

# Disability Service Plan 2022–2025

Department of Housing, Local Government, Planning and Public Works

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## A message from the Director-General

The Department of Housing, Local Government, Planning and Public Works' strategic priorities focus on providing more homes, more services and building greater resilience in our communities—all supported by a connected and inclusive department committed to upholding and promoting the rights of people with disability.

Within our strategic priorities, we recognise the far-reaching impact of our work on the everyday lives of all Queenslanders. We also recognise the responsibility we hold in ensuring that the planning, design and delivery of our work is inclusive of the communities that we serve.

At a whole-government level, under *Queensland's Disability Plan 2022–27: Together, a better Queensland*, our department is committed to being part of a coordinated approach to create real and lasting change through service delivery to people with disability.

Under our *Disability Service Plan 2022-2025*, our department's collective actions demonstrate our progress and continued commitment to supporting people with disability.

Our department is leading delivery of *Homes for Queenslanders* which will deliver more homes, faster as we work to build a better future for our state. There is nothing more important than having a place to call home. It's integral to our wellbeing and influences every area of our lives. For people with disability this means having somewhere safe to live independently, where they can exercise their rights, choice and control over where, how and with whom they live.

In partnership with key stakeholders, we co-designed the *Partnering for inclusive housing with Queenslanders with disability 2024-2027* to set a shared pathway to inclusive housing solutions. This roadmap is underpinned by the housing principles for inclusive communities of rights, choice, control and inclusion; and a human rights-based approach that aligns with international, national and state disability legislation, strategies and policies.

To deliver *Homes for Queenslanders*, and the critical services that we provide across the state, we need the right people working with the right support. Our department's commitment to Queenslanders is the same that we offer our workforce. Across the Queensland public sector, we are fostering inclusive workplaces where people with disability are supported, feel safe in sharing their diversity information and where disability is not a barrier to success.

We recognise the power and value that comes from placing lived experience at the centre of design and decision making on matters that impact the lives of people with disability.

We will continue to foster inclusion from within our department by removing barriers embedded in structures and systems to ensure that every person feels respected, connected, included and valued.

Delivering these actions will result in better outcomes and an improved quality of life for our people and for our communities.

