



Queensland Treasury is the state's central fiscal and economic advisory unit. Our job is to grow the Queensland economy and improve the wellbeing of all Queenslanders. We do this by providing trusted, impartial and influential advice, and by partnering for better outcomes for the economy and state finances, revenue and commercial services and support for fair, safe and productive workplaces.

Message from the Under Treasurer



Queensland Treasury's Disability Service Plan 2017–2020 articulates our commitment to achieving the best possible outcomes for Queenslanders with disability.

It is a responsibility we take very seriously, and our best contribution is in our fiscal, economic and commercial leadership. Through these roles, we are ideally placed to grow the Queensland economy and improve the wellbeing of all Queenslanders. A strong economy is one in which all people can participate in and benefit from, and in which vulnerable people are included wholeheartedly.

Improving services is the context in which we operate. By partnering with clients in other government agencies, we are able to guide medium to long-term policy solutions that improve services for all Queenslanders. We have specialist contributions to make with the National Disability Insurance Scheme and the National Injury Insurance Scheme, both through the Motor Accident Insurance Commission.

Our people are clear about their responsibilities towards Queenslanders and are eager to put them at the centre of everything they do.



Jim Murphy
Under Treasurer

About Disability Service Plans

1. Purpose

The *Disability Services Act (Qld) 2006* is a foundation for promoting the rights of Queenslanders with disability, their wellbeing and their participation in community life. This legislation requires all Queensland Government departments/agencies to have a Disability Service Plan (DSP). DSPs ensure agencies consider 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.

2. Context

- *All Abilities Queensland: opportunities for all* (State Disability Plan 2017–2020) has five priority areas:
 - Communities for all
 - Lifelong learning
 - Employment
 - Everyday services
 - Leadership and participation to guide action by the Queensland Government and encourage others to do the same.
- DSPs and the State Disability Plan will deliver on Queensland's commitments under the *National Disability Strategy 2010-2020* and its second implementation plan, *Driving Action 2015-2018*. The national strategy represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards an inclusive Australia. It outlines six priority areas for action:
 - inclusive and accessible communities
 - rights protection, justice and legislation
 - economic security
 - personal and community support
 - learning and skills

- health and wellbeing.

- *Driving Action 2015-2018* builds on the areas in the first national strategy implementation plan and outlines four areas of increased national effort:
 - Transition to the 'full scheme' National Disability Insurance Scheme (NDIS)
 - Improving employment outcomes for people with disability
 - Improving outcomes for Aboriginal and Torres Strait Islander people with disability
 - Communicating the strategy throughout the community.
- DSPs and the state disability plan also complement Queensland's transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the *Bilateral Agreement between the Commonwealth and Queensland – transition to an NDIS*. DSPs include actions the Queensland Government will take to support transition and ensure mainstream services are responsive and accessible to Queenslanders with disability.
- Additionally, DSPs and the state disability plan contribute to the Queensland Government's obligations under the *United Nations Convention on the Rights of Persons with Disabilities*. The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability and to respect their inherent dignity.

3. Queensland Treasury's commitment

We will:

- develop a diverse and inclusive workplace that reflects the communities we serve
- ensure people with disability have equal opportunity to safely access our services and facilities
- respond to the needs of families, carers and advocates of people with disability
- work with other agencies to ensure that our services work effectively with other programs.

Monitoring and reporting

We will report annually on the implementation of our DSP and contribute to an annual progress report on the state disability plan.

This information will also be shared with the Australian and other state and territory governments as part of Queensland's commitment to the *National Disability Strategy 2010-2020*.

Contact for more information

For more information about our plan, contact our Human Resources Branch on (07) 303 53519 or humanresources@treasury.qld.gov.au.

Other languages and formats

We are committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450.

We will provide alternative formats (including large print) on request. Contact us on (07) 3035 3509 or humanresources@treasury.qld.gov.au.

If you use the telephone typewriter or a computer with a modem, please call the National Relay Service on 133 677 (TTY/voice calls) or 1300 555 727 (speak and listen).

