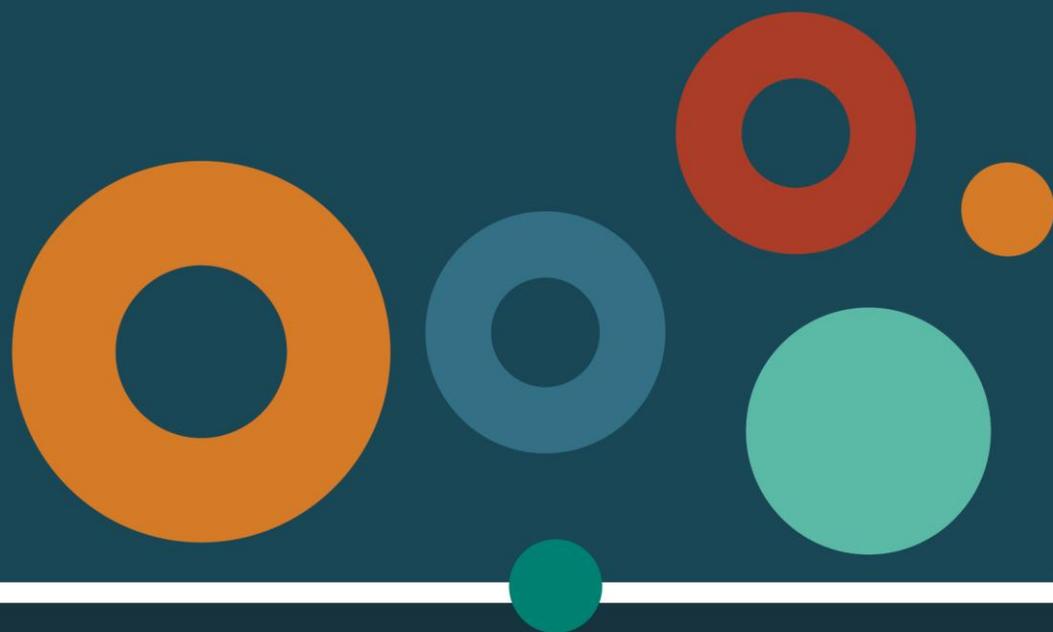


# Disability Service Plan 2020-2021

Supporting the *All Abilities Queensland Strategy*

Version 1.3-2020.06.25



This publication has been compiled by <insert name/s> of <insert business group>, <insert department>.

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#### **Interpreter statement**

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



## About the department

The Department of Natural Resources, Mines and Energy (DNRME) works to help the community and the government make the best use of our renewable and non-renewable land, water, mineral and energy resources, and delivering safe, secure, affordable and sustainable energy and water.

We are committed to creating a diverse and inclusive workplace where individual differences are respected; diverse skills and knowledge are valued and utilised; and opportunities are available for all. It is our goal to ensure our workforce represents the community we serve.

At DNRME, we play an important role in contributing to Queensland's capacity to create jobs and increase private sector investment. We will continue to develop strategies that mitigate the impacts of climate change, and most importantly, we will continue to strengthen our direct engagement with communities and other stakeholders.

Under our strategic plan, we will work to achieve four strategic objectives:

- Manage Queensland's land, water, mineral and energy resources to optimise sustainable development outcomes;
- Deliver safe, secure, affordable and sustainable use of our energy and water resources;
- Engage the combined expertise of traditional owners, community, industry and government to optimise the management and use of our natural resources; and
- Build a contemporary workforce that demonstrates high levels of expertise, innovation, collaboration and leadership to improve service quality and responsiveness to customers and communities.

Our guiding principles described in the strategic plan build upon the Queensland public service values. They aim to explicitly guide our actions and represent fundamental, positive leadership standards to which each employee within DNRME can aspire:

- Safety and wellbeing
- Respect
- We deliver
- Professional excellence

## Background

The *Disability Services Act (Qld) 2006* provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government departments/agencies to develop and implement a Disability Service Plan (DSP) outlining the actions they will take to improve services for people with a disability.

## Context

The purpose of DSPs is to ensure each agency has regard to 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 for people with disability, including more coordinated responses.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy (NDS). The NDS, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia.

