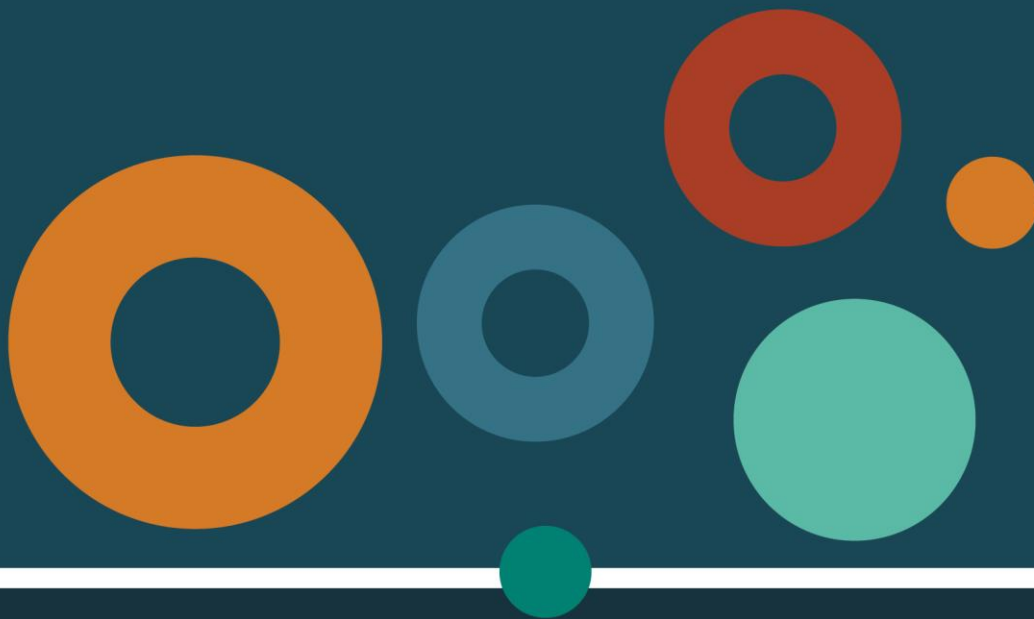


# Progress Report

## DNRME Disability Service Plan 2017-2020

1 July 2017 to 30 June 2018 (Year 1 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](http://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 2017 to 30 June 2018 (Year 1) is the first of three annual reports.

## 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](mailto:customerfeedback@DNRME.qld.gov.au), or write to:

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

## Whole of Government Actions

DNRME DSP ACTION #	Whole of government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievement and stakeholder engagement activity) <b>Ensure success measures are addressed</b>	Responsible area (Team within your department)
<b>PRIORITY FOR ACTION: COMMUNITIES FOR ALL</b>				
1.1.3	Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	DNRME participates and supports the whole of government NDS communication strategies and activities.	<ul style="list-style-type: none"> <li>Internal promotion of Disability Action Week.</li> <li>Speaker Series events showcasing people with disability in the workplace.</li> </ul>	Communications
N/A	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.	N/A	N/A	N/A
1.1.5	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.	Investigate and develop options to provide disability awareness training to DNRME employees.	<ul style="list-style-type: none"> <li>Rolled out Panel Consultant training (incorporating unconscious bias; disability awareness; cultural capability and recruitment and selection training) to 59 staff across the department. Participants are members of the DNRME Recruitment Panel Network and offer best practice advice and support to business areas to design effective contemporary recruitment strategies to suit business needs. Panel consultants play an important role in sharing their knowledge with others and helping to drive change and assist the department to diversity its workforce to better represent the community we service.</li> <li>Coordinated disability awareness training</li> </ul>	HR

DNRME DSP ACTION #	Whole of government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievement and stakeholder engagement activity) <b>Ensure success measures are addressed</b>	Responsible area (Team within your department)
			<p>session delivered by JobAccess for staff in South Region.</p> <ul style="list-style-type: none"> <li>• 11 Staff in North and Central Regions attended disability awareness sessions coordinated by HPW.</li> <li>• Coordinated disability awareness train-the-trainer session to train targeted staff across the department who will deliver Disability Awareness sessions in their business areas. Staff participating in this training identify as living with disability or lives with/cares for someone who lives with disability.</li> <li>• Investigated options for an online disability awareness training tool.</li> <li>• Continuing to explore options to incorporate disability awareness training in DNRME induction program.</li> </ul>	
N/A	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.	N/A	N/A	N/A
1.2.1	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	<p>Develop and review existing guidelines on using accessible venues, places and spaces.</p> <p>Comply with guidelines to consider people with a disability when leasing new premises and investigate</p>	<p>Communication team reviewed and updated guidelines for considering people with disabilities when hosting an event.</p> <p>Refurbishments are undertaken according to statutory obligations making them disability compliant.</p>	Communications and Accommodation Services

