



Department of Communities, Housing and Digital Economy

Disability Service Plan 2021-22



Queensland
Government



Message from the Director-General

Our department is committed to providing inclusive services and products and to upholding, respecting, and promoting 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.

The *Queensland Housing Strategy 2017-2027* announced in June 2017, together with our *Creative Together 2020-2030: a 10-Year Roadmap for arts, culture and creativity in Queensland*, will provide a strong foundation for responding to the current and future needs of people with disability. We will also contribute to a larger government response across the state by collaborating with our agency partners and stakeholders in delivering actions under the All abilities Queensland: opportunities for all – State disability plan 2017-2020.

The Housing Strategy is underpinned by a person-centred approach to building better futures for all Queenslanders and with the launching of the *Queensland Housing and Homelessness Action Plan 2021 – 2025* the department is committing \$1.813 billion over four years to increase social housing by 6,365 properties through the newly established Queensland Housing Investment Growth Initiative. In doing this we are focused throughout on the building design features that encourage more inclusive communities and more accessible places and spaces.

Disasters have a disproportionate impact upon people with disability. As lead agency for human and social recovery in Queensland we have partnered with the Queenslanders with Disability Network, the Community Services Industry Alliance, and the University of Sydney, to undertake a co design project with people with disability, emergency management practitioners, and disability and community service organisations, to design and deliver a Disability Inclusive Disaster Risk Reduction (DIDDR) framework. This includes rolling out a suite of resources to enable person-centred emergency preparedness and the cross sector collaboration necessary to achieve DIDRR.

This Disability Service Plan 2021-22 builds on the achievements of our last plan for 2017-2020 together with the COVID-19 Disability Recovery Action Plan 2020-21. These included:

- contributing to whole-of-government NDIS transition activities as well as preparing our own agency
- implementing the Queensland Government's Fair Rent Policy where older people, people with disability, carers, families and communities will benefit most
- improving our consultation and engagement processes to maximise participation opportunities for people with disability
- leading the way in aligning new social and government employee housing to Livable Housing Design Guidelines
- making it easier to access products and services through technology such as the Housing Assist Qld app

As we move forward, we will continue to seek to make a difference in the lives of all Queenslanders.

Clare O'Connor
Director-General



About the Department

What do we do?

We provide a diverse range of services to Queenslanders in the areas of housing, communities, digital and arts services.

Our vision is to support thriving communities where all Queenslanders can have a safe and stable place to live, can enjoy social and economic wellbeing, are supported by a strong digital economy, and can contribute to and enjoy a vibrant arts sector.

Our values provide the foundation of our work and our culture. We value customers first, putting ideas into action, unleashing potential, being courageous, and empowering people.

Who are our clients and stakeholders?

- We support Queenslanders most in need of access to housing and homelessness assistance.
- We help thousands of low income earners to enter and remain in the private rental market.
- We foster cultural tourism offerings and grow Queensland's cultural reputation.
- We support other government agencies, businesses and communities by providing responsive, integrated and person-centered frontline services that respond to current needs and future aspirations.

What are our objectives?

Our strategic objectives are to:

- Ensure Aboriginal and Torres Strait Islander peoples and cultures are central to all service engagement, design, and delivery.
- Integrate proactive frontline services, assistance and programs for Communities, Housing, Digital and the Arts.
- Improve social and economic outcomes for Queenslanders across the State.
- Support a thriving digital economy where Queenslanders, their businesses, and communities, can transact successfully with Government and each other.

About Disability Service Plans (DSPs)

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



What is our DCHDE disability service policy position?

People matter and are at the heart of what we do.

We support Queensland's economic wellbeing and contribute to improving the quality of life for people and communities. The department contributes to the Queensland Government's objectives for the community by delivering policies, programs, and services, which support:

- the creation of jobs
- backing small businesses and frontline services
- investing in skills
- building safe, caring and connected communities
- growing the regions.

This disability service policy statement guides our commitment to ensuring people with disability are able to exercise rights, choice, inclusion and control over their housing, living arrangements and participation in the community. This is in line with the Housing Strategy and the intent of the National Disability Strategy 2010-2020 and NDIS. In working together with our partners and stakeholders to deliver the actions in this plan, we support the state disability plan vision of 'Opportunities for all Queenslanders'¹.

