

Disability Service Plan

Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

2024-2027



Acknowledgement of Country

We pay our respects to Aboriginal peoples and Torres Strait Islander peoples of this land, their ancestors, and their legacy. The foundations laid by the ancestors—Australia’s First Peoples—give strength, inspiration, and courage to current and future generations to create a better Queensland.

We acknowledge that it is our shared responsibility, as individuals, communities, and governments, to collectively ensure equity, recognition, and leadership support for Aboriginal and Torres Strait Islander Queenslanders and continue the progress towards self-determination, in all aspects of society and everyday life.

We are committed to working with, representing, advocating for, and promoting the needs of Aboriginal and Torres Strait Islander Queenslanders with unwavering determination, passion, and persistence.

As we reflect on the past and hope for the future, we walk together on a shared journey where all Queenslanders are equal and the diversity of Aboriginal and Torres Strait Islander cultures and communities across Queensland are recognised, respected, and valued by all Queenslanders.



A message from the Director-General

The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (TATSIPCA) is dedicated to fostering an environment of equality, diversity, and inclusion. We are committed to creating a space where our employees and the communities we serve can thrive, feel secure, appreciated, and respected. We value the rich experiences and perspectives that diversity contributes.

Understanding that overcoming physical, attitudinal, communicative, and societal obstacles is essential for people with disability, we strive to empower full participation in all aspects of our work and services. This can be achieved by:

- enhancing our capability in adopting person-centred approaches to meet individual needs
- ensuring our online and digital services are user-friendly and align with modern design standards
- establishing and upholding safe and accessible work environments where everyone's contributions are valued, reinforcing the department as an employer of choice, and
- connecting with our diverse communities to ensure our services and support are tailored to the unique cultural, situational, and local needs of the people.

TATSIPCA is committed to creating real and lasting change for people with disabilities. We believe that everyone has the right to exercise choice and control and engage as equal partners in discussions and decisions that impact them. Our plan recognises our collective responsibility for ensuring services and systems are inclusive, particularly those with disabilities. It focuses on our ongoing commitment to promoting inclusion and diversity in all its forms.

Our commitment to change begins within us. In our plan, we pledge to work towards inclusive and accessible workplace practices and behaviours. Collaboration will be our compass as we navigate this journey, ensuring that our efforts lead to outcomes that positively impact people with disabilities.

Over the next three years, we will build a solid foundation for future change. Together, knowing that an inclusive workplace is not just a goal—it's a fundamental part of our identity.

About our Disability Service Plan

The Queensland Government is committed to achieving greater equity and diversity in its public sector workforce.

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. This legislation requires all Queensland Government departments to develop and implement a disability service plan (DSP). The purpose of DSPs is to ensure each agency implements and promotes the government's policies for people with disability, having regard to the Act's service delivery principles and human rights. To deliver a coordinated whole-of-government approach, departmental DSPs are aligned to the Queensland Disability Plan and the Australian Disability Strategy.

About us and our workplace environment

The department is committed to creating and supporting an equitable, diverse and inclusive workplace reflective of the communities we serve, that is culturally capable and culturally safe. We affirm our unwavering commitment to creating an inclusive and supportive work environment for employees living with disability. We foster workforce diversity promoting a safe and inclusive culture underpinned by the principles of human rights. Additionally, we support a contemporary, innovative and flexible workforce that is committed to making a real difference to the lives of Queenslanders.

Actions

Our actions, as outlined in our Disability Service Plan, are guided by the principles of respect, equality, and empowerment.

Inclusion in leadership and governance: We commit to involve employees with disability in decision-making processes and leadership roles, ensuring their voices are heard and valued.

Comprehensive training and awareness: We commit to providing regular disability inclusion training for all staff members, fostering an understanding and appreciation of diversity within our workforce.

Inclusive work environment: We are dedicated to identifying and eliminating physical, technological, and attitudinal barriers that employees with disability may face, promoting accessibility in all aspects of employment.