The *All Abilities Queensland Strategy* sets a vision of "Opportunities for all Queenslanders" with five priority areas being:

1. Communities for all
2. Lifelong learning
3. Employment
4. Everyday services
5. Leadership and participation to guide action by Queensland Government and encourage other to act to bring the plan to life.

The Queensland *Disability Recovery Action Plan* has been developed as an interim initiative under the *All Abilities Queensland Strategy*, to support Queenslanders with disability and the Disability Sector to recover from the COVID-19 pandemic.

## Legal Context

Access to employment is protected under State and Commonwealth law through the Anti-Discrimination Act 1991 (Qld) and the Disability Discrimination Act 1992 (Cth) which prohibit direct or indirect discrimination.

Disability, as defined by the Disability Discrimination Act 1992 (Cth) means:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
  - h) presently exists; or
  - i) previously existed but no longer exists; or
  - j) may exist in the future (including because of a genetic predisposition to that disability); or
  - k) is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

It is unlawful for an employer to discriminate against employees or applicants for a position on the grounds of the person's disability and this includes, but is not limited to:

- arrangements made for a selection process
- the terms or conditions on which employment is offered
- limiting opportunities or access to training

- not making changes to remove barriers to equal opportunity, participation or performance (also known as reasonable adjustment). Reasonable adjustments are broad by nature and might include adjustments to hours of work and leave entitlements, access to equipment or other assistance, providing training to co-workers and supervisors as examples.

The *Human Rights Act 2019* states:

Every person in Queensland has the right, and is to have the opportunity, without discrimination to participate in the conduct of public affairs, directly or through freely chosen representatives.

Every eligible person has the right, and is to have the opportunity, without discrimination—

- a. to vote and be elected at periodic State and local government elections that guarantee the free expression of the will of the electors; and
- b. to have access, on general terms of equality, to the public service and to public office.

## **Our commitment**

DNRME is committed to having a diverse and inclusive workforce that reflects the community we serve. The actions outlined in this document support the department's commitment as well as the Queensland Government's vision of a state where the one in five Queenslanders who have a disability can thrive and reach their full potential as equal citizens.

## **Monitoring and reporting**

The department will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the state disability plan.

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

## **Contact for more information**

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you require assistance please call 13 QGOV (13 74 68).

For more information or to provide feedback on DNRME's Disability Service Plan, please contact the department on 13 QGOV (13 74 68). If you have a hearing or speech impairment, you may contact the National Relay Service — telephone 133 677 (TTY/Voice) / 1800 555 727 (Speak and Listen (SSR)).

You can also email your query to the department at [customerfeedback@DNRME.qld.gov.au](mailto:customerfeedback@DNRME.qld.gov.au), or write to:

Department of Natural Resources, Mines and Energy

PO Box 15216

CITY EAST QLD 4002

# Disability Action Plan

## 1. Communities for all

Tactic	Actions	Tasks	Success Measure	Lead
<b>1.1</b> <b>Changing attitudes and breaking down barriers by raising awareness and capability</b>	<b>1.1.1</b> Promote the whole of government website which will showcase examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support business, other government and non-government organisations and community groups to be more inclusive and welcome peoples with disability.	<ul style="list-style-type: none"> <li>Promote the Queensland Governments 'Knowledge Centre' and 'All Abilities' websites which feature resources to support business, organisations and community groups to be more inclusive and welcome peoples with disability.</li> </ul>	<ul style="list-style-type: none"> <li>Website promoted through internal and external channels.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention team
	<b>1.1.2</b> Promote examples of DNRME's inclusive environment to both internal and external stakeholders.	<ul style="list-style-type: none"> <li>Continue to share stories via DNRME intranet, website and social media platforms.</li> </ul>	<ul style="list-style-type: none"> <li>Promotion of content across channels.</li> <li>Content is current and up to date.</li> <li>Measure page views.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention team
	<b>1.1.3</b> Support national communication strategies and activities to promote the National Disability Strategy 2010-2020 (NDS).	<ul style="list-style-type: none"> <li>DNRME participates and supports the whole of government NDS communication strategies and activities.</li> </ul>	<ul style="list-style-type: none"> <li>DNRME participates in promotion of NDS strategies and activities.</li> </ul>	<b>Communications</b> Internal Communications team
	<b>1.1.4</b> Provide disability awareness training to DNRME employees.	<ul style="list-style-type: none"> <li>Add online disability awareness training to iLearn and encourage employees to complete.</li> </ul>	<ul style="list-style-type: none"> <li>Online disability awareness training available on iLearn.</li> <li>Business areas are encouraging employees to enrol.</li> <li>Minimum of 15% of employees enrolled and completed training with the aim</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention team

