



Department of Local Government and Planning



Disability service plan 2011–14

Looking forward and delivering now—integrated planning, strong local government and development for a growing state.

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Message from the Director-General

The *National Disability Agreement* and the *National Disability Strategy 2010–2020* commit to a national, unified approach to improving the lives of people with a disability, their families and carers. All levels of government have a role in working together to develop and deliver coordinated policies, programs, services and infrastructure that builds welcoming and inclusive communities.

Absolutely everybody: enabling Queenslanders with a disability (Absolutely everybody) calls on government, business and community members to create inclusive communities that enable Queenslanders who have a disability to lead valued and fulfilling lives. The whole-of-government action plan 2011–14 sets out commitments across government and identifies agencies with lead responsibility for actions as well as delivery partners.

The Department of Local Government and Planning's *Disability service plan 2011–14* was developed to deliver the vision of *Absolutely everybody*. The department will work collaboratively to create, promote and sustain opportunities and services that allow people of all abilities equitable opportunity to participate in the community and plan their own path in life.

Through the development and implementation of this plan the department will support Queenslanders to be welcomed and invited into their communities by:

- demonstrating commitment to promoting access and equity
- benefiting customers, clients and/or employees with a disability
- assisting the department to comply with the *Disability Services Act 2006*
- providing the tools to monitor and measure performance
- providing a means for coordination with other departments on disability service issues.

The strategies and initiatives outlined in this *Disability service plan 2011–14* reflect the department's philosophy to work together to develop and deliver coordinated policies, programs, services and infrastructure that build welcoming and inclusive communities. These initiatives represent sound management practice and have my full support and endorsement.

Jack Noye

Director-General

Department of Local Government and Planning



About the department

The role of the Department of Local Government and Planning (DLGP) is to deliver short and long-term solutions for integrated planning, strong local government and development for a growing state.

Community development, quality urban outcomes, housing choice, infrastructure optimisation, environmental resilience, strong local government and investment certainty are impact areas of the department.

DLGP is building on the department's progress to further enhance the liveability of our state and protect the Queensland way of life.

Working closely with local governments, DLGP leads a statewide coordinated approach to growth management, planning and development through the delivery of two services—planning and local government.

The planning service allows DLGP to provide leadership by collaborating with state agencies, local government and other stakeholders to effectively plan for growth and infrastructure provision in Queensland, to maintain a high quality of life and facilitate sustainable development.

Through the local government service, DLGP works with local governments to deliver sustainable and accountable local government services and provides services advice in the areas of governance, monitoring and performance evaluation, interventions and investigations, capacity building and funding and targeted initiatives in support of Indigenous local governments.

DLGP's work is guided by the department's strategic plan.

The department works to provide Queensland with the best integrated planning solutions to achieve sustainable development.

The department does this by ensuring that regional planning objectives are embedded in all planning and development schemes, that innovative neighbourhood and master plans are being applied at the district level—supported by urban design and transit oriented development and design for centres—and that this is all underpinned by best practice building legislation and standards.

Together these elements support a well-functioning planning system, create a more strategic focus for planning schemes and ultimately result in faster planning approvals. Building integrated capability and capacity across the state's planning system is central to realising strong communities.

The department is playing a critical role in managing forecast population and economic growth in south east and regional Queensland, ensuring strong and resilient local governments, delivering coordinated planning across the state and ensuring a sustainable future for Queensland's communities.



The development of the DLGP *Disability service plan 2011–14* embodies these strategies and further demonstrates the department's commitment to working collaboratively to meet the needs of the broader community.

About disability service plans

Purpose of disability service plans

The *Disability Services Act 2006* provides a strong foundation for promoting the rights of Queenslanders with a disability, increasing their wellbeing and encouraging their participation in community life.

An important feature of this legislation is that it requires all Queensland Government departments to develop and implement disability service plans (DSPs) to ensure regard for the Act's human rights and service delivery principles and the government's policies for people with a disability. DSPs aim to improve access to services across government for people with a disability, including more coordinated responses and were first implemented across government from July 2007.

In 2010, the Queensland Government determined that *Absolutely everybody* would drive the policy direction of future DSPs. *Absolutely everybody* articulates a vision for inclusive and enabling communities, and key priorities and supporting strategies to achieve this vision. It is supported by a whole-of-government action plan, which sets out the commitments across government and the responsibilities of lead and supporting agencies to deliver on those commitments. DSPs outline departments' commitments under the whole-of-government action plan. Reporting on progress will be made against these commitments. Both the whole-of-government action plan and the DSPs will be developed in three tranches over the 10-year life of *Absolutely everybody*, with a final year for consolidation.

Linkages between *Absolutely everybody*, the National Disability Strategy and the Convention on Rights of Persons with Disabilities

Absolutely everybody aims to improve access and participation across the entire service system including in education, employment, health care, arts, cultural, recreation and sporting pursuits, the built environment, public and private spaces and in the delivery of disability services.

