agency contributions to www.qld.gov.au. | Completed |
| | | 3. Ensure requirements are captured in all whole of government templates | <ul style="list-style-type: none"> All appropriate requirements captured | <ul style="list-style-type: none"> Templates for the qld.gov.au website were updated and managed including maintaining the compliance of templates when monthly changes were made. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|---|--|--|--|-------------|
| 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"> • 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 web content complies with Web Content Accessibility Guidelines | <ul style="list-style-type: none"> • Accessibility review is undertaken before publishing content | <ul style="list-style-type: none"> • Embedded the practice of ensuring web content meets web accessibility requirements before publishing. | Completed |
| | | 2. Develop, publish and promote guideline for staff in developing transcripts and/or captions for newly created time-based media such as video/audio | <ul style="list-style-type: none"> • Web content review conducted bi-annually | <ul style="list-style-type: none"> • Accessibility standards for departmental websites and videos was improved by introducing captioning. • Internal guides are in development and will be published on the department's intranet. | In progress |
| | | 3. Ensure requirements are captured in all whole of government templates | <ul style="list-style-type: none"> • All appropriate requirements captured | <ul style="list-style-type: none"> • Templates for the qld.gov.au website were updated and managed including maintaining the compliance of templates when monthly changes were made. | Completed |
| | | 4. Support all relevant website owners to complete baseline assessment | <ul style="list-style-type: none"> • Assessment completed | <ul style="list-style-type: none"> • Baseline assessments were regularly completed as part of monitoring the compliance of agency contributions to www.qld.gov.au. | Completed |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|---|--|--|---|-----------|
| DHPW specific actions | | | | | |
| 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 | Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation across all relevant stakeholders | <ul style="list-style-type: none"> Promotion of full range of SRS programs (including grants), partnerships, products and services, which aim to increase participation in Sport and Active Recreation across all relevant stakeholders | <ul style="list-style-type: none"> A range of Sport and Active Recreation programs (including grants), partnerships, products and services have continued to be promoted to eligible stakeholders and clients with disability with the aim of increasing their participation in sport and active recreation. Continued to partner with state level sport organisations, to promote sports and recreation programs that can support people with a disability to participate in sport and active recreation – e.g. The Sporting Wheelies And Disabled Sport And Recreation Association Of Queensland, Riding for the Disabled Qld and Deaf Sports. Encouraged participation through QAS4Schools Ambassadors, including elite athletes with a disability. | Completed |
| Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations | Communication with relevant organisations, development and distribution of relevant materials | Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation to organisations and individuals to ensure they are aware of their eligibility to apply | <ul style="list-style-type: none"> Promotion of full range of SRS programs (including grants), partnerships, products and services, providing assistance targeted at people with disability | <ul style="list-style-type: none"> The grant programs have continued to be promoted through stakeholders and community organisations and clubs. Provided advice to sporting organisations regarding legislative requirements and Australian standards for accessibility in relation to infrastructure development. Promoted access to programs that support participation by people with a disability, through workshops and information sessions. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|---|--|--|------------------|
| Whole of government actions that DHPW will contribute to | | | | | |
| <p>Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland</p> | <p>Support for people with disability to use digital technologies</p> | <p>Continue to deliver the Advance Queensland Community Digital Champions initiative to encourage Queenslanders, including people with disabilities, to embrace digital technologies and participate online</p> | <ul style="list-style-type: none"> • Provision of support to people with a disability through the activities of community digital champions | <p>The Advance Queensland Community Digital Champions program has five outstanding individuals who are working with people with disabilities to help them embrace digital technologies. Of these five, two Community Digital Champions identify as living with a disability themselves:</p> <ul style="list-style-type: none"> • Geoffrey Cooper, who identifies as living with a disability, volunteers with the Better Vision Network to assist it's members with practical tips on using digital technologies. • Nigel Webb, who identifies as living with a disability, dedicates his time with the Queensland Disability Network to show how everyone can embrace digital technologies to benefit their lives. • Hazel Aue is a retiree who commits her time to teaching computer literacy skills to the elderly, homeless, disadvantaged and persons with disabilities at Annerley Community Hub. • Anne Livingstone contributes her knowledge and support to a wide breadth of people and on a range of topics that include the promotion of Smart Assistive technologies and digital inclusion projects across Queensland. • Tony Sharp dedicates his time to working with Substation 33, an electronic waste recycling facility, that supports a range of people including those with disability and the long term unemployed, to gain digital and workplace skills. | <p>Completed</p> |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|---|---|---|-------------|