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	possible in choosing venues for Queensland Government run events and meetings.	reasonable adjustment modifications as required.	<p>Disability access, reasonable adjustment modifications implemented during the reporting period include:</p> <p>Office Accommodation Nambour site -</p> <ul style="list-style-type: none"> <li>• Specifically dropped counter to accommodate customers in wheelchairs.</li> <li>• All access pathways wide enough for wheelchairs. [entry to meeting rooms etc]</li> <li>• Kitchen tables to accommodate wheelchairs.</li> <li>• Stairwell which enables wheelchairs to park in [if lifts out of action] during fire evacuation.</li> <li>• Swipe card readers at lower height.</li> <li>• Adjustable workstations [manual handle]</li> <li>• Installation of two unisex disabled showers each with its own ramp.</li> </ul> <p>317 George Street site:</p> <ul style="list-style-type: none"> <li>• Installation of additional visual emergency evaluation lights in the Gas Suppression Room to cater for staff with hearing impair.</li> <li>• Installation of ramp in lieu of stairs to enable wheel chair access into storage areas on the ground floor.</li> <li>• Provision of medical allocation car bays for employees.</li> </ul>	

DNRME DSP ACTION #	Whole of government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievement and stakeholder engagement activity) <b>Ensure success measures are addressed</b>	Responsible area (Team within your department)
			275 George Street site: <ul style="list-style-type: none"> <li>• Provision of sit –to-stand electronic desks for employees requiring reasonable adjustment.</li> <li>• Modification of desks to enable varidesks to be installed for current and future cases for employees requiring reasonable adjustment of desks.</li> <li>• Provision of medical allocation car bays for employees.</li> </ul>	
1.3.1	Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	All new content is in accessible formats.  Accessibility requirements are promoted.  Review existing content and commence updating key information to be made available in accessible methods.	<ul style="list-style-type: none"> <li>• The department already meets Queensland Government web accessibility guidelines.</li> <li>• Ongoing internal communication to educate staff on the reasons why accessible online information is important.</li> <li>• Continual improvement on internal educational materials to assist departmental staff to create accessible documents.</li> </ul>	Communications
1.3.2	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).	All new content is in accessible formats and requirements are promoted.  Review existing content and commence updating key information to be available in accessible methods.	<ul style="list-style-type: none"> <li>• The department already meets Queensland Government web accessibility guidelines.</li> <li>• All new online tools meet accessibility guidelines, this includes ensuring all tools developed for social media channels (including YouTube and Facebook) includes captions.</li> </ul>	Communications
1.4.1	Promote uptake of the Companion Card Program by businesses,	Investigate application of Companion Card	Investigation is currently underway to determine whether there is an	Natural Resources

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	including Queensland Government venues and events.	Program within DNRME.	application for Companion Card Program within DNRME.	
1.5.1	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.	Increase internal awareness of interests and right of people with a disability through internal promotion of the DNRME Disability Service Plan.  Promote whole of government information to DNRME staff on consulting on legislation, policies and programs with people with a disability (once available).	<ul style="list-style-type: none"> <li>Information about the DNRME Disability Service Plan and raised awareness of the importance of including people with disability in policy and legislation consultation processes.</li> <li>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.</li> </ul>	Strategic Policy
1.5.2	Government services and funded non-government services provide access to language, translating and communication services.	Review what language, translating and communications information is currently provided.	Communications materials are translated on a case-by-case basis.	Communications
<b>PRIORITY FOR ACTION: EMPLOYMENT</b>				
3.1.1	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.	The proportion of people with disability employed in the DNRME workforce increases towards the 2022 targets.  Investigate options for strategies and develop implementation plan.	Advertised vacancies through Job Access to supplement applicant pools to attract people with a disability to DNRME vacancies. Since April 2018, 19 DNRME vacancies were shared with Disability Employment Services (DES) providers.  Coordinated a DES information session for Executive Leadership team including presentations from DES providers, JobAccess and potential candidates shared their stories.	HR