**Mark Cridland**  
**Director-General**  
**Department of Housing, Local Government, Planning and Public Works**

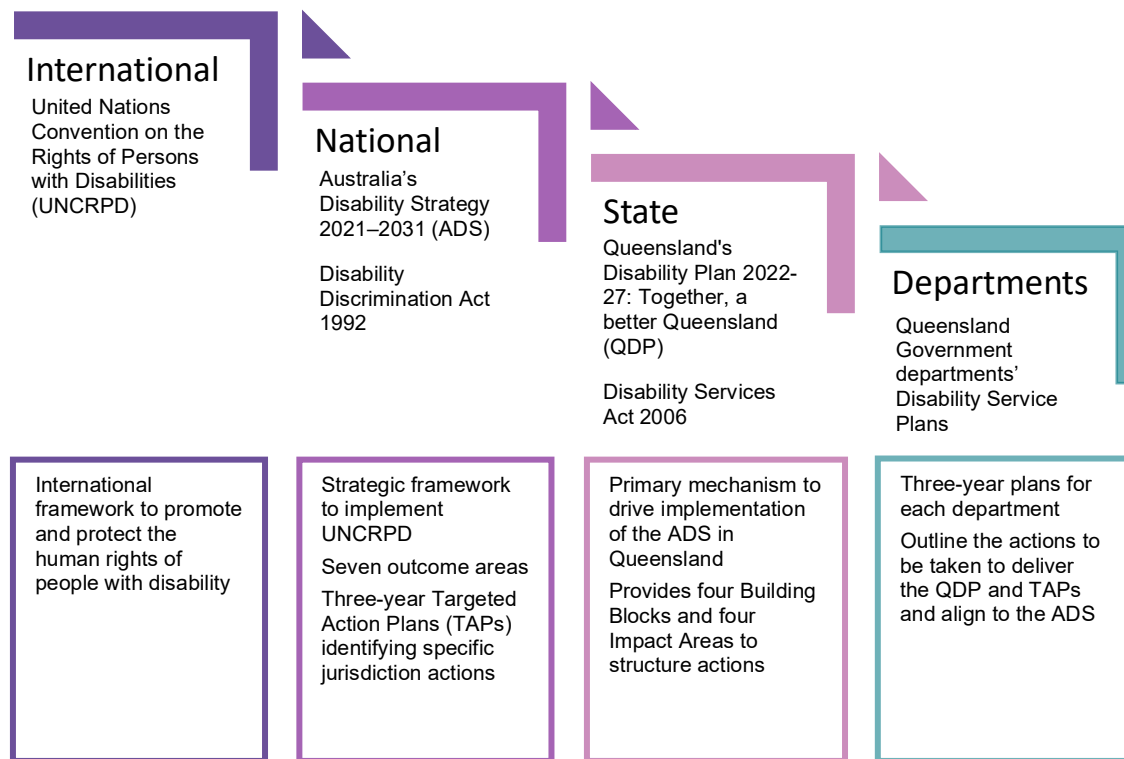
## Purpose

The *Disability Services Act 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. The Act requires all Queensland Government departments to develop and implement a Disability Service Plan (DSP) to make sure each agency has regard to the Act’s human rights and service delivery principles, and the government’s policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

As a result of Machinery-of-Government changes that came into effect on 18 December 2023, additional functions joined to the former Department of Housing resulting in the Department of Housing, Local Government, Planning and Public Works. This DSP incorporates actions from relevant former departmental DSPs.

## Context

The international, national and state context is shown below.



## Our Disability Service Plan

The Department of Housing, Local Government, Planning and Public Works (DHLGPPW) DSP is structured according to the QDP's four Impact Areas:

<b>Our service users</b>	This impact area recognises that services must be inclusive of all people, as well as being safe and of high quality. Services must also provide an excellent, person-centred user experience. This includes the development and delivery of disability services for First Nations peoples, by First Nations peoples. It also includes understanding that people with disability have different levels of digital literacy, access to technology and connectivity that impact on their inclusion. This impact area also recognises that many people's experiences as a person with disability are multi-layered and shaped by not only their disability but their age, sex, gender, gender identity, sexual orientation, intersex status, ethnic origin or race.
<b>Our people</b>	This impact area recognises the subjective importance and value of social and economic participation by people with disability, a key part of which is inclusive workplaces and workforces – this is integral to building the workforce participation of people with disability, which will help build financial security.
<b>Our places</b>	This impact area recognises that people with disability live in all regions across Queensland, meaning that all public places must be accessible for people of all abilities.
<b>Our communities</b>	This impact area recognises that the actions and activities of government and community-based organisations to deliver local initiatives should be inclusive of the whole community, and the requirements of those in all regions. Queensland's unique geography and history makes it all the more important that our programs and services address the additional issues that people with disability in regional and remote locations may face. These issues include access to appropriate healthcare and other services, workforce development and training opportunities and the vast distances the people travel to participate in community activities.

## Progress reporting

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the QDP. The department's DSP will be reviewed every three years.