| DHPW specific actions | | | | | |
| 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 | 1. 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 | <ul style="list-style-type: none"> Celebratory days (Disability Action Week and International Day of People with Disability) were included in the department's staff event calendar. | Completed |
| | | 2. Promote celebratory days plus the department's DSP | | <ul style="list-style-type: none"> Disability Action Week and the department's DSP were promoted via a range of channels e.g. D-G all staff email, computer screen savers, intranet story, Yammer messages. | Completed |
| Whole of government actions that DHPW will contribute to | | | | | |
| 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 Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs (DCDSS) | 1. Support DCDSS in the development of disability awareness training | <ul style="list-style-type: none"> Disability awareness training implemented in accordance with DCDSS guidelines | <ul style="list-style-type: none"> This activity was put on hold by DCDSS and may resume in 2018-19. However, the department in conjunction with Job Access held 17 Disability Awareness Training sessions for staff across Queensland from 2 May to 6 June 2018. | On Hold |
| | | 2. Explore opportunities to incorporate disability awareness training in the departmental induction program | | <ul style="list-style-type: none"> The department's induction program will be considered in 2018-19. | In progress |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|--|---|--|---|-----------|
| 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 DCSS) | Increased awareness among clients of disability access and where to find resources to support them | Promote disability access and inclusion to stakeholders | <ul style="list-style-type: none"> Promotion of disability access and inclusion strategies for stakeholders | <ul style="list-style-type: none"> Increased awareness among clients regarding disability access through venues and infrastructure design, and programs (including grants). This included workshops, information sessions and client meetings. | Completed |
| | | | <ul style="list-style-type: none"> Installation of Person With Disability (PWD) /ambulant facilities at Queensland Venues | <ul style="list-style-type: none"> Construction of, and access to, PWD /ambulant facilities available at our owned and operated venues in line with Australian Standards. Developed a Fact Sheet for Quantity Surveyors which provides details on specific requirements, and general costs, for Sport and Active Recreation building infrastructure projects including specifications for all abilities facilities. | Completed |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|--|--|---|---|-------------|
| DHPW specific actions | | | | | |
| 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 | Review, update and promote the Corporate policy framework and the Guidelines for developing a corporate policy and relevant templates to ensure the needs or interests of staff with disability and carers are included during policy and procedural reviews | <ul style="list-style-type: none"> Revised corporate policy framework and guideline published and promoted | <ul style="list-style-type: none"> Corporate Policy Framework (including updated Guideline) released in September 2017 includes responsibilities of policy owners to ensure, where appropriate, the needs of the people with disability and carers be taken into account. | Completed |
| Whole of government actions that DHPW will contribute to | | | | | |
| 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) | Ensure procurement activities conform with the <i>Anti-Discrimination Act 1991</i> | <ul style="list-style-type: none"> Establish a standard clause consistent with the <i>Anti-Discrimination Act 1991</i> to ensure all procurement activities are non-discriminatory | <ul style="list-style-type: none"> In June 2018, the Queensland Procurement Policy (QPP) was enhanced to ensure that all procurement complies with the <i>Disability Discrimination Act 1992 (Cth)</i>. In June 2018 the Social Procurement Guide (for buyers) was updated to reflect the new QPP enhancement relating to compliance with the <i>Disability Discrimination Act 1992 (Cth)</i>. The revised General Goods & Services standard terms and conditions are being drafted to specifically reference the <i>Disability Discrimination Act 1992 (Cth)</i>. | In progress |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|--|---|---|--|-------------|
| Government services and funded non-government services provide access to language, translating and communication services (led by DCDSS) | Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services(DCDSS) | 1. Provide Translating and Interpreter Services for Housing and Homelessness clients, including people with disability | <ul style="list-style-type: none"> Number of occasions translating and interpreter services are engaged for HHS clients including people with a disability | <ul style="list-style-type: none"> The number of occasions interpreters were engaged by Housing and Homelessness Services during 2017-18 was 3,157. | Completed |
