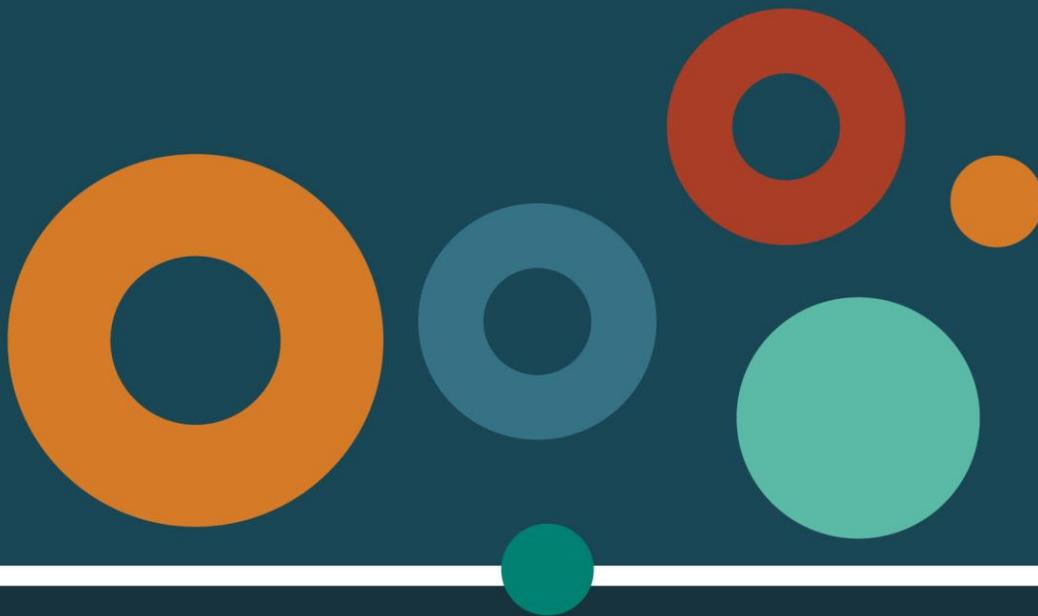


Progress Report

DNRME Disability Service Plan 2017-2020

1 July 2019 to 30 June 2020 (Year 3 of 3)



This publication has been compiled by Human Resources, Department of Natural Resources, Mines and Energy.

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Background

On 26 July 2017, the Queensland Government released All Abilities Queensland: opportunities for all (state disability plan), a plan to create opportunities for the economic and social participation of people with disability. The state disability plan has five priorities for action:

- Communities for all
- Lifelong learning
- Employment
- Everyday services and
- Leadership and participation.

The state disability plan is accompanied by a Queensland Government actions blueprint which includes 17 whole-of-government actions.

The state disability plan and Queensland Government actions blueprint can be accessed from the Department of Communities, Disability Services and Seniors (DCDSS) website at www.communities.qld.gov.au/disability/community-involvement/state-disability-plan-2017-2020.

All Queensland Government departments have developed a Disability Service Plan (DSP) for the period 2017-2020, as required under the *Disability Services Act 2006* (DSA).

Each department's DSP aligns with the state disability plan and forms part of a coordinated whole-of-government approach for service delivery to people with disability. DSP's will go a long way to break down barriers for people with disability, improve access to services, align with the National Disability Insurance Scheme in Queensland and the *National Disability Strategy 2010–2020* (NDS).

Monitoring and reporting

To achieve the vision of "Opportunities for all Queenslanders", each department is required to report annually on the **17 whole-of-government actions** in the Queensland Government actions blueprint and **agency specific actions** in their DSPs.

This report for the period 1 July 2019 to 30 June 2020 (Year 3) is the third and final annual report.

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 Progress Report, 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, or write to:

Department of Natural Resources, Mines and Energy
PO Box 15216
CITY EAST QLD 4002

DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2019 TO 30 JUNE 2020 (YEAR 3)

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland - Queensland Government Actions)

Action <i>All Abilities Queensland commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, please indicate if there is any change to the status of the action item (NB: 2018-19 status highlighted in yellow)</i>
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020 (AAQ whole-of-government, DCDSS lead)</i> .	<ul style="list-style-type: none"> Queensland participates and contributes to national communication strategies and activities 	<ul style="list-style-type: none"> 	DNRME Action 1.1.3 <ul style="list-style-type: none"> Used internal communication platforms to promote National Disability Strategies and activities. Delivered Speaker Series event: Chris Varney Founder of I CAN Network - Creating a world that benefits from embracing autism. 	Completed
Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs 	<ul style="list-style-type: none"> 	DNRME Action 1.1.5 <ul style="list-style-type: none"> National Disability Strategy is discussed and DNRME action and activities are promoted at our quarterly Onboarding Events for new employee's. Members from our All Abilities Action Group (AAAG) presented at 	Completed

