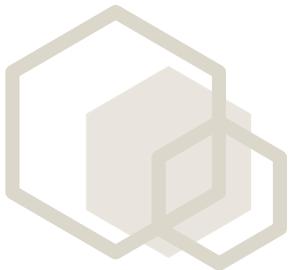


Department of Energy and Public Works Disability Service Plan 2022-2025



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The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding this document, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you.

Interpreter



www.qld.gov.au/languages

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A message from the Director-General



I'm pleased to present the Department of Energy and Public Works (EPW) Disability Service Plan 2022-2025 (DSP).

Our department's vision is: Generating and building a sustainable future for all Queenslanders.

Our purpose is: Power. Build. Buy. Together. For Queensland.

Our commitment to achieving the best possible outcomes for Queenslanders with disability is: **Inclusion = A stronger EPW. Together.**

We aim to drive safety, respect and inclusion for every person. We recognise genuine inclusion will only become a reality when it is embraced by all levels of government, industry, communities and individuals, and that meaningful change can only be made through collective and collaborative effort, together.

EPW plays a significant role in Queensland's future: creating more job opportunities for industries and local business, especially in regional communities; reducing emissions and helping to achieve a greener, more sustainable future; and contributing to a successful carbon neutral Brisbane 2032 Olympic and Paralympic Games.

We are committed to being part of a coordinated whole-of-government approach for service delivery to people with disability to create real and lasting change.

For many years, the work undertaken by EPW has supported this approach through significant programs, policies and practices including:

- ongoing engagement with disability interests on key energy policy issues through the Queensland Council of Social Services energy consumer advocacy agreement
- building upgrade, refurbishments and fit outs designed to meet AS1428.2 1992 Design for access and mobility
- all Government Employee Housing designs and builds consider the Liveable Housing Design Guidelines and meet the silver-level of accessibility as the minimum under the technical standard of the Australian Building Codes Board
- 60 QFleet vehicles with wheelchair access that are used by agencies to support delivery needs
- the growth of social enterprise in Queensland supported through EPW social procurement projects and Queensland Procurement Policy principles.

Our new DSP identifies the actions we will take over the next three years to continue achieving good outcomes, to create a society that is inclusive of people with disability and address the diversity of the disability community and the unique challenges faced by Queenslanders in all our regions.

These actions will strengthen the way we Power. Build. Buy. Together. For Queensland.

Paul Martyn
Director-General
Department of Energy and Public Works

A word from our Disability Champion



Creating a more inclusive workplace and removing barriers to employment will improve the design and delivery of our services. The pandemic made us rethink how we do what we do and opened us up to new ways of working. This flexible, pragmatic approach needs to extend across our workplaces, so that we are tapping the broadest talent pool possible and optimising the value that staff with disability bring to EPW. Our Disability Inclusion Commitment describes how we can be a stronger agency—the challenge is now for us to act.

Sharon Bailey
Deputy Director-General Procurement

Our Disability Inclusion Commitment

Inclusion = A stronger EPW. Together.

We are building a sustainable future for all Queenslanders, including people with disability, with a culture based on choice, participation, overcoming barriers and realising everyone's potential.

We commit to being a workplace whose practices, service delivery and staff are inclusive and whose actions respect, protect and promote human rights in all we do.

We commit to including people with disability, their carers and communities, and to understanding their opportunities and challenges.

We commit to designing and managing our 'Power. Build. Buy.' services and projects in ways that consider the inclusion of all people.

We commit to acting inclusively, to collaborate with courage, and to ensure all our unique voices are heard.

Inclusion makes us stronger – together, for Queensland.

Context

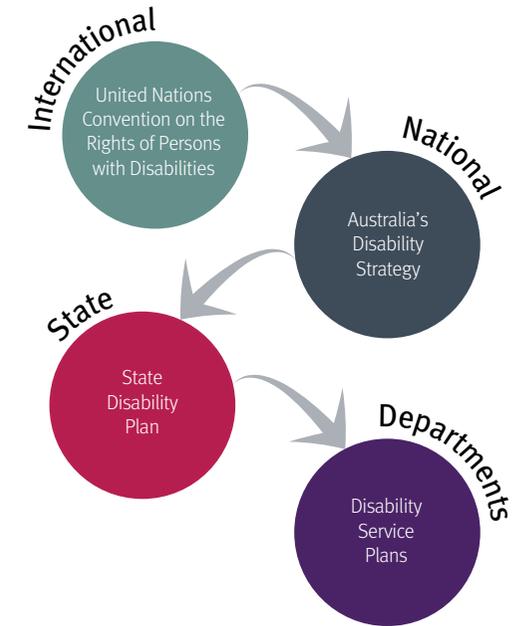
International, national, and state frameworks together guide the approach to achieve more inclusive outcomes for Queenslanders with disability.