| | | 2. Develop Implementation Plan for Lost in Translation Innovation (aims to improve accessibility of forms and translate them into a variety of languages and promote uptake of Auslan in Housing Service Centres) | <ul style="list-style-type: none"> Implementation Plan developed | <ul style="list-style-type: none"> An Implementation plan for <i>Lost in Translation Innovation</i> is being developed. 10 Housing Service Centre factsheets and forms have been translated to Somali which are currently being trialled for 6 months in the Inala and Buranda Housing Service Centres. Evaluation of the trial is set to occur in 2018-19. | In progress |
| | | 3. 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 | <ul style="list-style-type: none"> The department provided information for translation service options on its website. | Completed |
| | | 4. Consult with the service areas of the department to audit the availability of language, translating and communication services for Queenslanders accessing our services | <ul style="list-style-type: none"> Review conducted. | <ul style="list-style-type: none"> Due to machinery of government changes, the proposed audit did not take place however, the department continued to provide translating and interpreter services ensuring that all Queenslanders can access its services. | 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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|---|--|--|------------------|
| Whole of government actions that DHPW will contribute to | | | | | |
| <p>Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand (led by Public Service Commission)</p> | <p>The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022</p> | <p>Support the implementation of Public Service Commission strategies through the departmental performance excellence framework</p> | <ul style="list-style-type: none"> • Maintain or improve departmental targets for employees who identify as having a disability | <ul style="list-style-type: none"> • Staff who identify as people with disability, increased from 2% to 3.5%. • The department’s recruitment and selection processes have been reviewed. A departmental network has been established supporting people with disability with the purpose to help break down the barriers for people with disability. The network of staff meet monthly to share information and learnings; raise awareness and change perceptions; provide support and networking opportunities; provide advice on corporate documents from a disability perspective; support decision-making in driving initiatives that encourage positive change, increase accessibility and improve internal practices experienced by people with disability. Through the DHPW network supporting people with disability: <ul style="list-style-type: none"> ○ undertook planning to pilot Blind Square GPS technology at the Fortitude Valley Housing Service Centre to assist vision impaired people ○ explored the use and effectiveness of headset hearing and microphone devices ○ discussed the ways of applying principles of reasonable adjustment supporting staff with physical and/or emotional disabilities. • Inclusiveness was promoted in the department through personal stories of lived experiences by staff with disability and a manager published on the department’s intranet. | <p>Completed</p> |

DHPW will focus on: Increasing employment opportunities for Queenslanders with disability

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|---|--|--|-----------|
| Whole of government actions that DHPW will contribute to | | | | | |
| 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) | Develop in collaboration with the Queensland Mental Health Commission, guidance material for agencies to consider social objectives in their procurement activities to support the well-being of communities and generate jobs for vulnerable Queenslanders | <ul style="list-style-type: none"> • Publication of materials | <ul style="list-style-type: none"> • The Office of the Chief Advisor – Procurement, with assistance from the Queensland Mental Health Commission, published a new guide: <i>Social Procurement Guide - Adding Social Value When Buying for Government</i>. • Under the guide (page 5), social benefit considerations may include creating training and employment opportunities for disadvantaged or marginalised jobseekers such as people with disability. | Completed |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|--|---|---|-----------|
| DHPW specific actions | | | | | |
| 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 | 1. Review all submissions and surveys and evaluate support for the Inclusive Communities proposals | <ul style="list-style-type: none"> Submissions and surveys reviewed and evaluated | <ul style="list-style-type: none"> The department received and evaluated a broad range of responses to the QBP discussion paper. The published QBP was released on 28 October 2017 and included four action items for inclusive communities: <ul style="list-style-type: none"> Provide dignity to carers of, and people with disability by requiring accessible sanitary facilities in all new major public facilities Drive the development of a national regulatory impact assessment and potentially expand the National Construction Code Develop and consult with industry and consumers on a Queensland Development Code Encourage the voluntary uptake of measures to make public facilities more accessible for people with disabilities in places where the future Queensland Development Code will not apply. | Completed |