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			<p>The percentage of employees with disability employed in DNRME shifted from 5.7% in July 2017 to 5.0% in June 2018.</p> <p>In response to this shift our executive leadership team have committed to a stronger focus on this agenda within their business groups.</p>	
3.2.1	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.	<p>Investigate partnerships and opportunities to provide work experience and traineeship programs.</p> <p>Promote information, guidelines, resources and support available about recruitment and selection processes targeted to supporting people with a disability.</p>	<p>Developed process for business areas to identify short-term vacancies where Disability Employment Service Providers can be engaged to fill vacancies.</p> <p>Established a recruitment panel network consisting of 59 employees across the state. Each network member attended a 2 day training course focusing on contemporary recruitment practices, addressing unconscious bias, building disability awareness and cultural capability. Business areas have been encouraged to engage a panel consultant for each of their long term and/or permanent recruitment processes.</p> <p>Commenced development of reasonable adjustment guidelines.</p> <p>Promoted DNRME's partnership with JobAccess to HR network and executive leadership team.</p>	HR
<b>PRIORITY FOR ACTION: EVERYDAY SERVICES</b>				
4.1.1	Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.	Participate in early placement process that will apply to all vacancies for permanent positions and temporary positions	<ul style="list-style-type: none"> <li>• Participated in NDIS early placement process</li> <li>• 349 vacancies were included in the SEAWC process for clearance. Interest was expressed</li> </ul>	HR

DNRME DSP ACTION #	Whole of government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (for 1 July 2017 to 30 June 2018 (Year 1))	Progress/Achievements (Where applicable, include details on progress, achievement and stakeholder engagement activity) <b>Ensure success measures are addressed</b>	Responsible area (Team within your department)
		of greater than 12 months.  Contribute to whole of government requirements as required.	in 4 positions, however only 1 was NDIS related.	
<b>PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION</b>				
5.1.1	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.	Increased participation of people with disability in consultation.  Promote whole of government information to DNRME staff on consulting on legislation, policies and programs with people with a disability (once available).	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.	Communications
5.1.2	Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	Consult with people with a disability in drafting initial plan.  Begin research on establishment of an internal Disability Action Group made up of DNRME employees.	Established the All Abilities Action Group as part of 2017 Disability Action Week events. The group comprises of 9 members who identify as living with disability or lives with/cares for someone living with disability.  DNRME Disability Service plan was developed in consultation with the DNRME All Abilities Action Group (AAAG). The AAAG work together to implement strategies as part of the DSP.	HR
5.1.3	Existing leadership programs are accessible and inclusive of Queenslanders with disability.	Review existing leadership programs to determine accessibility.  Map, communicate and coordinate a suite of leadership programs delivered by any means.	Members of the All Abilities Action Group worked with the Organisational Capability team in Human Resources to ensure: <ul style="list-style-type: none"> <li>• Disability awareness training is incorporated into existing leadership programs.</li> <li>• The Organisational Capability training facilitators were part of the Disability Awareness train the trainer cohort for</li> </ul>	HR

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			<p>the disability awareness training provided by Job Access (a training package tailored to DNRME will be developed.</p> <ul style="list-style-type: none"> <li>• All invitations provide narrative about reasonable adjustments and encourage people with disability to participate.</li> <li>• Selection criteria is inclusive and accessible for people with disability.</li> </ul>	
5.1.4	Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within'.	Review existing processes to call for nominations and select memberships on boards and committees and update as required.	Completed research and analysis on current situation and engaged an external consultant to assist in the development of an implementation plan to enhance diversity on our boards.	DNRME Board

## Department of Natural Resources, Mines and Energy Actions

	<b>Departmental Actions</b> (As identified in your department disability service plan)	<b>Products/Activities</b> (for 1 July 2017 to 30 June 2018 (Year 1))	<b>Progress/Achievements</b> (Where applicable, include details on progress, achievements and stakeholder engagement activities) <i>Ensure success measures are addressed.</i>	<b>Responsible Area</b> (Team within your department)
	<b>PRIORITY FOR ACTION: COMMUNITIES FOR ALL</b>			
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.	Promote the website (once launched) through internal and external channels.	Website link to be included on departmental intranet and promoted as part of Disability Action Week communications.	HR
1.1.2	Promote examples of the inclusive environment of DNRME to both internal and external stakeholders.	Identify message to promote DNRME as having an inclusive culture.	Diversity and inclusion Yammer posts are shared weekly to encourage conversations in DNRME. Diversity and inclusion articles are included in departmental newsletters as well as staff profiles sharing employee stories. Promoted diversity and inclusion events across DNRME such as Multicultural Month, NAIDOC Week, International Women's Day, Disability Action Week and International Day of People with Disability.	HR
1.5.3	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.	Ensure people with a disability have access to energy and water literacy information.	A key initiative under our funding agreement with QCOSS for the provision of Energy Advocacy Services to support disadvantaged and vulnerable energy customers is the development of energy education resources. QCOSS has promoted a number of energy literacy materials, including Fact Sheets on Energy Saving	Energy Consumer Policy and Water Policy