United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) provides the framework to promote and protect the human rights of people with disability. Australia has adopted and is implementing the UNCRPD through Australia's Disability Strategy 2021-2031.

Australia's Disability Strategy 2021-2031

Australia's Disability Strategy 2021-2031 (ADS) is Australia's national disability policy framework. The ADS will drive change over the next decade to protect and uphold the rights of close to 4.4 million Australians who live with disability, including just under one in five Queenslanders. The ADS builds on the previous National Disability Strategy 2010-2020 and renews the joint commitment of all levels of government to improve the lives of Australians with disability. It will guide disability policy over the next 10 years and will be implemented through state disability plans and agency disability service plans.



The ADS vision is for ***an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.***

The ADS identifies **seven outcome areas** that governments at all levels will focus on delivering:

						
Employment and financial security Providing jobs and career opportunities for people with disability and making sure they have enough income to meet their needs.	Inclusive homes and communities Increasing the number of accessible, affordable and well-designed homes and creating a community that is inclusive and accessible.	Safety, rights and justice Ensuring the rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law.	Personal and community support Providing people with disability access to supports so they can live independently and engage in their communities.	Education and learning Supporting people with disability to access education and learning throughout their lives so they achieve their full potential.	Health and wellbeing Increasing support and capability in the healthcare sector to meet the needs of people with disability and ensuring disaster preparedness and emergency responses include the needs of people with disability.	Community attitudes Recognising the positive contribution people with disability make to society and building confidence to work and engage with people with disability.

There are also five three-year Targeted Action Plans (TAP) in place. EPW does not lead any Queensland TAP actions.

Queensland's Disability Plan 2022-2027: Together, a better Queensland

Queensland's Disability Plan (QDP) is a five-year plan that focuses on inclusion and achieving the best outcomes to have a real impact on the lives of people with disability. The QDP aligns with the ADS.

The QDP guides the government's commitment to deliver real action in Queensland and informs departmental disability service plans (DSP). The QDP describes three elements – building blocks, impact areas and the ADS outcome areas:

- **Four Building Blocks** which assist in identifying issues and should underpin all departmental DSP: co-design, human rights, measurement of outcomes and impacts, cultural and systems change
- **Four Impact Areas** which provide a structure for departmental DSP actions and ensure an impact is made throughout the entire organisation: our service users, our people, our places and our communities
- **ADS outcome areas** which all DSP actions must align with.

Further details about the building blocks and impact areas can be found in **Appendix A**.

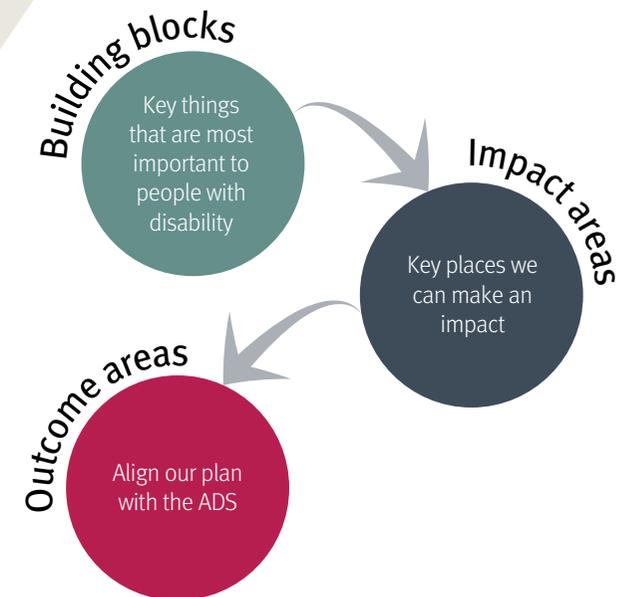
Disability Service Plans

Disability Service Plans (DSP) are agency action plans that implement the QDP and ADS and identify department-specific issues relating to service delivery to people with disability, and how the agency will address these.

Under Queensland's *Disability Services Act 2006* (the Act), each Queensland Government department is required to have a DSP. The Act is a foundation for promoting the rights of Queenslanders with disability, increasing wellbeing, and encouraging participation in community life.

DSPs must be reviewed and published every three years and reported on annually through progress reports.

EPW's 2021-22 report is provided in **Appendix B**.



Three elements of Queensland's Disability Plan

Our service users

EPW 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.