| | | 2. Make recommendations to government as part of the final QBP, to increase the building requirements above the current National Construction Code in relation to liveable housing | <ul style="list-style-type: none"> Recommendations to improve the uptake of liveable housing design features are made for Government consideration | <ul style="list-style-type: none"> The department worked with other jurisdictions in promoting a national approach to the development of minimum accessibility standards for private dwellings for potential inclusion in the National Construction Code. | Completed |
| | | 3. Undertake modifications (significant property modifications and | <ul style="list-style-type: none"> Deliver approximately 2,500 modifications to existing social housing in response | <ul style="list-style-type: none"> Completed 2,220 significant and 1,459 minor disability modifications to social housing properties | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|---|---|--|-------------|
| | | moderate amenity adjustments) to existing social housing that meet the needs of tenants with disability | to individualised assessments | following on from individual assessments performed by Occupational Therapists. | |
| | | 4. Seek innovative applications as part of the Housing Construction Jobs Program procurement process, to incorporate housing for people with disability and Specialist Disability Accommodation, as part of broader development proposals | <ul style="list-style-type: none"> Housing for people with disability (including Specialist Disability Accommodation) included in Expression of Interest process | <ul style="list-style-type: none"> The Expression of Interest (EOI) procurement documentation for the Housing Construction Jobs Program (HCJP), is being drafted to include a section on Housing for people with disability including Specialist Disability Accommodation (SDA), outlining the department's role and commitment in facilitating and indirectly contributing to the supply of SDA. The draft EOI requirements document encourages proponents to submit innovative proposals to incorporate housing for people with disability and SDA into broader mixed-tenure developments and states that these proposals will be favourably considered by the department. | In progress |
| | | 5. Consider arrangements to enable the construction of Specialist Disability Accommodation (SDA) on government-owned land | <ul style="list-style-type: none"> Current arrangements reviewed to ensure DHPW can facilitate the supply of SDA | <ul style="list-style-type: none"> Guidelines on the department's approach to facilitating the development of new SDA in Queensland (SDA Guidelines) are drafted for progression in 2018-19. DHPW is working through the Reform Leaders' Group (RLG) Sub-committee on Housing to conduct a whole of government portfolio review to identify opportunities for facilitating the development of SDA, including investigating the use of surplus state land. | In progress |
| | | 6. Investigate flexible assistance packages and pathways to home ownership suitable for people with disability | <ul style="list-style-type: none"> Case studies identified on good practice examples of home ownership funding models/approaches for people with disability | <ul style="list-style-type: none"> Flexible assistance packages and pathways to homeownership have been considered as part of the broader private market assistance products, which may include people with disability. | Completed |
| 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 | <ul style="list-style-type: none"> Housing Strategy is published Housing Strategy Action Plan supports person-centred | 1. Support Queenslanders including people with disability through the Home Assist Secure, QSTARS and RentConnect programs | <ul style="list-style-type: none"> Contractual performance targets for each program are achieved, which may include people with disability | <ul style="list-style-type: none"> The Home Assist Secure, QSTARS and RentConnect programs continued to be funded by the department to assist Queenslanders access and sustain a rental tenancy in the private market – including people with disability. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|--|---|--|--|-------------|
| sustain private accommodation that suits their individual needs | approaches to housing assistance <ul style="list-style-type: none"> • 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 | to access and sustain private accommodation | | | |
| | | 2. Investigate new housing products and services to assist Queenslanders including people with disability to achieve housing in the private market | <ul style="list-style-type: none"> • New products and services investigated and options considered | <ul style="list-style-type: none"> • As part of the Housing Strategy Action Plan 2017-2020, the department developed new products and services to be rolled out by September 2018 to enhance the assistance for Queenslanders to access and sustain a rental tenancy in the private market – including people with disability. | Completed |
| | | 3. Develop the Housing with Shared Support (HwSS) Transition Guide and Implementation Plan to assist Housing Service Centres to transition to the NDIS and phase out the HwSS program in line with the principles of choice and control | <ul style="list-style-type: none"> • Transition Guide and Implementation Plan developed | <ul style="list-style-type: none"> • The HwSS Transition Guide and Implementation Plan were developed for staff. Monthly teleconferences were established with the Service Delivery network to ensure a smooth transition to the NDIS. • The Tenant engagement program with Queenslanders with Disability Network commenced to support tenants during the phase-out of the program. A co-design process will be used to develop communication resources and training tools for Housing Service Centre staff. | Completed |