We will do this by:

- adopting the social model of disability which recognises that 'disability' arises from physical, social, attitudinal, and organisational barriers and is not the inevitable result of a person's impairment
- ensuring the rights of people with disability are respected, valued and supported
- increasing opportunities for participation, inclusion, choice and control
- ensuring greater housing security by promoting separation of the provision and management of housing from the provision and management of paid support

- providing assistance that encourages and increases personal independence and fosters full participation of people with disability in society
- working with important people in the lives of people with disability, including carers, families and communities and substitute decision makers
- delivering inclusive and culturally responsive services and supports to Aboriginal and Torres Strait Islander peoples with disability
- changing practices to increase physical and information accessibility
- raising awareness and building staff capabilities in delivering services for people with disability
- investing in staff by making our department inclusive, and attracting and retaining people with disability.

1. National Disability Strategy 2010-2020.



How will the plan be monitored and reported?

The department will report annually on the implementation of the DCHDE DSP and contribute to a yearly progress report on the implementation of the state disability plan. The DSP will be reviewed annually with milestones and measures updated each year.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to the *National Disability Strategy 2010-2020*.

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 corgpp@chde.qld.gov.au or telephone **13 QGOV (13 74 68)** and ask for Governance, Planning and Performance, Strategy, Governance and Engagement, Department of Communities, Housing and Digital Economy, 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: corgpp@chde.qld.gov.au

Glossary – what do these acronyms mean?

DSDSATSIP	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islanders Partnerships
DCHDE	Department Communities, Housing and Digital Economy
DSP	Disability Service Plan
NDIS	National Disability Insurance Scheme
WCAG	Web Content Accessibility Guidelines

What is the copyright licence for this plan?

Disability Service Plan 2021-22 © The State of Queensland (Department of Communities, Housing and Digital Economy 2021. Published by the Queensland Government, July 2021, 1 William Street, Brisbane Qld 4000.

This work is licensed by the State of Queensland (Department of Housing, Communities and Digital Economy) under a Creative Commons Attribution (CC BY) 4.0 International licence. You are free to copy, communicate and adapt this work, as long as you attribute the work to the State of Queensland (Department of Housing, Communities and Digital Economy). To view a copy of this licence, visit:

<http://creativecommons.org/licenses/by/4.0/>

State Disability Plan focus 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.

<p>DCHDE will focus on:</p> <p>Accessible places and spaces</p>	<p>Our intended outcomes:</p> <p>  Physical accessibility  Inclusion  Choice </p>
--	--

DCHDE specific actions

Actions	Action success measure	Responsible
<p>Ensure DCHDE managed buildings and events are accessible and suitable for people with disability and their carers, wherever possible including:</p> <ul style="list-style-type: none"> • Respond to any identified needs for event participants and guests. • Provide specialised support services (e.g. AUSLAN signers, Companion Card and similar support programs) as required. • Respond to identified physical asset modifications on a case by case basis. 	<p>Practical guidance and documentation provided to all staff and stakeholders choosing accessible venues for departmentally organised events and meetings.</p> <p>Policy and procedural guidance provided to staff to respond to physical asset modification requests.</p>	<p>Corporate Services</p> <p>Arts Queensland</p> <p>Housing and Homelessness</p>

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
<p>Access for people with disability is improved by considering the needs of people with disability when choosing venues for Queensland Government run events and meetings (led by DSDSATSIP).</p>	<p>Guidance provided to staff about how to choose an accessible venue for an event or meeting.</p>	<p>Corporate Services</p>

DCHDE will focus on:

Accessible information

Our intended outcomes:

 Information accessibility

DCHDE specific actions

Actions	Action success measure	Responsible
Online content and websites are WCAG 2.0 (AA Level) compliant and working towards WCAG 2.1 (AA Level) compliance.	New DCHDE online content, services and websites are accessible and comply with Queensland Government web standards and guidelines. Existing content and services are progressively reviewed and updated. Increase the number of existing DCHDE websites that are accessible and meet Queensland Government web standards and guidelines.	Corporate Services

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (led by DSDSATSIP).	All new key Queensland Government information / materials are provided in accessible formats. Existing content progressively reviewed and updated.	Corporate Services
Adhere to government policies requiring 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).	All new key website content is accessible and complies with guidelines. Increase in the number of government websites that meet guidelines.	Corporate Services
Continue to promote Disability Action Plans to funded arts organisations, non-government organisations, local government and businesses. Publish case studies of successful inclusive practice by funded arts organisations.	Deliver on-line information to support local government, non-government organisations and businesses to develop disability action plans.	Arts Queensland