It provides a mechanism for delivering on our obligations and commitments under the Convention on the Rights of Persons with Disabilities (CRPD) ratified by Australia on 17 July 2008 and the National Disability Strategy (NDS) agreed to by the Council of Australian Governments on 13 February 2011. By ratifying the CRPD, Australia has joined other countries in a global effort to promote the equal and active participation of all people with a disability in all aspects of community life. The NDS—which commits all Australian governments to work towards an inclusive society—will help ensure that the principles underpinning the CRPD are incorporated into policies and programs affecting people with a disability, their families and carers. It outlines six priority areas: inclusive and accessible



communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

Absolutely everybody aligns with the CRPD and NDS and as relevant, will translate the policy areas in the NDS into action for Queensland. The reporting mechanism developed for *Absolutely everybody* through the DSPs will form the basis of reports on Queensland's contribution to the NDS and the progressive realisation of the articles in the CRPD.

Policy statement

DLGP is committed to furthering the vision of *Absolutely everybody* by:

- ensuring that people with a disability, as far as possible, enjoy equality with all members of the community in accessing client services
- paying sufficient regard to the needs of families, carers and advocates of people with a disability
- providing services in a safe, accessible built environment appropriate to the needs of people with a disability
- working with other government agencies to ensure that DLGP's services link effectively with other agency programs and a coordinated, person-centred approach to service delivery is achieved
- improving outcomes for those with a disability through setting standards and influencing others in its core business areas of growth management, urban and regional planning, major projects coordination and facilitation, and management of the statutory planning and development framework.

DLGP recognises that the term 'people with a disability' refers to people with all kinds of impairments from birth or acquired through illness, accident or the ageing process. It includes cognitive impairment as well as physical, sensory, and psycho-social disability.¹

The *Disability service plan 2011–14* recognises that disability is created not through a person's impairments but rather through the interaction between persons with impairments and others—that is 'the attitudinal and environmental barriers that hinder full and effective participation in society on an equal level with others'.²

Legislative requirements

DSPs are a legislative requirement for every Queensland Government department and describe the way each agency is working towards the provision of appropriate services and facilities for people with a disability, their families and carers.

DLGP's *Disability service plan 2011–14* identifies the issues relating to delivery of the department's services to people with a disability. It details the actions that the department will undertake to improve access to its services, information and facilities for people with a disability, their families and carers.

¹ National Disability Strategy 2010–2020

² United Nations Conventions on the Rights of Persons with Disabilities



The Director-General will consult with other chief executives to achieve the whole-of-government approach to the plan through the DSP Liaison Officers network.

The plan will allow for future stakeholders to be identified and consulted throughout the ongoing development and review of the DSP.

Monitoring our performance

Monitoring

It is important to know if the implementation of the DSP is achieving the goal of delivering inclusive and enabling communities and if it is contributing to better lives for people with a disability, families and carers.

Progress against the DSP will be monitored on an ongoing basis, with annual progress reports provided to the department's management group and staff and to Disability and Community Care Services.

Evaluation

The measures identified—which are set out in the DSP—correspond with those agreed to in the *Absolutely everybody: whole-of-government action plan 2011–14*, which correspond with those agreed to by Australian Governments in the National Disability Strategy.

During the first year of implementation of the *Absolutely everybody: whole-of-government action plan 2011–14*, an evaluation framework, including benchmarks, will be developed by Disability and Community Care Services.

Review

Feedback from the evaluation of the DSP will be considered in the department's management and resources decision processes associated with service development and delivery.

A mid-term review will be conducted at the end of the second whole-of-government action plan by Disability and Community Care Services.

Measurement of progress

During the DSP implementation, data collection and analysis will be undertaken to support reporting of performance.



Contacts

Other languages and formats

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Our department's plan

***Absolutely everybody* Priority 1: Rights and responsibilities**

Queenslanders with a disability have every opportunity to participate fully in the economic, civic and social life of the community, enabled by all Queenslanders and sectors to exercise their rights and responsibilities.

Performance indicators

- Human rights and fundamental freedoms are promoted, protected and fulfilled.
- Access to advocacy is improved.
- Access to and responsiveness by the justice system is effective.

***Absolutely everybody* Theme 1.1: Promote rights**

Strategy 1.1.1: Raise awareness of and commitment to the rights of people with disability.

Ref no.	Actions	By when	Responsible area within the department
	Staff training to include disability awareness sessions to build on the organisational culture where equity and diversity are valued, understood and actively pursued.	30 June 2014	Human Resources
1.1.1.3	Consider gender perspectives during the development, monitoring and evaluation of government policies, programs and services so that actions taken by government reflect the needs of both women and men with a disability.	30 June 2014	Whole of department

Strategy 1.1.2: Build the capacity of all sectors and services to be respectful and responsive to people with diverse abilities.