			to increase this number each year.	
	<p><b>1.1.5</b> Provide disability awareness training to employees participating in recruitment and selection processes.</p>	<ul style="list-style-type: none"> <li>Investigate options to move Recruitment and Selection training to an online course.</li> <li>Continue to promote and encourage panel members to participate in recruitment and selection training (incorporating online disability awareness training).</li> </ul>	<ul style="list-style-type: none"> <li>200 employees completed Recruitment and selection training (incorporating online disability awareness training) during period 1 July 2020 to 30 June 2021.</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention team</p>
	<p><b>1.1.6</b> Incorporate disability awareness into DNRME induction programs.</p>	<ul style="list-style-type: none"> <li>Add online disability awareness training to DNRME induction checklist.</li> <li>All Abilities Action Group to present at DNRME Onboarding events.</li> </ul>	<ul style="list-style-type: none"> <li>Online disability awareness training added to DNRME induction checklist by December 2020.</li> <li>All Abilities Action Group present at DNRME Onboarding events - quarterly.</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention team</p>
<p><b>1.2</b> <b>Accessible places and spaces</b></p>	<p><b>1.2.1</b> Access for people with disability is improved by considering the needs of people with disability when owned buildings and leased tenancies are being refurbished or new leases being entered into.</p>	<ul style="list-style-type: none"> <li>Evaluate the needs of people with disability when buildings used by DNRME are refurbished or leases renewed.</li> </ul>	<ul style="list-style-type: none"> <li>New premise leasing considered people with a disability or reasonable adjustment as required.</li> </ul>	<p><b>Accommodation Services</b></p>
	<p><b>1.2.2</b> Consider accessibility for people with disability when coordinating DNRME events, meetings and other activities with internal and/or external stakeholders.</p>	<ul style="list-style-type: none"> <li>Guidance provided to employees about choosing accessible venues and technology.</li> <li>Provide guidance to employees about reasonable adjustment practices and options to enable all parties involved to participate equitably.</li> </ul>	<ul style="list-style-type: none"> <li>Participants given opportunity to provide feedback for all events.</li> <li>Positive feedback received and negative feedback is addressed and practices put in place to rectify issue.</li> </ul>	<p><b>Communications</b></p>

		<ul style="list-style-type: none"> <li>• Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability, their families and carers.</li> </ul>		
<b>1.3 Accessible Information</b>	<b>1.3.1</b> Work towards ensuring all Queensland Government printed and online materials are provided in formats to suit the audience.	<ul style="list-style-type: none"> <li>• All new content is in accessible formats.</li> <li>• Accessibility requirements are promoted.</li> <li>• Continue updating key information to be made available in accessible methods.</li> </ul>	<ul style="list-style-type: none"> <li>• All new content is accessible and complies with guidelines.</li> </ul>	<b>Communications</b> Digital and Creative team
	<b>1.3.2</b> DNRME meets contemporary International Web Content Accessibility Guidelines.	<ul style="list-style-type: none"> <li>• All new content is in accessible formats</li> <li>• Continue updating key information to be available in accessible methods.</li> </ul>	<ul style="list-style-type: none"> <li>• All new key website content is accessible and complies with guidelines.</li> </ul>	<b>Communications</b> Digital and Creative team
	<b>1.3.3</b> We endeavour to provide transcripts and/or captions for newly created time-based media (i.e. pre-recorded video/audio).	<ul style="list-style-type: none"> <li>• All new videos and audio content has closed captions or a transcript provided.</li> </ul>	<ul style="list-style-type: none"> <li>• DNRME stakeholders and employees can interact with video and audio content regardless of disabilities.</li> </ul>	<b>Communications</b> Design and AV team
<b>1.4 Respecting and promoting the rights of people with disability and recognising diversity</b>	<b>1.4.1</b> 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.	<ul style="list-style-type: none"> <li>• Continue internal awareness to ensure all Queensland Government legislation and policies: <ul style="list-style-type: none"> <li>○ are consistent with national commitments under international conventions</li> <li>○ consider the needs or interests of people with disability and carers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Public entities and the Queensland Human Rights Act 2019 iLearn training rolled out to all DNRME employees.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention Team

