

Disability Service Plan 2017-20

Progress report for 2018-19

Background

The department's three-year *Disability Service Plan (DSP) 2017-20* focuses on what we plan to achieve in the next three years under the plan, and the measures we will use to determine their success. Each year the department reports on the plan's progress of milestones and measures for the previous financial year and develops a implementation plan for the next financial year.

State Disability Plan priority area: *Communities for all*

Our goal: People with disability are welcomed, valued and respected members of their communities, and community activities, sports, arts, tourism and recreation are accessible and inclusive of all Queenslanders with disability

DHPW will focus on: Accessible places and spaces

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Responsive Government Programs	Consider responses to proposals in the Queensland Building Plan (QBP) to improve amenities in Queensland public buildings for people with disability further to those contained in the National Construction Code	Responses to QBP proposals considered and QBP Consultation Paper published	Ensure adequate sampling of people with a disability in all customer engagement activities.	Accessibility requirements incorporated into future state journey maps and Minimum Viable Product	Customer insight work with parents included those living with a disability. Future State Journey Maps were developed including success criteria for accessibility of services.	☒ Completed ☐ In progress
Building Policy and Asset Management (Building Legislation and Policy)			Advocate to the Australian Building Codes Board to update the National Construction Code to include requirements for Accessible Adult Change Facilities to be included in certain new and significantly refurbished public buildings	National Construction Code updated	- Following strong leadership from Queensland, the 2019 National Construction Code that came into effect on 1 May 2019 includes requirements for Accessible Adult Change Facilities to be included in certain new and significantly refurbished public buildings. - Generally, these buildings include large shopping centres, large sports venues, museums, art galleries, theatres and airport terminals. - These facilities may include features such as a hoist, adult change table and adequate circulation space for a wheelchair and will help to ensure the dignity and inclusion of people with disability.	☒ Completed ☐ In progress
Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Building Policy and Asset Management	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 (led by DCDSS)	Guidance provided to staff about how to choose an accessible venue for an event or meeting (DCCSDS)	1. Ensure all DHPW owned office buildings and public infrastructure assets are progressively upgraded to meet the requirements of the <i>Disability (Access to Premises – Buildings) Standards 2010</i>	DHPW owned office buildings and public infrastructure assets upgraded to meet the requirements of the Standard as part of planned maintenance and renewal	Compliance with <i>Disability (Access to Premises – Buildings) Standards 2010</i> is addressed during routine property inspections, agency feedback and fit out and refurbishment works. This business-as-usual activity triggers the requirement for review and the opportunity for upgrades or improvements to ensure required standards are met. The owned property portfolio met the required disability compliance at the time of construction.	☒ Completed ☐ In progress
			2. Ensure all DHPW leased accommodation meet the minimum requirements of the <i>Disability (Access to Premises – Buildings) Standards 2010</i>	All accommodation leased on behalf of government meet the minimum requirements of the Standard, where possible	When leasing commercial office property, it is ensured that <i>Disability Discrimination Act 1992 (Cwlth)</i> compliance requirements have been or are reasonably capable of being met. Where this is not possible, the department negotiates the inclusion of <i>Disability Discrimination Act 1992 (Cwlth)</i> -compliant facilities to be installed by the landlord if it can be reasonably accommodated in the building. These processes are embedded in business-as-usual processes via the <i>Office Accommodation Management Framework</i> .	☒ Completed ☐ In progress