Ref no.	Actions	By when	Responsible area within the department
	Policy and procedures reviewed to ensure equitable access to departmental services.	30 June 2014	Human Resources

1.1.2.2	Incorporate targeted actions in Queensland Government disability service plans, as relevant, that recognise multiple disadvantages experienced by people with a disability on the basis of age, gender, cultural background, sexual orientation, socioeconomic background and geographic location.	30 June 2014	Whole of department
Absolutely everybody Themes 1.3: Enable rights and responsibilities to be exercised			
Strategy 1.3.1: Enable people with a disability to exercise their rights through self-advocacy and through improved access to information, individual and systemic advocacy and to complaints, review and appeal mechanisms.			
Ref no.	Actions	By when	Responsible area within the department
	Complaints mechanisms reviewed to ensure people with a disability can lodge a complaint in a range of communication formats.	30 June 2014	Executive Services with support from Communications Services
Strategy 1.3.2: Improve access to communication support and assistive technologies that enable people to exercise and safeguard their rights.			
Ref no.	Actions	By when	Responsible area within the department
1.3.2.2	Increase the participation of people with a disability from diverse backgrounds in government reference and consumer advisory groups.	30 June 2014	Whole of department with support from Communications Services

Absolutely everybody Priority 2: Inclusive communities

Queenslanders with a disability are welcomed and included in all aspects of the community and have their contributions recognised, valued and supported.

Performance indicators

- Capabilities and contributions are recognised, respected and valued.
- Inclusion and participation in the community is enabled.

Absolutely everybody Themes 2.2: Build community capacity

Strategy 2.2.1: Provide information and resources to further support access and inclusion through Disability Online www.qld.gov.au/disability.

Ref no.	Actions	By when	Responsible area within the department
2.2.1.1	Expand the breadth and depth of Disability online www.qld.gov.au/disability to include information on inclusion, access, anti-discrimination, relevant legislation, disability services, technology innovations, aids, equipment and assistive technology, networking opportunities and community engagement that has expansive coverage and relevance across Queensland.	30 June 2014	Communications Services

Absolutely everybody Priority 3: Accessible information, places and spaces

Queenslanders with a disability have access to information and Queensland's places and spaces are well-designed and accessible.

Performance indicators

- Access to information and Queensland's places and spaces is equitable.

Absolutely everybody Themes 3.1: Promote accessible built environments

Strategy 3.1.1: Develop approaches to increase the provision of universal design in public and private housing in both new buildings and modifications of existing stock.

Ref no.	Actions	By when	Responsible area within the department
3.1.1.1	Through the Universal Housing Design Advisory Group, promote the take-up of the Liveable Housing Design Guidelines across government, community, housing, industry and peak bodies.	30 June 2014 (or for the life of the UHDAG)	Growth Management Queensland

Strategy 3.1.3: Promote a shared commitment and expertise among planners, designers, architects, builders and developers to create communities that incorporate universal design principles.

Ref no.	Actions	By when	Responsible area within the department
3.1.3.1	Through the Universal Housing Design Advisory Group, work with industry and professional bodies and providers of tertiary and vocational education to promote the benefits of including universal design as a core component of qualifications in built, landscape and interior design, planning, engineering and building.	30 June 2014 (or for the life of the UHDAG)	Growth Management Queensland
	Buildings occupied by the department provide for people with a disability to easily access services provided by the department, in line with standard accessibility requirements.	30 June 2014	Financial and Business Services (Facilities Services)

***Absolutely everybody* Themes 3.2:** Making information accessible

Strategy 3.2.3: Promote the provision of information and services in accessible formats, including through the internet.

Ref no.	Actions	By when	Responsible area within the department
	Information and communication to department's services to now be accessible, inclusive and allow equitable opportunity for participation from people with a disability.	30 June 2014	Communications Services

Absolutely everybody Priority 5: Technology and innovation

Queenslanders with a disability have improved access to mainstream and assistive technologies to enable their participation, independence and connectedness at home and in educational, training, work and community settings.

Performance indicators

- People with a disability are able to access mainstream and assistive technology.
- Technology improves wellbeing, participation and inclusion.

Absolutely everybody Themes 5.2: Improve technology literacy, access and availability

Strategy 5.2.2: Increase the availability of accessible mainstream and assistive technologies in public places and services such as libraries, education and training facilities, and Queensland and local government services and agencies.

Ref no.	Actions	By when	Responsible area within the department
5.2.2.1	Increase the availability of accessible information and communication facilities in libraries, customer service centres and other public facilities and services.	30 June 2014	Communications Services

Absolutely everybody Priority 7: Valued roles in the community and in employment

Queenslanders with a disability are enabled to pursue life goals and assume roles as active citizens and workers.

Performance indicators

- People with a disability have equitable opportunity to gain a living and contribute to the community in valued roles.

Absolutely everybody Themes 7.1: Increase employment opportunities

Strategy 7.1.1: Increase recruitment, retention and career opportunities for people with a disability in the public sector through setting targets and specific strategies to address the additional barriers for Aboriginal and Torres Strait Islander peoples and women with a disability.

Ref no.	Actions	By when	Responsible area within the department
	Recruitment and retention services developed to ensure recruiting and retention strategies are inclusive.	30 June 2014	Human Resources
7.1.1.1	Support the Public Service Commission and the Department of Communities to establish recruitment, retention and career advancement for people with a disability as a priority for government through: <ul style="list-style-type: none">• targeting areas of growth in the public sector workforce for inclusion of people with a disability• leveraging existing employment programs to increase workforce participation for women, Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds• establishing employment targets across the public sector for people with a disability.	30 June 2014	Human Resources



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