		<ul style="list-style-type: none"> <li>○ promote and uphold the human rights of people with disability.</li> </ul>		
	<p><b>1.4.2</b> DNRME services and funded non-government services provide access to language, translating and communication services</p>	<ul style="list-style-type: none"> <li>• Information for language, translating and communication services made available.</li> </ul>	<ul style="list-style-type: none"> <li>• Language, translating and communication services are available to Queenslanders with disability when accessing DNRME provided and funded services</li> </ul>	<p><b>Communications</b> Design and AV team</p>
	<p><b>1.4.3</b> Support people with a disability, their families and carers/guardians through increased consumer awareness and ensure they have an opportunity to have their say about policies and programs that affect them.</p>	<ul style="list-style-type: none"> <li>• Continue working with community organisations, advocacy groups and representatives to support awareness and access to DNRME services by people with a disability.</li> <li>• Seek input from Queenslanders with a disability on key policies affecting them.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of energy and water matters and community engagement by people with a disability</li> </ul>	<p><b>Energy</b> Consumer Strategy and Innovation</p> <p><b>Water Policy</b></p>

## 2. Lifelong Learning

<p><b>2.1</b> <b>Workplace learning</b></p>	<p><b>2.1.1</b> Encourage and support participation of DNRME employees with a disability to participate in learning and development opportunities</p>	<ul style="list-style-type: none"> <li>• Continue to promote learning and development opportunities to employees with a disability.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning and development opportunities promoted and provided to call employees, including employees with disability.</li> </ul>	<p><b>Human Resources</b> Organisational Capability team</p>
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### 3. Employment

<p><b>3.1</b> Leading the way – increasing opportunities in the Queensland public sector</p>	<p><b>3.1.1</b> Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the DNRME 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.</p>	<ul style="list-style-type: none"> <li>• All Abilities Action Group to work with divisions to incorporate disability inclusive strategies in their divisional diversity and inclusion plans.</li> <li>• Regularly analyse workforce data reports to ensure positive trend toward 2022 target.</li> <li>• Identify gaps in data and solutions for how to capture additional information required.</li> <li>• Better inform employees about why we collect equity and diversity data to help increase completion rate.</li> <li>• Analyse Working for Queensland survey data to help understand where we are on our journey to inclusion for people with disability and where our focus is required moving forward.</li> <li>• Increase education about <b>why</b> disability inclusion is important and <b>how</b> we can all play a role.</li> <li>• Increase the positive engagement with Disability Employment Service providers when filling entry level and/or short term vacancies either contractor or temporary.</li> </ul>	<ul style="list-style-type: none"> <li>• The proportion of people with disability employed in the DNRME workforce increases towards the 2022 targets.</li> <li>• WFQ data – positive shift in response to the DNRME experience of people identifying with a disability.</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention Team</p>
<p><b>3.2</b> Increasing employment opportunities for</p>	<p><b>3.2.1</b> Promote information, resources and examples of the benefits to DNRME about employing people with disability, the</p>	<ul style="list-style-type: none"> <li>• Investigate partnerships and opportunities to provide work experience and traineeship</li> </ul>	<ul style="list-style-type: none"> <li>• Partnerships and opportunities to provide work experience and</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention Team</p>