Related links:

[Queensland's Disability Plan](#)  
[Partnering for inclusive housing with Queenslanders with disability 2024 – 2027](#)  
[Our co-design journey: what 'home' means to people with disability](#)  
[Australia's Disability Hub](#)

[Employment Targeted Action Plan](#)  
[Community Attitudes Targeted Action Plan](#)  
[Safety Targeted Action Plan](#)  
[Emergency Targeted Action Plan](#)

## Our Service Users - actions

Action	Indicator	Business Area*	ADS Outcome Area	Timeframe	Objective
Identify and respond to risk and protective factors: <ul style="list-style-type: none"> <li>Review of departmental policy and procedure for identifying and referring concerns when a person with disability may be at risk of harm to ensure they are evidence based and that service delivery staff are supported to recognise, prevent, and minimise abuse, neglect, and exploitation.</li> </ul>	Appropriate referrals are made, and action taken whenever risk of harm is identified.	HHS – Service Delivery	3. Safety, Rights and Justice	1 year	Safety Targeted Action Plan – Objective 1 (S1.2)
Service accessibility: <ul style="list-style-type: none"> <li>Support the Department of Child Safety, Seniors and Disability Services by promoting service accessibility and assistance from lead agencies.</li> <li>Promoting the whole-of-government position statement on sexual violence.</li> <li>All staff to complete the Recognise, Respond, Refer mandatory online course.</li> </ul>	Evidence of promotion.  Percentage of staff who have completed training (target 95%).	CS - People & Culture	3. Safety, Rights and Justice	3 years	Safety Targeted Action Plan – Objective 1 (S1.5)
<ul style="list-style-type: none"> <li>Identify training that could be offered to enable Housing and Homelessness frontline, program, and policy staff to improve responsiveness to people with disability experiencing sexual violence.</li> </ul>	Workplaces are better equipped to prevent and respond to people with disability impacted by sexual violence.  Evidence of workforce training (training sessions/materials) on risk factors and targeted, trauma-informed responses.	HHS			

\* CS = Corporate Services; HHS = Housing and Homelessness Services; PPFN = Policy, Performance and First Nations; PW = Public Works

Action	Indicator	Business Area*	ADS Outcome Area	Timeframe	Objective
<p>Design and deliver accessible digital services:</p> <ul style="list-style-type: none"> <li>Digital services and content (i.e. information and communication systems) comply with Queensland Government digital service policies, standards and guidelines, and Web Content Accessibility Guidelines 2.1 (WCAG) (AA level) in line with Digital services policy timeframes, so they are accessible and inclusive of all users regardless of their ability and environment.</li> </ul>	<p>All new digital services and content are accessible, including accessible alternative formats and transcripts and captions for time-based media.</p> <p>Existing digital services and content are progressively reviewed and updated, in line with the accessibility requirements of Queensland Government digital service policy and timeframes.</p> <p>Increase the number of existing digital services that are accessible.</p> <p>Provide an accessibility guide to build staff awareness and support delivery of accessible digital services and content.</p>	CS - Strategic Communication & Engagement	2. Inclusive Homes and Communities	3 years	<p>Australia's Disability Strategy 2021–2031</p> <p>Outcome Area: Inclusive Homes and Communities – Policy Priority 6</p>
<p>Strengthen design of government service systems:</p> <ul style="list-style-type: none"> <li>Capture housing related issues, findings and recommendations arising from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability to contribute towards strengthening policy, legislative practice reform.</li> </ul>	<p>People with disability in group homes and congregate settings (including residential services) have increased safeguards in place.</p> <p>Build upon the Queensland Government's approach of phasing out the Housing with Shared Support program in public housing, by supporting community housing providers to transition away from outdated legacy group home arrangements.</p>	<p>PPFN and CS - Information and Digital Services (Service Modernisation Program)</p> <p>HHS – Disability Program Management Team</p>	3. Safety, Rights and Justice	3 years	Safety Targeted Action Plan – Objective 3