Equal opportunities for career progression: We adopt equal employment opportunities for people with disability, taking affirmative steps to recruit, retain, and provide professional development opportunities for career progression to all levels across the department.








Open communication and feedback: We encourage open dialogue and feedback from employees with disability and their coworkers, ensuring concerns are addressed promptly and effectively without fear of retribution.

Continuous improvement: We commit to ongoing evaluation and improvement of our policies and practices, ensuring they align with the evolving needs of our employees with disability.

Context and framework

The [Disability Services Act 2006](#) is pivotal in advancing the rights of Queenslanders with disability, enhancing their wellbeing, and fostering their community involvement. Queensland Government entities are mandated to implement a **Disability Service Plan (DSP)**. This plan details proactive measures to refine services for individuals with disability. The DSP's core aim is to align departmental operations with the Act's principles of human rights and service delivery, as well as policies designed to support people with disability. Consequently, our department is committed to elevating service accessibility, tailoring government services to the needs of people with disability and their families, and implementing workforce strategies that address the complexities, challenges, and impacts of intersectionality.

On a national level, [Australia's Disability Strategy 2021–2031 \(ADS\)](#), pledges to foster 'an inclusive community together.' The [Queensland Disability Plan 2022–27](#) represents the state's blueprint for cultivating an inclusive environment. The ADS commits all government tiers to enhance the lives of Australians with disability, aiming for a society that embraces inclusivity and empowers individuals with disability to realise their aspirations. The ADS encompasses seven key outcome domains identified by people with disability as vital for fostering an inclusive society. These include:

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|  <p>Employment and financial security:
People with disability have economic security, enabling them to plan for the future and exercise choice and control over their lives</p> <hr/> |  <p>Inclusive homes and communities:
People with disability live in inclusive, accessible and well-designed homes and communities</p> <hr/> |  <p>Safety, rights and justice:
The rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law</p> <hr/> |
|  <p>Personal and community support:
People with disability have access to a range of supports to assist them to live independently and engage in their communities</p> <hr/> |  <p>Education and learning:
People with disability achieve their full potential through education and learning</p> <hr/> |  <p>Health and wellbeing:
People with disability attain the highest possible health and wellbeing outcomes throughout their lives</p> <hr/> |
|  <p>Community attitudes:
Community attitudes support equality, inclusion and participation in society for people with disability</p> | | |

In line with Australia's commitments under the United Nations *Convention on the Rights of Persons with Disabilities*, we are committed to take action in line with Australia's Disability Strategy 2021-2031 in protecting, promoting, and realising the human rights of people with disability.

Equity and Diversity Plan 2024-2027

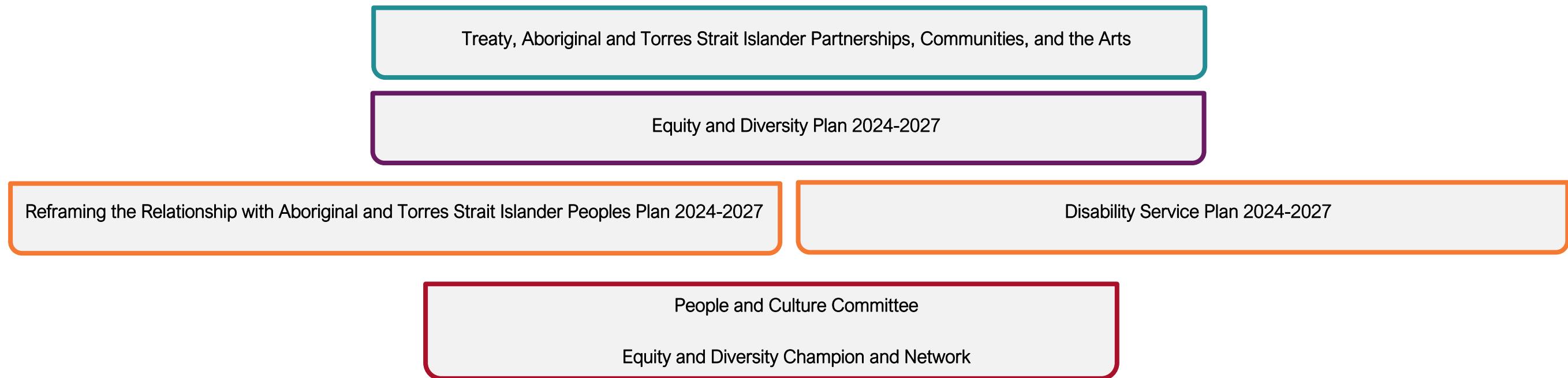
The Disability Service Plan supports the department's Equity and diversity plan 2024-2027, which includes key actions to create and support an equitable, diverse and inclusive workplace that is reflective of the communities we serve, culturally capable, and culturally safe.