DHPW will focus on: Accessible information

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Housing, Homelessness and Sport	Engage customers and service delivery partners in designing service delivery improvements to achieve improved customer experience with reduced customer effort by tailoring and joining up service delivery for people with disability, their families, carers, advocates and community members	Conduct a customer insight and discovery activity to identify and prioritise opportunities to improve the customer experience for Queenslanders with disability	This action is complete in 2017-18	This action is complete in 2017-18	This action is complete in 2017-18	☐ Completed ☐ In progress
Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Communications and Engagement)	Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (led by DCDSS)	- All new key Queensland Government information/ materials are provided in accessible formats - Existing content progressively reviewed and updated (DCDSS)	1. Ensure all new departmental information and services are available in accessible formats when published and contact information is provided for those seeking this information in a particular format to meet their needs	- Accessible formats are made available when new materials are released/published along with contact details - Web accessibility review conducted bi-annually - A website scanning tool procured and implemented to assess online content against Web Content Accessibility Guidelines 2.0, and identify noncompliant content requiring review and update	- Accessible review is part of publishing process for all web requests. Only accessible content is published, or if needed a message is included for users to request an accessible version. - An accessibility tool has been procured to assist in the review of accessibility of the corporate website and of franchise content – working with Queensland Online. The tool is used to review and analyse content to ensure it meets accessibility requirements, Actions are taken for any content deemed to need improvement.	☒ Completed ☐ In progress
Digital Technology and Services (Smart Service Queensland)			2. Review existing advice regarding IS26 (Websites Policy) to ensure the ongoing support and advice provided to website owners is relevant and updated considering the technology advances	Baseline assessments completed	IS26 under review with formal and informal consultation processes to be undertaken.	☐ Completed ☒ In progress
			3. Continue to ensure requirements are captured in all whole of government templates	All appropriate requirements captured	Templates for the qld.gov.au website were updated and managed including maintaining the compliance of templates when monthly changes were made. This is a legislative requirement and ongoing activity for all Government web teams.	☒ Completed ☐ In progress
Portfolio Strategy (Communications and Engagement)	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 key website content is accessible and complies with guidelines - Increase in the number of government websites that meet guidelines (DHPW)	1. Ensure all new departmental web content complies with Web Content Accessibility Guidelines	- Accessibility review is undertaken before publishing content - Web content review conducted bi-annually	- Accessible review is part of publishing process for all web requests. Only accessible content is published, or a message is included for users to request an accessible version if required - An accessibility tool has been procured to assist in the review of accessibility of the corporate website and of franchise content – working with Queensland Online. The tool is used to review and analyse content to ensure it meets accessibility requirements, Actions are taken for any content deemed to need improvement. - Additional messaging and direction have been incorporated into the Online publishing policy and procedures to advise staff of their requirements for accessibility.	☒ Completed ☐ In progress
			2. Develop, publish and promote guideline for staff in developing transcriptions and/or captions for newly created time-based media such as video/audio	Guidelines developed and promoted to staff	Checklists and guides have been created and published on the intranet to educate staff on creating accessible content. These documents are being actively promoted to staff.	☒ Completed ☐ In progress

Digital Technology and Services (Smart Service Queensland)			3. Continue to ensure requirements are captured in all whole of government templates	All appropriate requirements captured	Templates for the qld.gov.au website were updated and managed including maintaining the compliance of templates when monthly changes were made.	☒ Completed ☐ In progress
			4. Review new Web content accessibility guidelines (WCAG) 2.1 standards to ensure the ongoing support and advice provided to website owners is relevant and updated considering technology advances	Baseline assessments completed	As part of business as usual operations, any new template development, review or enhancement work will comply to the new standard - WCAG2.1 <i>WCAG2.1 is now current standard and supersedes WCAG2.0. IS26 is now, by default, required to meet WCAG2.0.</i>	☒ Completed ☐ In progress