Action number	Action	Performance indicators*	Business area	Division	ADS outcome areas
Action number SU1	Provide vehicles which meet customer or community service needs including sourcing and providing vehicle modifications such as wheelchair ramps, lifts and access to cater for drivers and passengers with disability.	Number of vehicles provided per financial year	QFleet	Procurement	
Action number SU2	Promote whole-of-government online training resource Driving a vehicle safely in the workplace (Web Accessibility Guidelines 2.1, Level AA compliant).	Number of completions per financial year	QFleet	Procurement	
Action number SU3	Actively audit suppliers to ensure disability commitments in Best Practice Principles (BPP) project contracts are delivered with proven non-compliance considered for penalties under the Ethical Supplier Mandate.	Number of audits conducted per financial year	Queensland Government Procurement (QGP) Compliance	Procurement	
Action number SU4	Provide guidance for investigations into complaints of non-compliance with contractual commitments in relation to disability employment or services (including non-BPP contracts) with proven non-compliance considered for penalties under the Ethical Supplier Mandate.	Not applicable	QGP Compliance	Procurement	
Action number SU5	Consider how suppliers are generating social benefits, including creating employment opportunities for people with disability, in all General Goods & Services (GGS) Invitation to Offer (ITO) and/or tender processes.	Embedded in ITO and/or tender processes	GGS	Procurement	
Action number SU6	Promote opportunities within existing GGS whole-of-government arrangements for customers to engage with suppliers who create social benefits for people with disability.	Not applicable	GGS	Procurement	

Our people

EPW recognises the importance and value of social and economic participation by people with disability, inclusive of workplaces and workforces, to build workforce participation of people with disability, and financial security.

Action number	Action	Performance indicators*	Business area	Divisions	ADS outcome areas
Action number PE1	Ensure engagement and accountability for leaders at all levels to improve Workforce Diversity participation and identification rates relating to Queensland Government target groups including those who identify as living with a disability.	Improved participation and identification rates	Human Resources	Corporate & Portfolio Strategy (CPS)	
Action number PE2	Implement strategies, including greater engagement at all levels, to improve Working for Queensland (WfQ) survey results.	Improved WfQ survey results	Human Resources	CPS	
Action number PE3	Improve disability knowledge and capability of staff through awareness activities including: <ul style="list-style-type: none"> Queensland Disability Week promotion promote resources to support Inclusion at work conversations and improve disability awareness and capability explore targeted strategies and options to improve employee engagement create a monthly disability awareness program (via EPW intranet) for one year aligned to a calendar of disability awareness days (commencing Feb 2023). 	Improved survey results Improved survey response rates Improved website metrics	Human Resources Communication	CPS	
Action number PE4	Improve disability training opportunities by sourcing: <ul style="list-style-type: none"> disability inclusion training (online / face-to-face) and resources for managers and team leaders reasonable adjustment and unconscious bias training for all staff. 	Training completion rates	Human Resources	CPS	
Action number PE5	Support EPW Disability Champion, and identify metro and regional QBuild office Disability Champions and support champions to raise awareness.	Champion/s identified	Human Resources (supported by QBuild)	CPS	
Action number PE6	Establish an EPW Employee Disability Network.	Number of meetings held	Human Resources (supported by EPW Disability Champion)	CPS	
Action number PE7	Enhance diversity and inclusion leadership through a Futures Forum (leadership forum) to raise awareness, knowledge and understanding, and ways to remove barriers to inclusion within divisions.	Forum held	Portfolio Integration (lead)	All EPW	
Action number PE8	Establish a mentoring program targeting diversity groups including people with disability.	Program participation numbers	QBuild	Public Works	

Our places

EPW places, services and infrastructure must be accessible, inclusive and universally designed to support community and economic participation for people with disability.

Action number	Action	Performance indicators*	Business area/s	Divisions	ADS outcome areas
Action number PL1	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	Office of the Qld Govt Architect (QGA) Major Projects	Public Works	
Action number PL2	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"> building and construction design utilising the Public Works Social Procurement Framework. 	Not applicable	QGA Major Projects QBuild	Public Works	
Action number PL3	Participate in the Accessibility Advisory Group for Brisbane 2032 Games design and delivery (once established).	Number of meetings attended	QGA Major Projects	Public Works	
Action number PL4	Consult with accessibility experts throughout delivery of major capital projects.	Consultations undertaken	QGA Major Projects	Public Works	
Action number PL5	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.	Number of constructions incorporating NCC / QDC requirements	QGA Major Projects	Public Works	
Action number PL6	Support implementation from 1 May 2023 of new Livable Housing Design Standards to enable dwellings to better meet the needs of community, including older people and people with mobility limitations.	Implementation support provided	QBuild	Public Works	
Action number PL7	QBuild design sprints for up to 80 prefabricated volumetric builds incorporate new NCC access and energy efficiency requirements for essential workers and social housing.	Number of builds incorporating NCC requirements	QBuild	Public Works	
Action number PL8	Consider inclusion and accessibility principles in designing codes and standards across all building types.	Not applicable	Building Policy	Public Works	
Action number PL9	Participate in Social Procurement Champion meetings and work in partnership with Social Procurement, QGP to drive further value in categories of spend beyond Building Construction Materials.	Number of meetings attended	QBuild	Public Works	

Our community

EPW actions and activities that deliver local initiatives should be inclusive of the whole community and the region.