	<b>Departmental Actions</b> (As identified in your department disability service plan)	<b>Products/Activities</b> (for 1 July 2017 to 30 June 2018 (Year 1))	<b>Progress/Achievements</b> (Where applicable, include details on progress, achievements and stakeholder engagement activities) <b>Ensure success measures are addressed.</b>	<b>Responsible Area</b> (Team within your department)
			<p>Tips and Checklist to get a Better Electricity Deal. Webinars on Energy Literacy and Energy Concessions have also been promoted on the QCOSS website. Energy related articles published in QCOSS newsletter and social media – and distributed to recipients representing people with a disability. QCOSS conducts regular consultative group meetings to discuss energy programs and government energy related policies and initiatives – this group forum is represented by Queensland Disability Network and Carers Qld.</p> <p>The department worked with advocacy group, Queensland Council of Social Services (QCOSS), to deliver Water Literacy Workshops in each South East Queensland water service providers service area in late 2017 and early 2018. Six workshops were held which were targeted at community organisations that provide direct cost of living support to their clients, which include vulnerable customers. Organisations in attendance included financial counsellors, emergency relief workers/volunteers, family support workers, tenancy support workers and representatives from the water service providers and the Energy and Water Ombudsman Queensland. The information provided at the workshops focused upon the current framework for the rights and obligations of water users (property owners and tenants). Partnering with QCOSS, whose strength lies</p>	

	<b>Departmental Actions</b> (As identified in your department disability service plan)	<b>Products/Activities</b> (for 1 July 2017 to 30 June 2018 (Year 1))	<b>Progress/Achievements</b> (Where applicable, include details on progress, achievements and stakeholder engagement activities) <b>Ensure success measures are addressed.</b>	<b>Responsible Area</b> (Team within your department)
			in its reach to community organisations with local knowledge and networks on the ground, enabled the department to obtain direct feedback on policies which affect Queenslanders with a disability.	
<b>PRIORITY FOR ACTION: LIFELONG LEARNING</b>				
2.1.1	Encourage and support participation of DNRME employees with a disability to participate in learning and development opportunities.	Review existing learning and development programs to assess accessibility for employees with a disability.	Members of the All Abilities Action Group worked with the Organisational Capability team in Human Resources to ensure: <ul style="list-style-type: none"> <li>The Organisational Capability training facilitators were part of the Disability Awareness train the trainer cohort for the disability awareness training provided by Job Access (a training package tailored to DNRME will be developed).</li> <li>All invitations provide narrative about reasonable adjustments and encourage people with disability to participate.</li> <li>Any selection criteria is inclusive and accessible for people with disability.</li> </ul>	HR
<b>PRIORITY FOR ACTION: EMPLOYMENT</b>				
3.2.2	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	<ul style="list-style-type: none"> <li>Review departmental recruitment and selection practices to ensure role descriptions, role requirements and other recruitment advertising is</li> </ul>	Role description and Working at DNRME document has been updated to ensure they are written in plain English and are non-discriminatory. Information around reasonable adjustments has also been added to the role description.	HR

	<b>Departmental Actions</b> (As identified in your department disability service plan)	<b>Products/Activities</b> (for 1 July 2017 to 30 June 2018 (Year 1))	<b>Progress/Achievements</b> (Where applicable, include details on progress, achievements and stakeholder engagement activities) <b>Ensure success measures are addressed.</b>	<b>Responsible Area</b> (Team within your department)
	factors to consider when recruiting employees.	written in plain English and are non-discriminatory. <ul style="list-style-type: none"> <li>Review support provided to panel members.</li> </ul>	<p>The 59 recruitment panel network members across the state have all participated in disability awareness training to support selection panels with recruitment and selection processes.</p> <p>As part of DNRME's partnership with JobAccess, JobAccess reviewed the department's recruitment processes to identify potential barriers to employment for people with disability. Consideration has been made to each of the suggestions from JobAccess. The department has commenced implementation where required.</p>	
<b>3.2.3</b>	Promote flexible work practices to encourage work-life balance.	Continue to promote flexible work practices.	<p>Updated resources on the DNRME intranet to include the Public Service Commission flexible by design resources. Promoted these resources to the HR Network and leadership team.</p> <p>In 2017 Working for Queensland Survey results indicated that 77% of respondents who requested flexible working arrangements were granted.</p>	HR
<b>PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION</b>				
N/A	Nil	N/A	N/A	N/A