## Our People - actions

Action	Indicator	Business Area*	ADS Outcome Area	Timeframe	Objective
Inclusive recruitment and selection processes that consider diverse candidates' experiences and needs: <ul style="list-style-type: none"> <li>Enhance processes and practices including:               <ul style="list-style-type: none"> <li>Utilise the tools and resources from the Even better public sector for Queensland strategy, actions 17 and 18.</li> <li>Deliver panel training that builds capability to support inclusive recruitment and selection.</li> </ul> </li> </ul>	Evaluation of initiatives undertaken to build inclusive recruitment and selection practices.	CS - People & Culture (P&C)	Employment and Financial Security	3 years	Employment Targeted Action Plan – Objective 1
Disability awareness training: <ul style="list-style-type: none"> <li>All staff to complete the SBS disability awareness mandatory online course.</li> </ul>	Percentage of staff who have completed training (target 90%).	CS - P&C	Employment and Financial Security	3 years	Community attitudes Targeted Action Plan – Objective 2
Leadership opportunities: <ul style="list-style-type: none"> <li>Encourage people with a disability to be nominated for and participate in leadership development programs and initiatives.</li> </ul>	Increase in percentage of people with disability in leadership roles.	CS - P&C	Employment and Financial Security	3 years	Community attitudes Targeted Action Plan – Objective 3
Employee Network Group: <ul style="list-style-type: none"> <li>Establish the Employee Network Group for employees with a disability and their allies.</li> </ul>	Level of participation and activity undertaken by Employee Network Group.	CS - P&C	Employment and Financial Security	3 years	Community attitudes Targeted Action Plan – Objective 2
People with a disability employee experience: <ul style="list-style-type: none"> <li>Analyse the Working for Queensland survey results for</li> </ul>	Analysis of experience undertaken and findings incorporated into the equity and diversity audit report.	CS - P&C	Employment and Financial Security	Annual	-

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Action	Indicator	Business Area*	ADS Outcome Area	Timeframe	Objective
respondents who identified as having a disability to inform action planning.					
<p>Improve disability knowledge and capability of staff through awareness activities including:</p> <ul style="list-style-type: none"> <li>Disability Action Week promotion</li> <li>Director-General and Diversity, Equity and Inclusion Champion messaging</li> <li>Staff spotlights and storytelling Case studies to showcase policy application and inclusive practices.</li> </ul>	<p>Improved survey results.</p> <p>Improved survey response rates.</p> <p>Improved website metrics.</p>	<p>CS - P&amp;C</p> <p>CS - Strategic Communication &amp; Engagement (publishing support)</p>	Community Attitudes	3 years	-
<p>Support the department's Disability Champions:</p> <ul style="list-style-type: none"> <li>Demonstrate inclusive leadership and progress commitments to address inequities.</li> </ul>	Level of participation and activity undertaken by Diversity, Equity and Inclusion Champion.	CS - P&C	Community Attitudes	3 years	-
<p>Mentoring program:</p> <ul style="list-style-type: none"> <li>Establish a mentoring program targeting diversity groups including people with disability.</li> </ul>	Program participation numbers.	PW - QBuild	Community Attitudes	-	-
<p>Queensland Government boards:</p> <ul style="list-style-type: none"> <li>Promote opportunities for people with disability to participate on Queensland Government boards.</li> </ul>	<p>Recruitment processes for Queensland Government boards within the Department's portfolio are promoted, inclusive and accessible.</p> <p>Queensland Government boards play an important role in providing leadership, direction and advice.</p> <p>Having people with disability participate on boards supports cultural and systems change.</p>	All Divisions (ODG)	Community Attitudes	3 years	3.1 Community Attitudes TAP

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Action	Indicator	Business Area*	ADS Outcome Area	Timeframe	Objective
	Diverse and inclusive board membership is more representative of Queensland.				
Emergency Information: Communicating with staff in an emergency is important. Ensure staff emergency information and warnings are accessible.	Emergency information and warnings are accessible to staff with a disability.	CS - P&C	Health and wellbeing Community Attitudes	Ongoing	1.1 Emergency TAP