COMMUNITIES FOR ALL

Changing attitudes and breaking down barriers by raising awareness and capability

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support national communication strategies and activities to promote the National Disability Strategy 2010-2020 (whole of government).				
Communicate relevant information from Queensland Treasury's Diversity and Inclusion Strategy to Treasury employees			Information disseminated to Treasury employees	Strategic Communications, Operations and Change
Participate and contribute to national communication strategies as required.			Treasury participates and contributes to national communication strategies and activities.	All Treasury
Action – Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities (whole of government).				
Work with the Department of Communities, Child Safety and Disability Services (DCCSDS) to provide Treasury-specific information as required.	Work with DCCSDS to provide Treasury-specific information as required.	Work with DCCSDS to provide Treasury-specific information as required.	Information pack provided to Ministers to support development of partnerships.	Human Resources, Operations and Change
Action – Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training in Queensland Government induction programs (whole of government).				
Include disability awareness training in Treasury's induction program when developed and released by DCCSDS.			<ul style="list-style-type: none"> Disability awareness training developed and piloted with DCCSDS staff and in DCCSDS induction programs Explore options for disability awareness training to be progressively rolled out to Treasury employees through the induction program 	Human Resources, Operations and Change
	Frontline staff (inspector and advisory) in the Office of Industrial Relations (OIR) to undertake disability awareness training		OIR frontline staff completed disability awareness training.	Business and Corporate Services, Office of Industrial Relations
Action – Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (whole of government).				
Undertake stakeholder forums, direct consultation and research to help improve how services are delivered to people who have sustained eligible serious personal injuries in motor vehicle accidents.			Representative bodies engaged in the design and delivery of services to people injured in motor vehicle accidents.	National Injury Insurance Scheme Queensland (NIISQ)/Insurance Commission

Accessible places and spaces

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Access for people with disability is improved when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings (whole of government).				
Maintain hearing loops in 1WS conference facilities to help people with hearing impairments.			Hearing loops in 1WS meeting rooms are used and maintained.	Facilities Unit, Operations and Change
Monitor planning for new accommodation/structures to ensure physical structures such as doorways, steps and stairs do not act as barriers to employees and customers with mobility issues.			Staff with disability experience full accessibility	Facilities Unit, Operations and Change
Provide information about events accessibility and participation on Treasury’s intranet (Nexus).			Guidance provided to staff about how to choose an accessible venue for an event or meeting.	Strategic Communications Operations and Change
Action – Undertake health and safety audits to identify potential hazards that may obstruct or be inadequate for employees or customers with a disability				
Undertake regular workplace audits to identify and eradicate potential hazards for people with disability.			Issues are identified and reported to building maintenance for resolution	Facilities Unit, Operations and Change OIR Health, Safety and Wellbeing Committee

Welcoming and inclusive communities

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support the National Injury Insurance Scheme Queensland’s (NIISQ) provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.				
NIISQ will help people with serious eligible personal injuries with funding for services and facilities that enable them to join in community activities.			NIISQ participants’ community participation	NIISQ/Insurance Commission

Safe, healthy and respectful relationships

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Ensure that awareness and obligations around disability and carers are included in annual ethics training				
OIR to update and review their ethics training to include the obligations and expectations of staff working with people with disability and their carers.			Annual ethics training includes content regarding awareness and staff obligations around disability and carers.	Business and Corporate Services, Office of Industrial Relations

Accessible information

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (whole of government).				
Provide content on Treasury’s website in html or PDF format	Provide content in accessible formats for any new websites or major redevelopment of existing sites.		<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats. Existing content progressively reviewed and updated 	All Treasury Strategic Communications, Operations and Change
Migrate State Penalties Enforcement Registry (SPER) content to Qld.gov.au to align with a whole-of-government directive			SPER content migrated to qld.gov.au website	State Penalties Enforcement Registry, Office of State Revenue
Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio) (whole of government).				
Ensure Treasury’s website is scalable and has been designed with consistent user experience (CUE) and web accessibility guidelines.	Consider CUE and web accessibility guidelines for any new websites or major redevelopment of existing sites.		<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines 	Strategic Communications, Operations and Change Performance and Governance, Operations and Change All Treasury
Action – Continue to ensure that Queensland Treasury employees with a disability receive appropriate support and technology to perform their job.				
Engage specialists to identify the adjustments, technologies and workplace modifications required for staff.			Appropriate support and technology provided where necessary.	All Treasury in conjunction with Human Resources
Regularly review reasonable adjustments and assistive technologies to ensure they continue to meet the needs of staff.			Requests for reasonable adjustments and assistive technologies staff are completed.	All Treasury in conjunction with Human Resources
Perform gap-analysis across all OIR offices to identify any immediate adjustments required.			Gap analysis undertaken and adjustments identified are implemented	Business and Corporate Services, OIR
Program building access cards of staff with disability with additional functionality to help them use the lifts in 1WS, including: <ul style="list-style-type: none"> allocation of a specific lift (closest to the operating panel, for example) additional time to travel from the operating panel to an allocated lift additional space allocated in lift voice announcements, including voice guidance, when using the lifts. voice assistance when using the operating panel. 			Staff with disability have their building access cards programmed appropriately.	Facilities Unit, Operations and Change