DHPW will focus on: Welcoming and inclusive communities

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Housing, Homelessness and Sport (Sport and Recreation)	Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport	Communication with relevant organisations, encourage application under grant programs and direct to supporting information to assist them	This action is complete in 2017-18	This action is complete in 2017-18	This action is complete in 2017-18	☐ Completed ☐ In progress
Housing, Homelessness and Sport (Sport and Recreation)	Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations <i>*Please note this action was reported as complete in "All Abilities Queensland: Opportunities for All" Progress Report which was published in April 2019. The department has chosen to continue this action internally to continue to highlight the importance of this activity.</i>	Communication with relevant organisations, development and distribution of relevant materials	Continue to promote grant programs in line with the <i>Sports and Active Recreation Strategy</i> , which aim to increase participation in sport and active recreation to organisations and individuals to ensure they are aware of their eligibility to apply	Promotion of new and ongoing SRS programs (including grants), partnerships, products and services, providing assistance targeted at people with disability (following release of <i>Queensland Sport and Active Recreation Strategy 2019-2029</i>)	- Grant programs continue to be promoted through stakeholders and community organisations and clubs. - Provided advice to sporting organisations regarding legislative requirements and Australian standards for accessibility in relation to infrastructure development. - Promoted access to programs that support participation by people with a disability, through workshops and information sessions. - Completed the strategy consultation phase. The strategy places Queenslanders at the heart of decision making and targets support to Queenslanders and communities that need it most, including people with a disability.	☒ Completed ☐ In progress
Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Responsive Government Strategy)	Leverage Advance Queensland to support projects which enhance social outcomes and lead improvements in products and services for people of all abilities in Queensland	Support for people with disability to use digital technologies	Continue to deliver the Advance Queensland Community Digital Champions initiative to encourage Queenslanders, including people with disability, to embrace digital technologies and participate online	Provision of support to people with a disability through the activities of community digital champions	The Community Digital Champions program has eight outstanding individuals who are working with people with disabilities to help them embrace digital technologies. Of these five, three Community Digital Champions identify as living with a disability themselves.	☒ Completed ☐ In progress

DHPW will focus on: Changing attitudes and breaking down barriers by raising awareness and capability

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Governance, Planning and Performance; Communication and Engagement)	Improve staff awareness and understanding of people with disability and carers through promoting celebratory days that promote the human rights of people with disability	Celebratory days and Disability Service Plan promoted within the department	1. Include suitable celebratory days in the department's staff event calendar	Celebratory days and Disability Service Plan promoted within the department	Celebratory days (Disability Action Week and International Day of People with Disability) were included in the department's staff event calendar.	☐ Completed ☒ In progress
			2. Promote celebratory days plus the department's DSP			
Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Corporate Services (Human Resources)	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 (led by DCDSS)	- 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 (DCDSS)	1. Support WOG initiatives, led by the PSC report <i>Be the difference – disabling the barriers</i>	WOG initiatives implemented in accordance with PSC report <i>Be the difference – disabling the barriers</i>	The department has supported and promoted all resources and initiatives that have been led by the PSC report Be the difference – disabling the barriers.	☒ Completed ☐ In progress
			2. Explore options for an online version of the department's Disability Awareness Training, including online induction	Disability Awareness Training is available and accessible to staff	HPW explored options for an online version of department's Disability Awareness Training and identified a potential supplier.The Disability Awareness training offered by DCDSS will be available to all employees.	☒ Completed ☐ In progress
Housing, Homelessness and Sport (Sport and Recreation)	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 (led by DCDSS)	Increased awareness among clients of disability access and where to find resources to support them	Promote disability access and inclusion to stakeholders	Implementation of Quantity Surveyors Fact Sheet which provides details on specific requirements and general costs, for Sport and Active Recreation building infrastructure projects including specifications for all abilities facilities	- The <i>Quantity Surveyors Fact Sheet</i> is available via the department's website to provide guidance to stakeholders on costs related to Sport and Active Recreation building infrastructure projects. Quantity surveyor input has been incorporated to validate the costs and rates offered in the Fact Sheet. - A Fact Sheet is available via the department's website to provide guidance to stakeholders on implementing the principles of Universal Design including specifications on all facilities to facilitate outcomes above the current legislation requirements and applicable Australian Standards.	☒ Completed ☐ In progress
				Identified venues across Sport and Recreation to include access to PWD/ambulant facilities	As of July 2019, construction is underway at the Gold Coast Recreation Centre to upgrade cabins to provide for 15 ambulant and 10 People with Disability accommodation facilities with completion forecast by October 2019. Planning is underway for a further 15 ambulant and 10 People with Disability accessible cabins in stage 2 of the development.	☐ Completed ☒ In progress