## Our Places - actions

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
<p>Housing is accessible and people with disability have choice and control:</p> <ul style="list-style-type: none"> <li>• Promote rights, choice, control, accessibility and inclusion in housing with support for people with disability: <ul style="list-style-type: none"> <li>- Co-design housing responses with people with disability and peak and expert organisations.</li> <li>- Work with National Disability Insurance Agency to assist Queenslanders to access and maximise National Disability Insurance Scheme packages and Specialist Disability Accommodation.</li> <li>- Work across government to deliver integrated responses that increase the diversity and supply of housing for people with disability.</li> <li>- Ensure a proportion of new social housing is built in consideration of the department's standards for accessibility.</li> </ul> </li> </ul>	<p>Deliver on the commitments set out in Partnering for inclusive housing (based on an extensive co-design process, Partnering for inclusive housing will see \$55.9M invested in improving housing outcomes for people with disability).</p> <p>Through a co-design process undertake a refresh of the Housing Principles for Inclusive Housing of rights, choice, control and inclusion.</p>	HHS – Disability Program Management Team	Inclusive Homes and Communities	3 years	Australia's Disability Strategy 2021–2031 – Outcome Area: Inclusive Homes and Communities – Policy Priority 2
<p>Crisis and transitional housing:</p> <ul style="list-style-type: none"> <li>• House people with disability who are in crisis and transition them into longer term housing with on-site or mobile support.</li> </ul>	<p>Number of people with disability in crisis accommodation.</p> <p>Number of people with disability transitioned from crisis</p>	HHS	Safety, Rights and Justice	3 years	Safety Targeted Action Plan – Objective 3 (S3.2)

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
	accommodation to longer term housing.				
Brisbane 2032 Games venues: All Brisbane 2032 Games venue (buildings and precincts) briefs to clearly articulate the requirement for venues to be accessible, welcoming and inclusive places.	All venue briefs state accessibility requirements.	PW - Office of the Qld Government Architect (QGA); Major Projects	Inclusive homes and communities	Ongoing	-
Systemic advocacy to influence and inform staff, customers and client agencies in relation to accessibility for people with disability in: <ul style="list-style-type: none"> <li>building and construction design</li> <li>utilising the Public Works Social Procurement Framework</li> </ul>	n/a	PW - (QGA); Major Projects	Employment and financial security	Ongoing	-
Accessibility Advisory Group: <ul style="list-style-type: none"> <li>Participate in the Accessibility Advisory Group for Brisbane 2032 Games design and delivery.</li> </ul>	Number of meetings attended.	PW - QGA; Major Projects	Inclusive homes and communities	Annual	-
Major capital projects: <ul style="list-style-type: none"> <li>Consult with accessibility experts throughout delivery of major capital projects.</li> </ul>	Consultations undertaken.	PW - QGA; Major Projects	Inclusive homes and communities	Annual	-
National Construction Code: <ul style="list-style-type: none"> <li>Ensure National Construction Code (NCC) minimum standards are met/exceeded through application of non-mandatory Queensland Development Code NMP1.10 (QDC) for new public venue constructions delivered by Major Projects.</li> </ul>	Number of constructions incorporating NCC/QDC requirements.	PW - QGA; Major Projects	Inclusive homes and communities	Ongoing	-
Livable Housing Design:	Implementation support provided.	PW - QBuild	Inclusive homes and communities	Annual	-

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
<ul style="list-style-type: none"> <li>Support implementation of new Livable Housing Design Standards to enable dwellings to better meet the needs of community, including older people and people with mobility limitations.</li> </ul>					
QBuild design sprints: <ul style="list-style-type: none"> <li>QBuild design sprints for up to 80 prefabricated volumetric builds incorporate new NCC access and energy efficiency requirements for essential workers and social housing.</li> </ul>	Number of builds incorporating NCC requirements.	PW - QBuild	Inclusive homes and communities	Ongoing	-
Designing codes and standards: <ul style="list-style-type: none"> <li>Consider inclusion and accessibility principles in designing codes and standards across all building types.</li> </ul>	n/a	PW - Building Policy	Inclusive homes and communities	Ongoing	-
Social Procurement Champion Meetings: <ul style="list-style-type: none"> <li>Participate in Social Procurement Champion meetings and work in partnership with Social Procurement, Queensland Government Procurement to drive further value in categories of spend beyond Building Construction Materials.</li> </ul>	Number of meetings attended.	PW - QBuild	Employment and financial security	Ongoing	-
Implement inclusion principles and actions across the 2032 Olympic and Paralympic Games planning: <ul style="list-style-type: none"> <li>Infrastructure planning embraces Universal Design Principles, ensuring access and</li> </ul>	2032 Olympic and Paralympic Games infrastructure planning for venues and villages is co-designed and aligns to domestic and international access and inclusion principles and standards.	PW – QGA; Major Projects	Inclusive homes and communities  Community attitudes	3 years	-