DCHDE will focus on:

Changing attitudes and breaking down barriers by raising awareness and capability

Our intended outcomes:

 Awareness

DCHDE specific actions

Actions	Action success measure	Responsible
Improve staff awareness and understanding of people with disability and their carers through promoting celebratory days that promote the human rights of people with disability.	Celebratory days and Disability Service Plan promoted within the department.	Corporate Services
Champion disability awareness within the Ministers arts portfolio and across the arts sector. Capture and recognise achievements of the arts sector in progressing inclusive arts practices.	Information pack provided to Ministers' to support development of partnerships.	Arts Queensland
Develop and/or source disability, capability and mental health training resources for staff to improve disability and mental health awareness, cultural capability and confidence in supporting people with a disability and mental health conditions.	Resources developed that improve cultural capability are made available to staff, and staff participation numbers.	Corporate Services
Partner with the real estate sector, peak agencies and key groups to facilitate more inclusive housing responses and actions, that support vulnerable tenants, including those living with a disability to secure and sustain tenancies.	Increase awareness and capability in the sector, and develop resources to support the sector and tenants.	Housing and Homelessness

DCHDE will focus on:

Changing attitudes and breaking down barriers by raising awareness and capability

Our intended outcomes:

 Awareness  Capability

DCHDE specific actions

Actions	Action success measure	Responsible
Continue to embed the <i>Human Rights Act 2019</i> by supporting staff capability and decision making that is compatible with human rights by properly considering human rights when making decisions, and when interacting with people, the community and departmental staff, including people with disability.	Establish post-MoG departmental governance arrangements for the human rights program of work.	Corporate Services
	Align human rights complaints management across the department.	Corporate Services
	Develop and implement a dedicated human rights capability plan.	Corporate Services
	Develop and implement a dedicated human rights communications and engagement plan, including co-designed campaigns.	Corporate Services
	Policies and procedures reviewed and updated for compatibility with human rights functions.	All divisions
Promote staff participation in the <i>disability awareness online training as part of the SBS Inclusion Program</i>	Number of employees who have completed the training.	Corporate Services

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
Promote the Whole of Government disability awareness online training for employees.	Number of employees who have completed the training.	Corporate Services
Promote and create opportunities for employees to participate in Disability Action week activities and International Day of People with Disability.	Active participation in Disability Action Week and International Day of People with Disability.	
Promote and create opportunities for employees to participate in Disability Action week activities and International Day of People with Disability.		

DCHDE will focus on:

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

Our intended outcomes:

 Awareness
  Inclusion
  Information accessibility

DCHDE specific actions

Actions	Action success measure	Responsible
Where appropriate, consider the needs or interests of staff with disability, carers, families and communities throughout DCHDE internal policies.	DCHDE internal policies demonstrate the needs or interests of people with disability, carers, families and communities.	All divisions
Proactively monitor and respond to lessons from the Royal Commission into violence, abuse, neglect and exploitation of people with disability to improve housing outcomes and promote social inclusion.	<p>Relevant advice provided to the Disability Royal Commission, including responses to issues, papers, notices to produce and information requests.</p> <p>Internal department working group established to identify implications for the department and areas for improvement.</p>	Housing and Homelessness

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
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, carers, families and communities, maximising standards; and, promote and uphold the human rights of people with disability (led by DSDSATSIP).	New Queensland Government legislation, policies and programs demonstrate consideration of the needs of people with disability, carers, families and communities in development and implementation.	All divisions
Government services and funded non-government services provide access to language, translating and communication services (led by DSDSATSIP).	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services, including during Community Recovery activities and to Community Services NGOs.	<p>Housing and Homelessness Services</p> <p>Corporate Services</p> <p>Community Services</p>

DCHDE will focus on:

Welcoming and inclusive communities

Our intended outcomes:



Awareness



Inclusion



Information accessibility

DCHDE specific actions

Actions	Action success measure	Responsible
Actively encourage recognition of the Companion Card by funded arts organisations at performances and exhibitions via relevant websites, social media and external networks.	Number of businesses offering the Companion Card Scheme. Initiatives and promotions undertaken.	Arts Queensland
Continue to identify and develop working relationships with key arts and disability organisations, supported by pilot project with Queensland Disability Network, GIVIT and DCHDE to deliver devices and capability coaching to people with disability so they can participate in digital service provision. Develop and promote on-line resources, information and checklists for inclusive arts practice.	Reported initiatives/case studies.	Arts Queensland
Continue to work with Arts Statutory bodies to further develop their innovative, inclusive arts practices including the use of assistive technologies.	Reported initiatives/case studies.	Arts Queensland
Explore digital, on-line and social media applications and their innovative use of technology with Arts Queensland, Arts Statutory bodies and arts sector partners.	Reported initiatives/case studies.	Arts Queensland
Publish case studies of successful inclusive practice by funded arts organisations.		Arts Queensland



State Disability Plan focus area: Lifelong Learning

Our goal: Queenslanders with disability have the same opportunities as everyone else to access education and learning across all stages of life.

<p>DCHDE will focus on:</p> <p>Leading the way – increasing opportunities in the Queensland public sector</p>	<p>Our intended outcomes:</p> <p>▲ Opportunities ▲ Awareness</p>
--	---

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
<p>Partner with non-Government sector to support the provision of work experience and training to people with disability within DCHDE, supported by the Digital Professional Workforce Plan which is funded and being led by QGCDG and aims to add 300 graduates and trainees targeting neuro-diverse.</p> <p>Participate in the Australian Network on Disability Stepping Into Internship Program.</p>	<p>Number of people with disability placed within DCHDE.</p>	<p>QGCDG Corporate Services</p>

<p>DCHDE will focus on:</p> <p>Increasing employment opportunities for Queenslanders with disability</p>	<p>Our intended outcomes:</p> <p>▲ Opportunities ▲ Awareness</p>
---	---

DCHDE specific actions

Actions	Action success measure	Responsible
<p>Implement a neuro-diverse pilot employment program for people with autism.</p>	<p>Number of people with disability placed within DCHDE.</p>	<p>Corporate Services</p>

DCHDE will focus on:

Leading the way – increasing opportunities in the Queensland public sector

Our intended outcomes:

 Opportunities
  Awareness

DCHDE specific actions

Actions	Action success measure	Responsible
Share stories showcasing how we support employees through social channels.	Number of stories shared.	Corporate Services
Educate managers and employees about the benefits of an agile workforce and flexible work options.	Activities undertaken to educate and promote the benefits. The proportion of people with a disability employed in the department's workforce increases to 8% by 2022.	Corporate Services

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
Implement strategies to reach the Queensland Government target that, by 2022, 8% of the Queensland Public Sector workforce will be people with disability. This entails embedding an inclusive attraction, recruitment, retention and career progression and development ethos in the department through 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 8% by 2022.	Corporate Services

State Disability Plan focus area: Everyday Services

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

<p>DCHDE will focus on:</p> <p>Housing</p>	<p>Our intended outcomes:</p> <ul style="list-style-type: none">  Inclusion  Choice  Physical accessibility
<p>DCHDE will focus on:</p> <p>Disability and community supports</p>	<p>Our intended outcomes:</p> <ul style="list-style-type: none">  Inclusion

DCHDE specific actions

Actions	Action success measure	Responsible
Consider the needs of Queenslanders with disability in the implementation of the Housing Strategy.	<p>The Housing Strategy Action Plans support holistic person-centred approaches to housing assistance for people with a disability.</p> <p>Customer and Industry Advisory Council consulted on development of strategy (note Council establishment is a QG election commitment and is currently in progress.)</p>	Housing and Homelessness Services
Provide holistic 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	<p>The Housing Strategy Action Plan supports holistic person-centred approaches to housing assistance.</p> <p>Through the <i>Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023</i> facilitate culturally responsive, person-centred and inclusive housing solutions to support the needs of Aboriginal and Torres Strait Islander peoples living with a disability .</p> <p>Resources available to support tenants with disability living in Housing with Shared Support arrangements to explore their housing options.</p> <p>Customer and Industry Advisory Council consulted on development of strategy (note Council establishment is a QG election commitment and is currently in progress.)</p>	Housing and Homelessness Services

DCHDE specific actions (continued)