DHPW will focus on: Respecting and promoting the rights of people with disability and recognising diversity

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Governance, Planning and Performance)	Where appropriate, DHPW internal corporate policies consider the needs or interests of staff with disability and carers	DHPW internal corporate policies demonstrate where appropriate, the needs or interests of people with disability and carers have been considered	Review the Online Publishing Policy which specifies the use of the Web Content Accessibility Guidelines 2.0	Reviewed/updated Online Publishing Policy published on HPW Intranet	The revised Online Publishing Policy was approved in June 2019. It specifies the requirements to use the Web Content Accessibility Guidelines 2.1, as under the <i>Disability Discrimination Act 1992 (Cwlth)</i> , websites must be accessible to people with disability.	☒ Completed ☐ In progress
Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Office of the Chief Advisor Queensland Government Procurement)	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 (led by DCDSS)	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation (DCDSS)	1. Revise all relevant documents within the Social Procurement Toolkit to reflect the new Queensland Procurement Policy (QPP) enhancement relating to compliance with the <i>Disability Discrimination Act 1992 (Cwlth)</i>	Social Procurement Toolkit is updated	Social Procurement Example Clauses (as part of the Social Procurement Toolkit) updated to reflect a tender clause that specifically references the <i>Disability Discrimination Act 1992 (Cth)</i> , pending publication.	☐ Completed ☒ In progress
			2. Promote the Whole of Government Workplace Health Services Employee Assistance Standing Offer Arrangement which includes specialist disability counselling support for eligible clients	Available employee assistance services promoted to eligible clients (employees and immediate family members)	Current and new employees are made aware of the Employee Assistance Services and access to disability counselling support.	☒ Completed ☐ In progress
			3. Revise Building Asset Services (BAS) <i>Social Procurement Framework</i> and guidance documents to reflect the new QPP enhancement relating to compliance with the <i>Disability Discrimination Act 1992 (Cwlth)</i>	BAS Social Procurement Framework and guidance documents are updated	- In April 2018, BAS published the first version of our <i>BAS Social Procurement Framework</i> and supporting guidelines which incorporated guidance on how to engage with a social benefit organization, including disability enterprises. - In June 2018, BAS published an updated version which incorporated additional guidance relating to the <i>Disability Discrimination Act 1992 (Cwlth)</i>.	☒ Completed ☐ In progress
			4. Support the QPP enhancements by inviting a disability advocate to participate in the Building Contract Management Category Industry Reference Group (BCM IRG)	Disability advocate for BCM IRG, South East Regional Disability Advisory Council attends 90% of BCM IRG meetings	Invitations to the South East Regional Disability Advisory Council representative to attend Building Contract Management Category Industry Reference Group (BCM IRG) meetings have been embedded in business-as-usual.	☒ Completed ☐ In progress
Building Policy and Asset Management						
Housing, Homelessness and Sport	Government services and funded non-government services provide access to language, translating and communication services (led by DCDSS)	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services (DCDSS)	1. Provide Translating and Interpreter Services for Housing and Homelessness clients, including people with disability	Number of occasions translating and interpreter services are engaged for HHS clients including people with a disability	The department provides translation and interpreter services, with HHS staff referring clients to these as required. This is promoted on the HPW housing franchise website and has been previously showcased on the TenantConnect website. In 2018-19, there were 2,751 occasions in which Translating and Interpreter Services were utilised for HHS customers, including people with disability.	☒ Completed ☐ In progress
			2. Develop Implementation Plan for <i>Lost in Translation</i> Innovation, (aims to improve accessibility of forms and translate them into a variety of languages, and promote uptake of Auslan in Housing Service Centres)	Implementation Plan developed	The <i>Lost in Translation</i> initiative has been piloted in the Buranda Housing Service Centre	☐ Completed ☒ In progress
			3. Develop materials in a range of formats (including Easy English) for Housing Service Centre and Community Housing clients to inform people with disability of their housing options and to support them to access appropriate housing solutions	Resources developed and relevant links available	As part of a holistic review of customer letters undertaken by ThoughtBubble, customer-centric principles including a readability index were considered. HHS has undertaken codesign approaches with people with disability and disability services such as the NDIA to develop a range of resources including the 'My Housing Options' Workbook.	☐ Completed ☒ In progress