Key focus areas for employees with disability include:

- building a greater understanding of the barriers and obstacles that exist for employees when completing the official diversity census and implementing strategies that promote the benefits of providing this information.
- improving upon whole of department recruitment practices and resources to ensure that they are inclusive of people with disability to maximise their employment opportunities.
- engaging senior leaders in championing disability inclusion.

Key actions we will take will contribute to the department's goal of exceeding the Public Sector diversity target for employees with disability of 12%.

The Disability Service Plan aligns to departmental strategy objectives and is supported by strong governance arrangements.



Developing our plan

The four building blocks of the State Disability Plan (co-design, human rights, measurement of outcomes, cultural and systems change) have guided us in identifying what action we need to take to progress the issues most important to people with disability in Queensland.

The Building Blocks, which underpin all departmental DSPs are:

- co-design
- human rights
- measurement of outcomes and impacts
- cultural and systems change.

Building Block Statements

The Building Blocks of the Queensland Disability Plan have guided us in identifying what we need to do to work towards the things that are most important to people with disability in Queensland. In the development of this plan, we have considered the building blocks to ensure our actions are framed to create impact and long-lasting change.

<p>Co-design</p> <p><i>We do things with people with disability, not to them or for them.</i></p>	<p>Human rights</p> <p><i>We will promote and protect the rights of people with disability in everything we do.</i></p>	<p>Measuring of outcomes and impact</p> <p><i>We set clear targets, and we measure our progress.</i></p>	<p>Cultural and systems change</p> <p><i>We will grow inclusion from within by removing barriers embedded in structures and systems.</i></p>
<p>A key principle of Queensland’s Disability Plan 2022-2027: Together, a better Queensland is collaborating with people with disability to co-design plans and actions.</p> <p>Co-design empowers individuals and communities through working together with government to create the best possible responses to person-centred services. Done well, co-design will result in outcomes made possible through shaping solutions with the participation of the intended beneficiaries.</p> <p>We acknowledge that disability is diverse, can be congenital, can develop through illness or injury and is not always visible. Disability may be enduring or transient and can evolve over time. Therefore, we are committed to providing tailored support to meet the unique needs of individuals.</p> <p>We will ensure that our approach to disability inclusion is highly consultative and human centred. We will leverage our Equity and Diversity Network and we will engage with disability service providers to ensure ongoing improvements for people with disability.</p>	<p>We are dedicated to the advocacy and safeguarding of human rights, ensuring that our workforce is educated on the importance of integrating human rights considerations into our service delivery, policy formulation, and guidance.</p> <p>We will ensure that our current workforce strategies focus on embedding a person-centered approach in our interactions with stakeholders. This mindset is in harmony with the social model of disability, acknowledging that eliminating obstacles to inclusion not only facilitates participation but also upholds and advances the human rights of everyone.</p>	<p>We will monitor progress, measure impacts, and ensure ongoing improvements to the design of strategies under this plan.</p> <p>We will draw on a variety of sources including the Working for Queensland (WfQ) employee opinion survey results and changes in our Minimum Obligatory Human Resource information (MOHRI) data.</p> <p>We will undertake further investigation through engagement with, and participation in, the equity and diversity audit process that is led by the Office of the Special Commissioner, Equity and Diversity.</p>	<p>Cultural and systems change can be achieved by building recognition of the value and potential of people with disability to contribute and understanding that objective inclusion provides subjective belonging.</p> <p>We are committed to creating cultural and systems change through respect for difference, by building greater levels of confidence in person-centred approaches at an individual and systems level. This enables us to break down and remove barriers for people with disability, and work on identifying and mitigating implicit biases.</p>