			<p>Onboarding to new employees to raise awareness.</p> <ul style="list-style-type: none"> • Online Disability Awareness training continued to form part of Recruitment & Selection Panel Training. A total of 148 staff were trained during the 19/20 reporting period. • Included link to online disability awareness training in Equity and Diversity Census iLearn course rolled out to all DNRME employees. As at 24 June 2020, 75% of DNRME employees had completed the census. 	
<p>Access for people with disability is improved by considering the needs of people with disability 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 (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • Guidance provided to staff about how to choose an accessible venue for an event or meeting 	<ul style="list-style-type: none"> • 	<p>DNRME Action 1.2.1</p> <ul style="list-style-type: none"> • Information provided on the intranet about considering people with disabilities when hosting an event. • Information and guidance provided on internal virtual events to use close captioning and transcripts are provided. • No major fitout projects administered or delivered by DNRME during the 2019-20 period • Refurbishments are undertaken according to statutory obligations, making them disability compliant. 	Completed

<p>Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, Department of Local Government, Racing and Multicultural Affairs (DLGRMA) lead).</p>	<ul style="list-style-type: none"> • Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services 	<ul style="list-style-type: none"> • 	<p>DNRME Action 1.5.2</p> <ul style="list-style-type: none"> • Communication materials are translated on a case-by-case basis • When developing communication and engagement strategies, consideration is always given to the needs of the audience and information relating to language, translating and communication services is made available. 	<p>Completed</p>
<p>Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • All new key Queensland Government information/materials are provided in accessible formats • Existing content progressively reviewed and updated 	<ul style="list-style-type: none"> • 	<p>DNRME Action 1.3.1</p> <ul style="list-style-type: none"> • All printed and online materials were provided in formats to suit the audience. • Reviewed existing materials to ensure they were available in the right format. 	<p>Completed</p>
<p>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) (AAQ whole-of-government, DHPW support).</p>	<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 	<ul style="list-style-type: none"> • 	<p>DNRME Action 1.3.2</p> <ul style="list-style-type: none"> • The department already meets Queensland Government web accessibility guidelines. • Ongoing internal communication to educate staff on the reasons why accessible online information is important. • Continual improvement on internal educational materials to assist departmental staff to create accessible documents. 	<p>Completed</p>
<p>Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international</p>	<ul style="list-style-type: none"> • New Queensland Government legislation, policies and programs demonstrate they have 	<ul style="list-style-type: none"> • 	<p>DNRME Action 1.5.1</p> <ul style="list-style-type: none"> • Information shared via internal communication channels about 	<p>Completed</p>

<p>conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability (AAQ whole-of-government, DCDSS lead).</p>	<p>considered the needs of people with disability and carers in development and implementation</p>		<p>the DNRME Disability Service Plan.</p> <ul style="list-style-type: none"> • There is not a whole-of-government approach for consulting with people with a disability. However, the department (in most cases, where appropriate) uses a range of tools including the use of technology for consultation on legislation, policies and programs 	
<p>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 (AAQ whole-of-government, Public Service Commission (PSC) lead).</p>	<ul style="list-style-type: none"> • The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022 		<ul style="list-style-type: none"> • Continued to advertise all vacancies A02- A06 and P03-P04 through Job Access site to widen applicant pools and attract people with disability. • Continued relationship with Griffith University, USEP Program to provide work experience and job opportunities to students and recent graduates. During the 19/20 period, DNRME provided 3 employment opportunities, all of which have continued to date. • Formed relationships with local Disability Employment Service Providers to provide work experience and job opportunities to people with a disability. • HR proactively targeted short-term and entry level roles across the department. • Commenced creation of Career Entry Pathways Programs, for people living with a disability, 	<p>Completed</p>

			<p>with intention to promote these throughout DNRME to increase opportunities and representation in our organisation.</p> <ul style="list-style-type: none"> • 	
<p>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 disability to participate in employment (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • Information, resources and good practice case studies uploaded to the dedicated website 		<p>DNRME Action 3.2.1</p> <ul style="list-style-type: none"> • Participated in International Day of People with Disability and AccessAbility Day. We welcomed two graduates to DNRME for a 1 day work experience opportunity. 1 in Brisbane CBD and 1 in our Caboolture Office. Featured stories about each teams experience to showcase their success and why inclusion is so important. • Recognised as an “Outstanding Employer’ at the Logan City “Enabling Excellence” Awards 2019. The acknowledgement was for the department’s contribution to and support of people with disabilities within the Logan community. • Recruitment and Selection training continued across the department, with an emphasis on Disability Awareness and Unconscious Bias. • All entry level vacancies targeted as opportunities for people with disabilities. 	Completed