| | | 4. Adapt the HwSS Transition Guide for group home arrangements in community housing dwellings DHPW owned or funded | <ul style="list-style-type: none"> • HwSS Transition Guide adapted to guide implementation and communication activities | <ul style="list-style-type: none"> • Commenced work with QShelter to develop a resource for Community Housing Providers to review their group home arrangements in line with the HwSS Transition Guide. | In progress |
| Ensure all new social and government employee housing projects are built in consideration of <i>Livable 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 | 1. Construct at least 50% of new social housing dwellings in alignment with Livable Housing Australia's Livable Housing Design Guidelines Gold Level or Platinum Level | <ul style="list-style-type: none"> • 50% of newly constructed dwellings meet Livable Housing Design Guidelines | <ul style="list-style-type: none"> • 82% of new social housing dwellings were constructed to Livable Housing Design Guidelines Gold Level or Platinum Level, exceeding the target. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|--|---|--|---|-------------|
| | liveable housing guidelines | 2. Consider application of Livable Housing Design Guidelines when progressing new government employee housing (GEH) projects to address agency requirements | <ul style="list-style-type: none"> New GEH housing in Aboriginal and Torres Strait Islander communities and remote areas is constructed in consideration of liveable housing guidelines | <ul style="list-style-type: none"> 18 new government employee housing residences incorporated the Livable Housing Design Guideline principles such as: <ul style="list-style-type: none"> internal doors and corridors that facilitate comfortable and unimpeded movement between spaces where applicable, a suitable toilet that provides easy access a safe continuous and step free path of travel from the street entrance and/or parking area to the dwelling entrance that is level. | In progress |
| Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy | <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. Deliver HAS and QSTARS and ongoing support of RentConnect to continue to assist Queenslanders, including people with disability, to access and sustain private accommodation | <ul style="list-style-type: none"> Contractual performance targets achieved, which include people with disability | <ul style="list-style-type: none"> The Home Assist Secure, QSTARS and RentConnect programs continued to be funded by the department to assist Queenslanders access and sustain a rental tenancy in the private market – including people with disability. | Completed |
| | | 2. Investigate new housing products and services to assist Queenslanders to achieve housing in private market | <ul style="list-style-type: none"> New products and services investigated, and options considered | <ul style="list-style-type: none"> As part of the Housing Strategy Action Plan 2017-2020, the department developed new products and services to be rolled out by September 2018 to enhance the assistance for Queenslanders to access and sustain a rental tenancy in the private market – including people with disability. | Completed |
| | | 3. Investigate reforms to intake, assessment and allocation processes to ensure improved responses to the needs of people with disability | <ul style="list-style-type: none"> Document the particular housing challenges and needs of people with disability to support operational staff | <ul style="list-style-type: none"> Collaborative research, consultation and drafting of screening and assessment questions were progressed to ensure that systems are capable of adequately capturing the needs of people with a disability. This will ensure that client needs are better matched with products and services to deliver a person-centred holistic response. It will also assist regional staff to better engage with other service providers in a collaborative manner and reduce the need for clients to repeat their story. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|--|---|--|-------------|
| | | 4. Consider the particular housing challenges of people with disability escaping domestic and family violence in the service delivery response | <ul style="list-style-type: none"> Document the particular housing challenges and needs of people with disability to support operational staff | <ul style="list-style-type: none"> All new shelters for women and children experiencing domestic and family violence constructed since 2015 meet contemporary design principles, in that they are accessible for people with a disability, pet friendly, secure and private. A desktop audit was completed of existing shelters to identify the current accessibility of all shelters across the state. The information recorded in systems was limited. The department will now utilise the existing inspection program to undertake a physical shelter audit in relation to disability access, pet accommodation and security features, commencing in 2018-19. Recommendations on improvements or upgrades will be costed, prioritised and progressed for approval on a case-by-case basis. | Completed |