			4. Develop Queensland Government Housing Portal to consolidate housing information in a user-friendly and accessible way	Portal implemented	The Housing Franchise site was reviewed to ensure user friendliness and accessibility for people with disability.	☒ Completed ☐ In progress
Digital Technology and Services (Smart Service Queensland)			5. Continue to provide Translating and Interpreter Services for Queensland Government customers through 13QGOV and www.qld.gov.au .	Number of Translating and Interpreter Service transactions provided through 13QGOV and www.qld.gov.au .	1,890 translating and interpreter service transactions were recorded in 2018-19 through 13QGOV and www.qld.gov.au .	☒ Completed ☐ In progress

State Disability Plan priority area: *Employment*

Our goal: Queenslanders with disability have increased access to employment opportunities

DHPW will focus on: Leading the way – increasing opportunities in the Queensland public sector

Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Corporate Services (Human Resources)	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 (led by Public Service Commission)	The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022	Support the implementation of Public Service Commission strategies through the “Be the difference – disabling the barriers” implementation plan	• Departmental targets maintained or improved for employees who identify as having a disability • Pathways investigated for people with disability to enter the workforce	• Staff who identify as people with disability currently sits at 3.4%. This is 0.1% lower than 2017-18. • In collaboration with other government departments, a number of options for increasing the number of people with disability in our applicant pools and in our workforce have been discussed, with potential options to be tested further with departments. HPW has been exploring options to increase exposure to managers around options for employing people with disability. • The department has provided input on the draft “Be the difference, disabling the Barriers” implementation plan.	☐ Completed ☒ In progress
Corporate Services (Human Resources) All divisions	Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with a disability to participate in employment (led by DCDSS)	Information, resources and good practice case studies uploaded to the dedicated website (DCDSS)	Participate in the Australian Network on Disability Internship Program	Number of participants in the Internship Program	The department hosted two interns through the Australian Network on Disability.	☐ Completed ☒ In progress

State Disability Plan priority area: *Everyday Services*

Our goal: Queenslanders with disability have the same opportunities as everyone else in the community to access services, as housing, health, transport, disability and community services, and justice and community safety are accessible and responsive to their needs.