			<ul style="list-style-type: none"> Recruitment and Selection training continued across the department, with an emphasis on Disability Awareness and Unconscious Bias. All entry level vacancies targeted as opportunities for people with disabilities. 	
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019¹ 	<ul style="list-style-type: none"> 	DNRME Action 4.1.1 <ul style="list-style-type: none"> All permanent and temporary vacancies over 12months were submitted for SEAWC clearance. All vacancies A02-AO6 and P02-P04 are shared with JobAccess for distribution to disability employment service providers. 	Completed
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DCDSS lead) .	<ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability 	<ul style="list-style-type: none"> 	DNRME Action 5.1.4 <ul style="list-style-type: none"> 2019-20 - Diversity on DNRME boards and committees increased from 28% to 41% Implemented operating procedures to define the appointment process for DNRME bodies <ul style="list-style-type: none"> DNRME delivers professional, consistent and efficient end-to-end experience for all DNRME board and committee appointments. 	Completed

¹ *Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme takes effect from 1 July 2020*

			<ul style="list-style-type: none"> ○ DNRME aims to improve the performance outcomes of its boards and committees by ensuring appointees reflect the diverse community we represent—valuing different expertise, experience and backgrounds. 	
<p>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 (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • Increased participation of people with disability in consultation • Options for engagement promoted 	•	<p>DNRME Action 5.1.1</p> <ul style="list-style-type: none"> • Communication and engagement strategies developed for consultation activities included a range of online, hard copy and face-to-face tactics. 	Completed
<p>Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (AAQ whole-of-government, DCDSS lead).</p>	<ul style="list-style-type: none"> • Queensland Governments Disability Service Plans 2017-2020 include details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting 	•	<p>DNRME Action 5.1.2</p> <ul style="list-style-type: none"> • DNRME's All Abilities Action Group (AAAG) has 14 members who identify as having a disability or caring for someone with a disability. As a core part of the AAAG's work plan, members worked with business groups across the department to drive actions outlined in the DNRME Disability Service Plan (DSP) to ensure commitments are met. • Members participated in consultation process for HR driven initiatives outlined in the DSP. 	Completed

<p>Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DCDSS lead).</p>	<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 	<ul style="list-style-type: none"> • 	<p>DNRME Action 5.1.3</p> <ul style="list-style-type: none"> • The 2020 Public Sector Management scholarship program was extended to people with a disability. Two DNRME employees, who identify with a disability, were successfully nominated to participate in the program. • April 2020 – introduction of Working with People remote online virtual workshop which provides more delivery options for staff with a disability to participate in L&D programs • Adjustments made to accommodate specific needs and support full participation of staff with a disability (eg. Vision-impaired – enlarge screen size and text, voiceovers for videos, Hearing-impaired – use of comments box in teams meeting, closed captions for video presentations) • Cultural capability programs – Working with People and Bystander Awareness incorporate content around equity and diversity which includes employees with a disability and continues to build awareness and 	<p>Completed</p>
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			<p>capability in supporting a safe, inclusive and respectful workplace for all. Inclusion of Being ME in DNRME video in Bystander program content</p> <ul style="list-style-type: none"> • iLearn programs – commenced introduction of further enhancement to learning resources – closed captioning, transcripts and accessible documents 	
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DISABILITY SERVICE PLAN PROGRESS REPORT - 1 JULY 2019 TO 30 JUNE 2020 (YEAR 3)

ADDITIONAL DEPARTMENT SPECIFIC ACTIONS

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
DNRME Action 1.1.1 Contribute and promote to 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 Queenslanders with disability.	a) Website promoted through internal and external channels. b) Story contributed to the website.		<ul style="list-style-type: none"> Used internal communication platforms to promote the new Knowledge Centre website during key events such as Disability Action Week. Encouraged DNRME employees to familiarise themselves with information available on the website. 	Complete
DNRME Action 1.1.2 Promote examples of the inclusive environment of DNRME to both internal and external stakeholders	c) Promotion of content across channels. d) Content is current and up to date.		<ul style="list-style-type: none"> Produced and promoted our Being Me in DNRME video series, incorporating our All Abilities in DNRME video across internal and external social media platforms and our intranet and internet. The video also featured at our DNRME Annual Report to Staff Roadshow where it won the 2020 Annual Achievement Award under the category Respect. 	Complete