| 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. Implement the Better Housing Solutions Guide in partnership with Queenslanders with Disability Network | <ul style="list-style-type: none"> Better Housing Solutions Guide published on the DHPW website | <ul style="list-style-type: none"> Housing principles for inclusive communities (rights, choice, control and inclusion) were developed. These principles are being embedded into all DHPW policies and processes and will guide housing responses for people with disability. Work is continuing through the NDIS Reform Leaders' Group Sub-committee on Housing for other agencies to adopt these principles. Once approved, the accompanying Better Housing Solutions Guide will be published and showcased to the sector more broadly, to promote best-practice housing design and delivery solutions. | In progress |
| | | 2. Develop best practice housing case studies and information about good practice housing options based on the preferences of people with disability for inclusion on the DHPW website | <ul style="list-style-type: none"> Case studies finalised and published on the DHPW website | <ul style="list-style-type: none"> A project to identify best-practice housing case studies was completed. Further work is to be undertaken to identify additional examples and to prepare information for publication on the DHPW website. | In progress |
| | | 3. Consolidate information on housing pathways for people with disability as part of the establishment of the Queensland | <ul style="list-style-type: none"> Information prepared for the housing portal | <ul style="list-style-type: none"> A Queensland Housing Services Finder is a component of the portal and is being developed to provide clients, including people with disability, access to information about a range of housing options and support services that can support their individual needs. | In progress |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|---|--|---|---|-------------------------------------|
| | | Government housing portal | | | |
| 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 Leader's Group on improving housing choice for people with disability including quality and safeguards • Inter-agency Action Plan developed • Guidelines for housing providers on the 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) | <ol style="list-style-type: none"> 1. Lead the Reform Leaders' Group Sub-committee on Housing to develop series of actions to capture individual and collective agency contributions to increase housing access as part of Inter-agency Plan 2. Develop policy statement to outline DHPW's approach to providing person-centred housing for people with disability | <ul style="list-style-type: none"> • Inter-agency plan finalised • Policy statement developed | <ul style="list-style-type: none"> • The NDIS Reform Leaders' Group Sub-committee on Housing drafted an inter-agency action plan to guide their program of work to improve housing solutions for people with disability. The draft plan is guided by the principles of rights, choice, control and inclusion. • DHPW included a policy statement in its NDIS Transition Plan 2016–19, which outlines the guiding principles of rights, choice, control and inclusion. These principles shape the department's approach to providing housing support to people with disability. • To complement the strong operational focus of the department's NDIS Transition Plan, HPW developed a policy framework for people with disability. The policy framework provides the overarching context for the department to create better housing pathways for people with disability through the Queensland Housing Strategy 2017–2027. It offers practical information and guidance to aid implementation of the NDIS Transition Plan and supports business areas to embed the guiding principles of rights, choice, control and inclusion into business as usual approaches. | <p>In progress</p> <p>Completed</p> |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|--|---|---|---|-------------|
| 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 | 1. Liaise with the National Disability Insurance Scheme Quality and Safeguards Commission to encourage the key quality and safeguards, including the separation of housing and support in the implementation of National Disability Insurance Scheme Quality and Safeguarding Framework | <ul style="list-style-type: none"> Meetings held (as required) | <ul style="list-style-type: none"> DHPW provided feedback from a housing perspective on the NDIS Quality and Safeguards Framework and Rules to implement the Framework. DHPW continues to advocate for a mandated separation of housing and support in all new build Specialist Disability Accommodation and for providers registering with the National Disability Insurance (NDIA). | In progress |
| | | 2. Develop guidelines to encourage key quality and safeguards, including the separation of housing and support, as part of the review of the <i>Residential Services (Accreditation) Act 2002</i> , to complement the National Disability Insurance Scheme Quality and Safeguarding Framework | <ul style="list-style-type: none"> Guidelines developed | <ul style="list-style-type: none"> The review of the <i>Residential Services (Accreditation) Act 2002</i> was completed. The Residential Services (Accreditation) Regulation is currently being remade and will incorporate standards to enable residents to exercise choice and decision making over services they receive. It will also provide additional protection by ensuring that support services are delivered, where possible, through entities external to the residential service. | Completed |
| | | 3. Influence the Queensland whole-of-government legislative review, including the <i>Disability Services Act 2006</i> , to retain and include key quality and safeguards, including the separation of housing and support | <ul style="list-style-type: none"> Participated in relevant whole-of-government meetings | <ul style="list-style-type: none"> DHPW participated in the whole of government legislative review. No amendments to DHPW's legislative portfolio were required. DHPW continues to review and provide input into key legislative documents regarding people with disability and the implementation of the NDIS. | Completed |