Progress reporting

The department will report annually on the implementation of the plan and contribute to a yearly progress report on the Queensland Disability Plan implementation.

Our service users

We work within diverse communities ensuring that information sourced and shared takes into consideration the differing needs of our stakeholders. We recognise the strength and successes of people living with disability and we are committed to fostering an inclusive community where every individual is valued and respected.

Our Disability Service Plan is designed to ensure that people living with disability receive the support they need to participate fully in the cultural, social, and economic life of our community. We strive to work collaboratively with people with disability, ensuring that our services are accessible, responsive, and culturally sensitive. Together, we are building a future that celebrates diversity and empowers every member of our community.

Action	Alignment to the building blocks	Measurement	Timing	Responsibility	ADS outcome areas
1. We consider the needs of people with disability in the development, implementation and evaluation of agency policies, procedures and practices.	This action supports co-design, human rights and cultural and systems change by ensuring the needs of people with disability are considered in all that we do.	Policies, procedures and practices consider the needs of people with disability in development, implementation and evaluation	Ongoing	Whole of agency	Employment and financial security Community attitudes Safety, Rights, and Justice
2. We promote and provide translation and interpreting services, including Auslan, upon request to ensure accessibility for people with disability. Moreover, we strive to provide captions and transcripts for events whenever possible.	Enhancing accessibility for individuals with disability fosters cultural and systems change while safeguarding human rights. Eliminating obstacles to accessibility support people with disability and provides full inclusion.	Translation and interpretation services are available to Queenslanders with disability. Annual use and cost of all translation and interpretation services used	Ongoing	Whole of agency	Community attitudes Safety, Right and Justice
3. We ensure that events and meetings are held in accessible venues, following the Best Practice Guidelines for Event Delivery in Queensland .	Ensuring accessible venues are sourced and used supports inclusive participation for people with disability, supporting cultural and systems change and promoting their human rights .	Events and meetings held at accessible venues	Ongoing	Whole of agency	Health and wellbeing Inclusive homes and communities Community attitudes
4. We partner with the Public Sector Commission Inclusion and Diversity Community of Practice and departmental and external networks, to share information and develop resources to embed disability inclusion.	By supporting the sector to build diverse, inclusive and disability confident workplaces, we will promote human rights and progress cultural and system change .	Improvements for employees living with disability as evidenced by the WfQ survey	Annual	Human Resources and Ethical Standards	Community attitudes Health and wellbeing
5. We increase leadership knowledge of pathways for people with disability, including the promoting of services provided by disability employment providers.	This action will improve leadership capability with inclusive recruitment. It will also deliver on cultural and systems change .	Increase in diversity targets	Ongoing	Human Resources and Ethical Standards	Community attitudes Employment and financial security

Our people

We acknowledge that everyone is entitled to engage and flourish in their roles, as we strive to cultivate a workforce that reflects the rich tapestry of our diverse backgrounds, ensuring every employee feels valued and included.

Inclusion is our ethos – individuals with disability are empowered to enter the workplace, contribute, thrive, and achieve their aspirations.

We are committed to advertising all job opportunities to gain diverse applicant pools that promote fair and transparent recruitment practices, sharing narratives of individuals living with disability via our various communication forums and specialised disability awareness training and initiatives.