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

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (whole of government).				
Ensure Treasury policies and programs reflect the needs and interests of people with disability and their carers.			New Queensland Government legislation, policies and programs consider the needs of people with disability and their carers in both development and implementation.	All Treasury
Action – Government services and funded non-government services provide access to language, translating and communication services. (whole of government)				
Ensure that information about interpreter services is displayed and that interpreters are engaged to help people with limited proficiency in English, or who are deaf or hard of hearing.			Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.	All Treasury
OIR to review their engagement of interpreter services.			Interpreter services processes are reviewed.	Business and Corporate Services, Office of Industrial Relations
Ensure that all Treasury public customer service areas display information on the availability of interpreter services (for example, the Queensland Interpreter Card) and relevant business areas/employees are provided with a Queensland Interpreter Card Kit.			Cards are displayed where appropriate.	All Treasury
OIR to supply Queensland Interpreter Cards, staff cards and posters to all OIR offices			Cards and posters are displayed where appropriate.	Business and Corporate Services, Office of Industrial Relations
Information about interpreters and translators is available on Treasury's intranet (Nexus).			Interpreter services are engaged where necessary.	All Treasury
Develop a communication strategy to ensure all OIR staff know their obligations for providing translating and communication services.			Communication strategy developed and implemented.	Business and Corporate Services, Office of Industrial Relations
Action – Support NIISSQ's provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries by promoting and respecting their rights and dignity through inclusion, equality and non-discrimination.			NIISSQ participants' positive experience, feedback and survey	National Injury Insurance Scheme Queensland (NIISSQ)/Insurance Commission
Action – Promote Queensland Treasury's Diversity and Inclusion Employee Network				
Assist in the development of strategies to improve Treasury's inclusive culture. Actively promote and encourage staff participation in diversity and inclusion activities and events.			<ul style="list-style-type: none"> Improved inclusive culture across Treasury. Increased staff participation in diversity and inclusion activities and events. 	Human Resources, Operations and Change

LIFELONG LEARNING

Tertiary and vocational education

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support NIISSQ’s provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries with funding for necessary and reasonable education and vocational training to promote their independence and return to work			NIISSQ participants return to work measures	NIISSQ/Insurance Commission



EMPLOYMENT

Leading the way – increasing opportunities in the Queensland public sector

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand (whole of government).				
Review Treasury's recruitment procedures and guidelines to ensure they are non-discriminatory and provide sufficient guidance to managers and selection panels when recruiting employees with a disability.			<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector will reach eight per cent by 2022. Procedures and guidelines are reviewed. 	Human Resources, Operations and Change
Review job flexibility policies and procedures to be more inclusive and accommodating of people with disability.			<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector will reach eight per cent by 2022 Policies reviewed and amended 	Human Resources, Operations and Change Business and Corporate Services, Office of Industrial Relations
Review job advertising and applicant processes, including how and where jobs are advertised, clear communication that OIR is an inclusive employer, and job panel selections.	Implement a communications strategy to encourage culture change and break down stigma associated with some disabilities. Review procedures for employee training and professional development to support employees with disability		<ul style="list-style-type: none"> Processes/procedures are reviewed Communication strategy implemented 	Business and Corporate Services, Office of Industrial Relations
Work with the National Disability Recruitment Coordinator (NDRC) to increase Queensland Treasury's knowledge of the support available in recruiting people with a disability.			Engaged with NDRC and identified the recruitment support available.	Human Resources, Operations and Change
	Promote the attraction and retention of people with a disability through an awareness campaign on Nexus.		Awareness campaign delivered and viewed.	Human Resources, Operations and Change
	Review Queensland Treasury's 'Working for Treasury' internet content to promote an inclusive and diverse workplace.		Treasury's 'Working for Treasury' internet content updated.	Human Resources, Operations and Change Strategic Communications, Operations and Change

Increasing employment opportunities for Queenslanders with disability

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment (whole of government).				
Raise disability awareness by asking staff to share their personal stories through Nexus			<ul style="list-style-type: none"> Staff view and access disability awareness stories. Information, resources and good practice case studies uploaded to the dedicated website. 	Human Resources, Operations and Change
Action – Implement Back to Work regional employment program to give businesses the confidence to employ disadvantaged jobseekers in regional Queensland and support jobseekers to build confidence, upskill and retrain for jobs in a more agile Queensland economy.				
Back to Work delivers job opportunities for people with disability who are unemployed. (Note - Second year of two year program).	Project complete	Project complete	Number of job seekers with a disability who received support through the Back to Work regional employment program	Employment Policy (Economic Strategy), Economics and Fiscal Coordination
Action – Support NIISSQ’s provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries from motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries with funding for necessary and reasonable education and vocational training to promote their independence and return to work where appropriate.			NIISSQ participants gain employment after their injury.	NIISSQ/Insurance Commission
Action – Encourage innovation and inclusion of employees with disabilities and carers in Safe Work Month Awards and associated events				
	Include speakers and awards categories in Safe Work Month Awards and associated events that encourage innovation and inclusion of employees with disabilities and carers.		Innovation and inclusion of employees with disabilities and carers are included in Safe Work Month Awards and associated events.	Office of Industrial Relations