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
use to the greatest extent possible by all people regardless of their age, size, ability or disability. Applying Universal Design embraces co-design, supports cultural and systems change and promotes human rights for people with disability by ensuring the community is inclusive.					

## Our Community - actions

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
Inclusive disaster preparedness, response, and recovery: <ul style="list-style-type: none"> <li>Design and deliver services according to local risk and community need. Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing across all services to ensure a consistent and integrated recovery plan that incorporated a health response following disasters.</li> </ul>	Disaster management services have disability- inclusive disaster management plans in place.  Increase in accessibility of emergency preparedness and disaster prevention, response and recovery information and services for people with disability.  Percentage of Community Centres that support the needs of people with a disability.	PW - Disaster Resilience	Safety, Rights and Justice	3 years	Emergency Management Targeted Action Plan – Objective 2
Planning major events: <ul style="list-style-type: none"> <li>Ensure universally accessible design when planning major department events.</li> </ul>	Number of events.	CS – Strategic Communication & Engagement (SCE)	Personal & community support	Ongoing	-
Campaign creative: <ul style="list-style-type: none"> <li>Campaign creative to ensure inclusivity and reflect a range of talent that are representative of</li> </ul>	Percentage of campaigns that include representation of persons with disability.	CS - SCE	Personal & community support	3 years	-

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
Queensland's diverse population, including persons with disability, where possible.					
Market research: <ul style="list-style-type: none"> <li>Market research, including, formative, concept testing, and evaluation research to include persons with disability in the sample of participants.</li> </ul>	Number of market research activities including participants with disability.	CS - SCE	Personal & community support	3 years	-
Advertising: <ul style="list-style-type: none"> <li>Paid advertising channels to meet accessibility requirements including subtitling and narration for video content and digital advertising and providing accessible website content</li> </ul>	All paid advertising channels meet accessibility requirements.	CS - SCE	Personal & community support	3 years	-
Ensure communication strategies align to the principles and objectives of the ADS and state disability plan: <ul style="list-style-type: none"> <li>By ensuring our communication strategies align, we can promote inclusiveness and create opportunities for Queensland businesses, industries and partners. Promoting accessibility and opportunities contributes to cultural and systems change and promotes human rights.</li> </ul>	Queensland promotes the principles and objectives of the ADS, and participates and contributes to strategies, campaigns and other activities.	CS - SCE	Community Attitudes	Ongoing	-
Ensure departmental websites comply with web content accessibility guidelines including WCAG 2.1 (AA level) and the Digital services policy: <ul style="list-style-type: none"> <li>We promote cultural and systems change and protect human rights by making sure our</li> </ul>	All new key website content is accessible and complies with guidelines.	CS - SCE	Community Attitudes	Ongoing	-

Action	Indicator	Business Area	ADS Outcome Area	Timeframe	Objective
websites comply with minimum accessibility guidelines.					
Ensure departmental information and publications are accessible, reviewed and updated.: Government information should be accessible to everyone. By making sure our information and publications are up to date and accessible, we promote cultural and systems change and protect human rights.	All new key departmental information/materials are provided in accessible formats.	CS - SCE	Community Attitudes	Ongoing	-