The department's People and Culture Committee and Equity and Diversity Network will play a pivotal role in our inclusion efforts, providing insights from our diverse workforce to the Board of Management. These practices have become integral to our policies and operations, and we are dedicated to maintaining these standards and progressing toward our goal of a workforce comprising at least 12% people living with disability.

Moving forward, the department is poised to integrate the following measures to draw in a workforce as diverse as the communities we serve, where employees can enjoy meaningful and satisfying careers.

Action	Alignment to the building blocks	Measurement	Timing	Responsibility	ADS outcome areas
1. We offer a range of blended learning options including mandatory training for new starters to raise disability awareness.	Raising disability awareness dispels stereotypes and misconceptions, equipping individuals with the skills, knowledge, and tools necessary to engage confidently with people with disability. Empowering our staff with these resources catalyses a shift in cultural and systems change , furthering the advancement of human rights .	Disability awareness training is available to all staff % of staff completion of mandatory disability awareness training	Ongoing	Human Resources and Ethical Standards Whole of agency	Safety, rights and justice Community attitudes
2. We provide reasonable adjustment to meet individual needs and we reinforce and promote the positive intent of the Flex Connect Framework.	This initiative champions co-design, upholds human rights, and fosters cultural and systems change transformation by involving employees in the reasonable adjustment process. It ensures that employees' voices are acknowledged, enabling their full inclusion in the workplace.	Reasonable adjustments are available to meet individual needs as required Working for Queensland Survey responses	Ongoing	Property and Facilities Line Managers Human Resources support	Employment and financial security Health and wellbeing Inclusive homes and communities Community attitudes
3. We provide wellbeing support for employees with disability.	To enable our employees to excel at work, we recognise the significance of mental health and wellbeing support. Through providing accessible information and support services, we are committed to nurturing a cultural and systems change conducive to positive change.	Content and resources provided are accessible to employees living with disability. All staff have easy access to employee assistance service or specialist providers as required	Ongoing	Human Resources and Ethical Standards Line Managers Whole of agency	Safety, rights and justice Health and wellbeing Community attitudes
4. We attract diverse applicant pools including people with disability, at all classification levels within the department. To achieve this, diversity employment providers are promoted to widen the reach of recruitment pools beyond the standard recruitment channels.	By actively attracting, recruiting, and retaining individuals with disability, we foster cultural and systems change transformation while championing human rights . Embracing diversity enriches our workforce with a deeper array of skills, experiences, and perspectives.	% of employees with disability captured through the Equity and Diversity Audit and Working for Queensland Survey	Annual assessment	Human Resources and Ethical Standards Line Managers/Panel Chairs Whole of agency	Community attitudes Employment and financial security

<i>Action</i>	<i>Alignment to the building blocks</i>	<i>Measurement</i>	<i>Timing</i>	<i>Responsibility</i>	<i>ADS outcome areas</i>
5. We improve representation of people with disability on the Equity and Diversity departmental and other sector networks, to seek diverse perspectives of employees living with disability in the development and implementation of departmental strategies, initiatives and policies.	Networks play an important role in providing diverse perspectives, leadership, direction, and advice. Having people with disability participate on networks supports cultural and systems change .	# of employees with disability actively participating on departmental networks	Ongoing	Human Resources and Ethical Standards Line managers Whole of agency	Community attitudes
6. We seek to identify the reasons why some employees are reluctant to disclose their diversity data.	Understanding why employees may hesitate to identify as living with disability is important. We seek to improve data collection to foster positive outcomes in culture and systems change related to disability inclusion.	Improvements in the proportion of employees who identify as living with disability, via diversity census and MOHRI data	Annual	Human Resources and Ethical Standards Equity and Diversity Network People and Culture Committee	Employment and financial security Safety, rights and justice
7. We critically analyse employment data through the Equity and Diversity Audit process and work collaboratively through our networks to reassess and refine our Equity and Diversity Plan to ensure the achievement of strategic objectives and workforce targets.	We are committed to co-design, human rights, cultural and systems change and implement strategies to support the department's commitment to increasing the percentage of people living with disability in our workforce in line with the Public Sector Commission target of 12%.	Increase in % of employees who identify as living with disability status in the Working for Queensland Survey and in the MOHRI data	Annual	Human Resources and Ethical Standards Equity and Diversity Network People and Culture Committee Whole of agency	Community attitudes Employment and financial security
8. We promote and encourage all staff to participate in and engage with messaging and activities during important awareness events or dates, including Disability Action Week. We pre-plan a calendar of events throughout the year for awareness raising. We connect with peak disability and inclusion bodies to link with existing events and promotion of awareness days and events.	During Disability Action Week and other events, we make a difference to support cultural and systems change by celebrating how people with disability enhance our lives, families, workplaces, and communities. Their contributions also help grow Queensland's economy and support the rights and changes we want to see in our society.	The department effectively promotes events and engagement activities and shares success stories and information on the value of diversity	Ongoing	Governance and Strategic Communications Whole of agency	Community attitudes Inclusive homes and communities