EVERYDAY SERVICES

Housing

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support NIISSQ’s provision of necessary and reasonable treatment, care and support services to people with serious eligible personal injuries from motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries with funding for necessary and reasonable modifications to improve their home’s accessibility.			NIISSQ participants have access to housing that meets their needs.	NIISSQ/Insurance Commission

Health

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support NIISSQ’s provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries with funding for necessary and reasonable treatment, care and support.			NIISSQ participants have access to necessary and reasonable treatment, care and support.	National Injury Insurance Scheme Queensland (NIISSQ)/Insurance Commission
Encourage participants to take part in decision-making and exercising choice by accessing numerous services			NIISSQ participants have choice and access to information in multiple formats about services	
Action – Invest in targeted research to improve health and participation outcomes for people injured in motor vehicle crashes.				
A range of projects are being funded that align to the Compulsory Third Party (CTP) scheme’s research priorities with a focus on traumatic brain, psychological and whiplash injuries.	A range of projects are being funded that align to the CTP scheme’s research priorities with a focus on traumatic brain, psychological and whiplash injuries.		Improved health and participation outcomes for people who have been injured in motor vehicle accidents	MAIC/Insurance Commission
Recent funding includes \$5 million over the next 3 years to the Griffith Institute for Drug Discovery to improve functional recovery for those with permanent spinal cord injuries.			Partnership performance measures, meeting identified targets	

Transport

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Support NIISSQ provision of necessary and reasonable treatment, care and support services to people who sustain serious eligible personal injuries in motor vehicle accidents.				
NIISSQ will help people with serious eligible personal injuries with funding for necessary and reasonable vehicle modifications.			NIISSQ participants have access to necessary and reasonable transport solutions	NIISSQ/Insurance Commission

Disability and Community Supports

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Provision of policy and financial advice concerning the implementation of the National Disability Insurance Scheme (NDIS) in Queensland.				
Analysis and advice on NDIS policy and financial matters, including joint leadership (with DCCSDS) of Queensland’s consideration of the Productivity Commission’s 2017 Review of NDIS Scheme Costs.	Analysis and advice on NDIS policy and financial matters for negotiations on full-scheme arrangements.	Analysis and advice on NDIS policy and financial matters.	Analysis and advice on NDIS policy and financial matters.	Agency Performance

Other services

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Invest in research and work with the Department of Transport and Main Roads (DTMR) and the Queensland Police Service (QPS) to improve road safety and prevent transport-related injuries that could result in CTP claims and long-term disabilities.				
Program of research activities developed in conjunction with QPS and DTMR to reduce accident frequency and CTP scheme costs			Accident frequency and CTP scheme costs	MAIC/Insurance Commission

LEADERSHIP AND PARTICIPATION

Inclusion in consultation, civic participation and decision making and supporting leadership development

Year 1 2017–2018 Activities/success measure	Year 2 2018–2019 Activities/success measure	Year 3 2019–2020 Activities/success measure	Overall measure	Responsible area
Action – Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximize the participation opportunities for people with disability their families and carers (whole of government).				
Offer reasonable adjustment when engaging with stakeholders to maximise their participation.			<ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted 	All Treasury
Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (whole of government).				
Liaise with Treasury employees with a disability when implementing DSP actions.			Queensland Government's Disability Service Plans 2017–2020 includes details of consultation with people with disability or details of consultation in the implementation of actions is reflected in reporting	Human Resources, Operations and Change
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability (whole of government).				
Ensure the application process, content, structure and delivery of the Great Leaders Program meets the needs of people with disability.			<ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible. Participant demographics for Queensland Government leadership programs are representative of the community. 	Human Resources, Operations and Change
Action – Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (whole of government).				
Work with the DCCSDS to promote inclusion of people with disability on State Government boards, steering committees and advisory bodies			Application and assessment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability	
Action – Executive Leadership Team member nominated as champion to promote Disability Action Week				
Promotion of Disability Action Week			Treasury staff are more aware of people with disabilities in the workplace.	Human Resources, Operations and Change