<b>Queenslanders with disability</b>	assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment.	<p>programs for people with disability.</p> <ul style="list-style-type: none"> <li>Review information, guidelines, resources and support available to employees about recruitment and selection processes targeted to supporting people with disability to identify any gaps and ensure it is up to date.</li> <li>Promote information and resources available to employees.</li> </ul>	<p>traineeship programs for people with disability identified and considered.</p> <ul style="list-style-type: none"> <li>Information and guidelines to support managers when employing people with a disability reviewed and promoted.</li> </ul>	
	<b>3.2.2</b> Review departmental recruitment and selection guidelines to ensure they are non-discriminatory and provide sufficient guidance to managers and selection panels on equity and diversity factors to consider when recruiting employees.	<ul style="list-style-type: none"> <li>Ongoing review of departmental recruitment and selection guidelines and update as required.</li> <li>Review other government agency and private organisations guidelines to improve processes and update as required.</li> <li>Provide sufficient information to panel members and promote training opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Departmental recruitment and selection practices reviewed to ensure role descriptions, role requirements and other recruitment advertising is written in plain English and are non-discriminatory and sufficient support provided.</li> <li>Sufficient information provided to panel members and training opportunities promoted.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention Team
	<b>3.2.3</b> Promote flexible work practices to encourage work-life balance.	<ul style="list-style-type: none"> <li>Continue to promote flexible work practices.</li> <li>Continue to increase skills in managing flexible working arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>Promoted flexible work practice options and how to best manage flexible working arrangements.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention Team

		<ul style="list-style-type: none"> <li>• Raise awareness of application of flexible work practices as a reasonable adjustment.</li> <li>• Raise awareness of how flexible work arrangements can support people with disability who are vulnerable to COVID19 to continue working.</li> </ul>		
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#### 4. Leadership and participation

<b>4.1 Inclusion in consultation, civic participation and decision making and supporting leadership development</b>	<b>4.1.1</b> Educate employees about how to make consultation and engagement processes inclusive by using a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers.	<ul style="list-style-type: none"> <li>• Continue to promote whole of government information to DNRME staff on consulting on legislation, policies and programs with people with a disability.</li> <li>• Employees participate in disability awareness training</li> </ul>	<ul style="list-style-type: none"> <li>• Positive increase in the number of employees completing disability awareness training.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention Team
	<b>4.1.2</b> Queensland Government agencies consult with people with disability when either developing a Disability Service Plan and implementing Disability Service Plan actions.	<ul style="list-style-type: none"> <li>• Consult with the All Abilities Action Group during development and implementation of the DNRME Disability Service Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• All Abilities Action Group were consulted during development and implementation of the DNRME Disability Service Plan.</li> </ul>	<b>Human Resources</b> Workforce Attraction and Retention Team
	<b>4.1.3</b> Existing leadership programs are accessible and inclusive of employees with disability.	<ul style="list-style-type: none"> <li>• Review content of leadership programs to ensure they are accessible and inclusive.</li> <li>• Promote leadership learning and development opportunities to people with disability</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership programs are accessible and inclusive.</li> <li>• Leadership learning and development opportunities promoted to people with disability.</li> </ul>	<b>Human Resources</b> Organisational Capability team

	<p><b>4.1.4</b> Promote inclusion of people with disability on DNRME boards, steering committees and advisory bodies to foster 'change from within'.</p>	<ul style="list-style-type: none"> <li>• Encourage diversity on boards, committees and advisory bodies within DNRME</li> </ul>	<ul style="list-style-type: none"> <li>• Application and appointment processes for DNRME boards, steering committees and advisory bodies are accessible to employees with disability</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention Team</p>
<p><b>5.2 Leaders accountable for actively participating and building an inclusive culture</b></p>	<p><b>5.2.1</b> <b>Proactively champion disability inclusion</b></p>	<ul style="list-style-type: none"> <li>• Develop a divisional diversity and inclusion plan</li> <li>• Attend and promote D&amp;I events within their division.</li> <li>• Promote and encourage participation in disability awareness activities and training.</li> </ul>	<ul style="list-style-type: none"> <li>• All divisions have finalised D&amp;I plans.</li> <li>• 20% increase of Executive attendance at Diversity and inclusion events.</li> <li>• 100% leadership team complete online disability awareness training.</li> </ul>	<p><b>Human Resources</b> Workforce Attraction and Retention Team</p>