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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|--|---|--|---|---|-------------|
| 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. Develop an NDIS Implementation Plan including NDIS from a Housing Perspective SharePoint site to assist Housing Service Centre's with the smooth transition to the NDIS | <ul style="list-style-type: none"> • NDIS Implementation Plan finalised and SharePoint site established | <ul style="list-style-type: none"> • NDIS from a Housing Perspective SharePoint site was established for staff. • Monthly teleconferences were scheduled with the Service Delivery network to ensure a smooth transition to the NDIS. • The department's NDIS Transition Plan 2016-2019 was developed. It details actions and related activities to be undertaken within the department to build a stronger platform for the provision of housing and homelessness services in Queensland that align with the principles and intent of the NDIS. | Completed |
| | | 2. Participate in state and national working groups and committees to ensure smooth transition to the National Disability Insurance Scheme | <ul style="list-style-type: none"> • Ongoing participation in state and national working groups and committees | <ul style="list-style-type: none"> • The Director-General, DHPW represents the department on the NDIS Reform Leaders' Group to oversee Queensland's transition to the NDIS. • The Deputy Director-General, Housing, Homelessness and Sport leads the NDIS Reform Leaders' Group Sub-Committee on Housing. This advisory body reporting to the NDIS RLG is tasked with considering and responding to housing issues arising during the transition to the NDIS. • The RLG Sub-committee on Housing has developed a program of work through the Inter-agency action plan for the remainder of the transition. | In progress |
| | | 3. Support Queenslanders with Disability Network's (QDN) "Getting on the NDIS Grid" project by utilising existing channels/networks to identify hard to reach clients, such as those experiencing homelessness or living in residential services | <ul style="list-style-type: none"> • Hard to reach clients identified | <ul style="list-style-type: none"> • Sessions aimed at identifying hard to reach clients, with relevant Housing Service Centres have been completed with over 120 staff from the service delivery network attending the information sessions Targeted resources developed by Queenslanders with Disability Network for the project have been made available to staff and a Project Overview presentation has been provided at the NDIS monthly teleconference. | Completed |

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|-------------------------|--------------------------------|--|--|--|-------------|
| | | to maximise access to the National Disability Insurance Scheme | | | |
| | | 4. Provide 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"> • DHPW clients referred to the NDIA for eligibility assessment | <ul style="list-style-type: none"> • DHPW is identifying issues that Specialist Homelessness Services are facing and will provide information to the sector as required. • As part of the Getting on the NDIS Grid hard to reach clients, frontline staff have been informed of the NDIA Access Process to understand the legislation, what their role in supporting clients could be, stepped through the Access Request Form and what a client/tenant would need to do to enable access. Information is available for staff to use and spotlight sessions will be provided as part of the Monthly Service Delivery teleconference. | 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

| Our Actions for 2017-20 | 2017-20 Action success measure | Our 2017-18 milestones | 2017-18 measures | 2017-18 milestone progress | Status |
|---|---|--|--|---|-------------|
| 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) | Develop guidelines for staff to assess the needs of people with disabilities when designing consultation processes | <ul style="list-style-type: none"> Guidelines published and promoted | <ul style="list-style-type: none"> The department's primary method of consultation is via online consultation platforms which follow website accessibility guidelines. An event accessibility checklist has been published to assist with consultation and stakeholder engagement activities. | Completed |
| 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) | Facilitate the involvement of people with disability through the Tenant Engagement Program to discuss and inform policies and services | <ul style="list-style-type: none"> Increased engagement of people with disability in the development and delivery of services | <ul style="list-style-type: none"> The department contracted Queenslanders with Disability Network to co-design a range of tenant engagement resources to assist people with a disability to explore their housing options under the NDIS. | 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) | Review the departmental training nomination process to enable employees with a disability the capacity to participate in training programs | <ul style="list-style-type: none"> Reasonable adjustments are made to accommodate employees' needs | <ul style="list-style-type: none"> All training nominations allowed employees to identify relevant accessibility requirements. Accessibility needs were actively accommodated during training sessions. | Completed |