Actions	Action success measure	Responsible
Ensure all new social housing projects are built in consideration of <i>Livable Housing Design Guidelines</i> to increase accessibility and adaptability for people with disability.	50% of new social housing built in consideration of livable housing guidelines.	Housing and Homelessness Services
Continue investment in programs which assist people to remain in their homes for longer and access advice and support to sustain their tenancy.	Continuation of Home Assist Secure (HAS) program and Queensland State-wide Tenant Advice and Referral Service (QSTARS). Continuation of the RentConnect program and flexible assistance packages.	Housing and Homelessness Services
Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability.	Best practice housing solutions and case study examples published.	Housing and Homelessness Services
Deliver improvements, including an improved regulatory framework, to address the impact of significant changes in the community affecting residential services (such as boarding houses and supported accommodation services) and ensure resident safety.	Legislative reviews included consideration of quality and safeguards.	Housing and Homelessness Services
Improve service response to hospital patients and people with disability living in long stay health facilities to enable transition to co-ordinated housing and support solutions.	Support people with disability in hospital or long-stay health facilities to access longer-term housing.	Housing and Homelessness Services

DCHDE will focus on:

Housing

Our intended outcomes:

-  Inclusion
-  Choice
-  Physical accessibility

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
Continue to fund Queensland Community Support Scheme (QCSS) services for eligible people with a disability who are not eligible for the NDIS to support them to live independently and participate in their communities	QCSS is available to eligible persons aged 0 - 64 or aged 0 – 49 for First Nations people who have a disability but are not eligible for NDIS; or have a chronic illness, mental health or other condition.	Community Services
Fund Aboriginal and Torres Strait Islander and mainstream organisations to deliver culturally appropriate community services, particularly in rural and remote regions and Indigenous communities.	Funding allocations ensure active engagement with Aboriginal and Torres Strait Islander organisations to ensure culturally appropriate service provision to First Nations persons.	Community Services
Continue to apply the Queensland Human Services Quality Framework to all funded community services.	Funded organisations meet HSQF standards as appropriate.	Community Services
Develop policy positions on housing access, quality and safeguards and new supply, that improve housing choice for people with disability and influence disability reform implementation.	<p>Meetings of the Disability Reform Housing Sub-committee held.</p> <p>Recommendations provided to the Disability Reform and Implementation Interdepartmental Committee and Executive Steering Committee on improving housing choice for people with disability including quality and safeguards.</p> <p>Inter-agency Action Plan reviewed and refreshed.</p> <p>Guidelines for regulated 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).</p>	Housing and Homelessness Services

DCHDE will focus on:

Disability and community supports

Our intended outcomes:

 Inclusion

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
Promote good disability inclusive practices and cross sector collaboration in disaster management, risk assessment and emergency management planning processes.	Web analytics regarding uptake of Disability Inclusive Disaster Risk Reduction tools and resources.	Housing and Homelessness Services
Continue investment in development of co-designed tools and resources (including for people with disability who are homeless) to support the implementation of the Queensland Disability Inclusive Disaster Risk Reduction framework.	Number and type of activities undertaken to build capability of people with disability, service providers or emergency service practitioners.	Housing and Homelessness Services
Support people with disability or their representatives to participate in Human and Social Recovery Committees and/or engage in disaster management planning processes.	Evidence of representation in governance groups and/or engagement in human and social recovery planning processes.	Housing and Homelessness Services

State Disability Plan focus area: Lifelong Learning

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.

DCHDE will focus on:

Inclusion in consultation, decision making and leadership development

Our intended outcomes:

▲ Inclusion ▲ Opportunity

DCHDE specific actions

Actions	Action success measure	Responsible
Deliver the department’s leadership and management programs to build knowledge and skills in leading and managing a diverse and inclusive workforce.	Number and type of activities undertaken to build capability of leaders and managers.	Corporate Services

Whole of government actions – DCHDE contribution

Actions	Action success measure	Responsible
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 DSDSATSIP).	Increased participation of people with disability in consultation. Options for engagement promoted. Utilise Human Centred Design principles and practices to ensure people with disability are included in the design of new policies and services.	Corporate Services
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (led by DSDSATSIP).	Queensland Government’s Disability Service Plans 2017-2020 and 2021-2022 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.	Housing and Homelessness Services All divisions
Existing leadership programs are accessible and inclusive of Queenslanders with disability (led by DSDSATSIP).	Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community.	Corporate Services