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
			<ul style="list-style-type: none"> • Hosted a Disability Action Week Speaker Series event featuring Chris Varney, Founder and CEO of the I CAN Network. Chris' presentation was titled Creating a world that benefits from embracing autism. During his presentation Chris examined the emerging concept of neurodiversity and challenged the view that neurological conditions such as autism are a disability. He explored how we can better understand and include the talents and capabilities of people on the autism spectrum and empower them to reach their full potential in the workplace. • Participated in International Day of People with Disability and AccessAbility Day. We welcomed two graduates to DNRME for a 1 day work experience opportunity. 1 in Brisbane CBD and 1 in our Caboolture Office. Featured stories about each teams 	

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
			<p>experience to showcase their success and why inclusion is so important.</p> <ul style="list-style-type: none"> Recognised as an “Outstanding Employer” at the Logan City “Enabling Excellence” Awards 2019. The acknowledgement was for the department’s contribution to and support of people with disabilities within the Logan community. 	
<p>DNRME Action 1.5.3</p> <p>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>	<p>Increased awareness of energy and water matters and community engagement by people with a disability.</p>		<ul style="list-style-type: none"> The department worked with the advocacy group, Queensland Council of Social Services (QCOSS), to contribute to evidence based policy development that relates to low income and vulnerable Queenslanders The department partnered with QCOSS to share information between Government, key stakeholders and QCOSS on policy/industry issues. QCOSS regularly met with and assisted in connecting South East 	<p>Complete</p>

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
			<p>Queensland water service providers with community organisations to provide ideas and options for addressing issues affecting vulnerable water customers.</p> <ul style="list-style-type: none"> • Information sharing opportunities via webinars were offered during COVID-19 to ensure relevant information provided regularly. • QCOSS provided regular reports to identify the most common water supply issues for low income and disadvantaged people in SEQ and early identification of emerging issues. • The department worked with QCOSS to identify ways to deliver education and support to vulnerable consumers including low income renters, culturally and linguistically diverse people, Aboriginal and Torres Strait Islander households, people with a disability and people experiencing financial crisis and hardship. 	

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
			<ul style="list-style-type: none"> • QCOSS conducted eight energy-focused engagement activities aimed at building the capacity of staff of community organisations, and their clients in 2019-20. Several of these events targeted specific cohorts including seniors and culturally and linguistically diverse people, interpreters and family support community groups. • The department continues to promote the uptake of the electricity and gas rebates to Pensioner Concession Card holders, which includes recipients of the Disability Support Pension, and to DVA Gold Card holders (recipients of the Special Rate Totally and Permanently Incapacitated Pension). 	
DNRME Action 2.1.1 Encourage and support participation of DNRME employees with a disability to participate in learning and development opportunities.	Learning and development opportunities promoted and provided to employees with a disability		<ul style="list-style-type: none"> • Implementation of iLearn – online learning and development system. Resources delivered in various modes: written, visual, audio on-line programs with text and voiceovers, videos with closed 	Complete

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
			<p>captions and some with transcripts.</p> <ul style="list-style-type: none"> • All details in iLearn for cultural capability programs provide narrative about reasonable adjustments and encourage people with disability to participate • Cultural capability programs now provided in a variety of modes – face to face workshops, on-line virtual format. Promoted via news feature tile and article in May 2020. 	
<p>DNRME Action 3.2.2</p> <p>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.</p>	<p>a) Review departmental recruitment and selection practices to ensure role descriptions, role requirements and other recruitment advertising is written in plain English and are non-discriminatory and sufficient support provided.</p> <p>b) Provide sufficient information to panel</p>		<ul style="list-style-type: none"> • Role profiles have been finalised to include Human Rights and reasonable adjustment information • Applicants information package has also been updated to include this information • Recruitment & Selection Protocol updated to ensure Human Rights, reasonable adjustment and diversity is at the forefront of decision making. 	<p>Complete</p>

Action <i>DSP commitments for 2017-20</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action (for the period 1 July 2019 to 30 June 2020)</i>	Progress/Achievements <i>What we did in the period 1 July 2019 to 30 June 2020 to ensure success measures are addressed</i>	Status <i>For the period 1 July 2019 to 30 June 2020, is the action completed or still underway</i>
	members and promote training opportunities.		<ul style="list-style-type: none"> • Training continues across the agency with the move to online training being developed. 	
DNRME Action 3.2.3 Promote flexible work practices to encourage work-life balance.	a) Increased communication about flexible work options available b) Improved skills in managing flexible working arrangements.		<ul style="list-style-type: none"> • Incorporated promotion of advantages of flexible working practices in communications for events such as Disability Action Week, International Men’s Day and International Women’s Day. • Communication included in regular COVID-19 updates via a Wellbeing Matters newsletter. 	Complete