Action number	Action	Performance indicators*	Business area	Divisions	ADS outcome areas
Action number CO1	Ensure universally accessible design when planning major department events.	Number of events	Communication	CPS	
Action number CO2	Provide information sessions for all EPW Communication teams to ensure people with disability are represented in all EPW campaigns.	Number of sessions	Communication	CPS	
Action number CO3	Deliberate consideration of inclusion principles in the design of engagement and consultation processes.	Not applicable	All areas	All EPW	

* Note: In the initial year of EPW DSP implementation, baseline data will be collected to mature performance measures in order to demonstrate whether the desired outcomes are being achieved.

State Disability Plan 2022-2027: Building Blocks

The QDP Building Blocks guide us in identifying the actions we need to take to work towards what is most important to people with disability in Queensland.

Co-design

EPW will actively involve people with disability in the decisions, development, design and implementation of policies, legislation and projects that impact the lives of people with disability. We will empower individuals and communities by iteratively working together to shape solutions and person-centred responses.

Human rights

EPW will promote and protect the rights of people with disability in everything we do. We strive to achieve high standards of design and implementation, with each decision point consistently and genuinely considering and applying the human rights of people with disability.

Measurement of outcomes and impact

EPW will implement greater accountability, governance and reporting arrangements to measure, review and monitor the outcomes of inclusion in our service delivery. Our data collection will be ethical and respect the right to privacy. Measuring outcomes and impacts will enable us to formulate and implement best practice policies, programs and actions, and make adjustments when required.

Cultural and systems change

EPW's measurable accountability demonstrates our commitment to cultural and systems change towards people with disability. We will grow inclusion by highlighting the capabilities of people with disability, removing structural and systemic barriers, mainstreaming disability opportunities and challenges, and reframing organisational cultures, attitudes and perceptions.

State Disability Plan 2022-2027: Impact areas

Impact areas determine where actions will provide the most benefit to achieve positive and lasting impacts, make sure the plan is inclusive of the entire disability community, and addresses barriers to inclusion across the impact areas.

Our service users

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.

Our people

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.

Our places

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.

Our community

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 report: Disability Service Plan 2021-22

EPW's Disability Service Plan 2021-22 detailed the department's ongoing commitment to supporting people with disability and the disability service sector. The 2021-22 plan focussed on three key priority areas. EPW achievements against these priority areas are listed below.

Priority 1: High quality engagement and communication

- Completed review of online content and interactions to ensure all are accessible in line with EPW Online publishing policy.
- Participated in whole-of-government accessible digital services information sessions (Communication Unit).
- Provided fully wheelchair-accessible Borumba Pumped Hydro Site public consultations at Gympie and Imbil.
- Offered public consultations for all EPW projects as in-person sessions and through EPW online engagement portal EngagementHQ.
- Provided interpreter service information for all major reports and plans including how to obtain copies in preferred language.
- Provided signing interpreters at QBuild forums for hearing-impaired employees.
- Provided opportunities for QBuild apprentices to participate in Auslan workshops.
- Completed review to ensure all eLearning modules meet Web Content Accessibility Guidelines.
- Engaged with disability interests on key energy policy issues through the Queensland Council of Social Services energy consumer advocacy agreement.

Priority 2: Identify opportunities for reshaping service arrangements and support providers

- Made online disability training module available for all EPW employees.
- Awarded QGAO tender to operate the Goodwill Bridge coffee cart to social enterprise for people with disability.
- Provided QGAO in-kind support (up to \$250,000 value) to Virtus (advocate for elite athletes with intellectual disability).
- Leased three wheelchair accessible vehicles to Queensland Health and two wheelchair accessible vehicles to the Department of Children, Youth Justice and Multicultural Affairs.
- Provided 60 QFleet vehicles with wheelchair access for use by agencies to support delivery needs.
- Staged planning and build phases for nine new QFleet vehicles with wheelchair access.

Priority 3: Ongoing monitoring of service capacity and value

- Designed building upgrades, refurbishments and fitouts to meet AS1428.2 Design for access and mobility – Enhance and additional requirements – Buildings and facilities.
- Delivered four AS1428.2 1992 compliant major office fitout projects totalling 4,290m².
- Ensured all new Government Office Accommodation leases complied with the *Disability Discrimination Act 1992* requirements.
- Considered Liveable Housing Design guidelines for all Government Employee Housing (GEH) designs and builds.
- Ensured all GEH projects complied with Australian Building Codes Board technical standards with silver-levels of accessibility.