Our community

We foster a community environment that embraces diversity and inclusivity within all the communities we serve throughout Queensland. In our engagement with the community, we are committed to addressing the unique needs of each individual. We are dedicated to enhancing our staff's awareness and acknowledge the challenges faced by people with disability in our communities, ensuring that our work benefits everyone.

Action	Alignment to the building blocks	Measurement	Timing	Responsibility	ADS outcome areas
1. We support national and Queensland communication strategies and activities to promote the Australian Disability Strategy 2021–2031 and/or the Queensland Disability Strategy 2022–27.	By ensuring our communication strategies align, we can promote inclusiveness contributing to cultural and systems change and promotes human rights .	ADS-related campaigns promoted through the department's communication channels	Ongoing	Governance and Strategic Communications Human Resources and Ethical Standards People and Culture Committee	Community attitudes
2. We promote the Queenslanders with Disability Network co-design principles to inform effective, quality and authentic engagement of people with disability.	By ensuring employees living with disability are involved from the beginning, leading and influencing innovation, to influence cultural and systems change and improvement for the communities we serve.	Robust feedback processes and solid governance and advisory mechanisms in place	Ongoing	Whole of agency	Community attitudes

Our places

We recognise places exist in the physical and online space, and that accessibility in both spaces is vital for inclusion of people with disability to allow for full participation in social, economic, and public life. We are committed to building the department's role in championing the strengths of people with disability through genuine engagement with people who have lived experience of disability, ensuring that their voices and needs are reflected in the actions taken.

Action	Alignment to the building blocks	Measurement	Timing	Responsibility	ADS outcome area
1. Our agency collaborates with employees with disability to make workplace adjustments as needed.	We support teamwork and human rights by including employees in making workplace changes. This makes sure everyone's views are heard, helps everyone fully join in at work, and makes workplace adjustments a normal part of our employment practices.	Increase % of documented workplace adjustments which are implemented	Ongoing	Property and Facilities ICT Human Resource and Ethical Standards	Employment and financial security Inclusive homes and communities Health and wellbeing
2. We review and ensure departmental websites and digital service portals comply with web content accessibility guidelines .	We promote cultural and systems change and protect human rights by making sure our websites and video/audio comply with minimum accessibility guidelines.	All new website content is accessible and complies with the Web writing and style guide	Ongoing Annual audit	Governance and Strategic Communications ICT	Inclusive homes and communities

Helpful resources

Australia's Disability Strategy hub	Summary of the Australian Disability Strategy	Job Access (advice, resources and funding)	Good practice engagement guideline (excellent resource)
Queensland Disability Plan – Training Resources	Leadership Framework and co-design principles	Example/case study of co-design	Best practice guidelines for Events delivery in Qld