DHPW will focus on: Housing

DHPW specific actions						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Responsive Government Programs and Building Policy and Asset Management (Building Legislation and Policy)	Consider the needs of Queenslanders with disability in the development of a Queensland Building Plan (QBP) and implementation of a housing strategy	A housing strategy and QBP Consultation Paper published	This action is complete in 2017-18	This action is complete	This action is complete in 2017-18	☐ Completed ☐ In progress
Housing and Homelessness and Sport	Provide person-centred housing assistance solutions including access to a broader range of products and services to support people, including people with disability, to access and sustain private accommodation that suits their individual needs	- Housing Strategy is published - Housing Strategy Action Plan supports person-centred approaches to housing assistance - Housing with Shared Support program phased out by 2020, facilitating greater choice and control for people with disability over their living arrangements (housing and support), consistent with other social housing tenants	1. Support Housing Service Centres (HSCs) to phase out the HwSS Program and explore the range of housing options for people with a disability	Co-designed resources developed and implemented	DHPW has worked with the Department of Communities, Disability Services and Seniors to phase out the Housing with Shared Support (HwSS) Program. A joint stocktake of all existing HwSS arrangements occurred as the NDIS was progressively phased in across the state. The purpose of the stocktake was to enable people with disability to explore their housing options under the NDIS in line with the principles of rights, choice, control and inclusion. Resources, including practice guides and a dedicated SharePoint page, were also co-designed with key stakeholders to ensure people with disability had the right information to make an informed choice as to their housing options.	☐ Completed ☒ In progress
			2. Develop the Building Community Resilience Project with the aim of identifying vulnerable households (an action of the QHS 2017-27)	Bundaberg HSC progress project plan: - emergency kits developed - workshops with partners conducted - home visits with tenant - Project Report finalised	Bundaberg HSC in collaboration with community stakeholders worked with vulnerable public and community housing tenants who are living in Housing with Shared Support arrangements, those with a disability, and seniors to develop an emergency plan that could be actioned in the event of a disaster. This project is now complete and the HSC continues to engage with vulnerable tenants to undertake emergency planning. Outcomes of the project included: 19 workshops with tenants 22 home visits 107 households engaged; 138 participants 108 emergency kits provided; 107 emergency plans completed - Identified 14 households requiring further welfare checks during an emergency	☒ Completed ☐ In progress
Housing and Homelessness and Sport	Ensure all new social and government employee housing projects are built in consideration of <i>Liveable Housing Design Guidelines</i>	50% of new social housing built in consideration of liveable housing guidelines - All new government employee housing built in consideration of liveable housing guidelines	1. Construct at least 50% of new social housing dwellings in alignment with Livable Housing Australia's <i>Livable Housing Design Guidelines</i> Gold Level or Platinum Level	50% of newly constructed dwellings meet Livable Housing Design Guidelines	Over 68% of new social housing dwellings completed in 2018-19 were constructed to <i>Livable Housing Design Guidelines</i> Gold Level or Platinum Level, exceeding the target.	☒ Completed ☐ In progress
Building Policy and Asset Management (Queensland Government Accommodation Office)			2. Consider application of <i>Livable Housing Design Guidelines</i> when progressing new government employee housing (GEH) projects to address agency requirements	New GEH housing in Aboriginal and Torres Strait Islander communities and remote areas is constructed in consideration of livable housing guidelines	<i>Government Employee Housing Design Standards and Guidelines</i> incorporate the consideration of <i>Livable Housing Design Guidelines</i> features and have been embedded into business-as-usual processes, ensuring that all new Government Employee Housing properties built in 2018-19 and beyond adhere to the requirements.	☒ Completed ☐ In progress
Housing, Homelessness and Sport	Continue investment in programs which assist people to remain in their homes for longer and	Continuation of Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and	1. Commence audit of Domestic and Family Violence shelters in relation to disability access, pet accommodation and security features	Audit of Domestic and Family Violence shelter commenced	One audit of Domestic and Family Violence shelters was completed in 2018-19.	☒ Completed ☐ In progress

	access advice to sustain their tenancy <i>*Please note this action was reported as complete in "All Abilities Queensland: Opportunities for All" Progress Report which was published in April 2019. The department has chosen to continue to report on this action to highlight the ongoing investment in this program.</i>	Referral Service (QSTARS) Continuation of RentConnect program	2. Investigate reforms to intake, assessment and allocation processes to ensure improved responses to the needs of people with disability	Document the particular housing challenges and needs of people with disability to support operational staff	- Progressed Service Delivery Transformation reforms to improve Queenslanders' health and wellbeing, economic and social participation through holistic pathway planning approaches. - SDT reforms directly support the disability service policy statement to ensure people with disability can exercise their rights, choices, inclusion and control over their housing, living arrangements and participation in the community.	☒ Completed ☐ In progress
			3. Consider the particular housing challenges of people with disability escaping domestic and family violence in the service delivery response	Customer experience informs the development of our service delivery response.	- Through the Service Delivery Transformation's pathway planning and person-centred service response, Housing Service Centres tailor services to people with disability who are experiencing domestic and family violence. The Housing Service Centre staff plan activities that focus on tailored responses with the customer. The home pathway approach will guide the ongoing service relationship and the service responses with vulnerable customers, in consideration of the risk assessment and safety planning requirements for this cohort. It also provides a mechanism to work with customers on their aspirations beyond any immediate service response. - The department has developed resources including a DFV practice guide and communication and education materials for staff regarding expectations of assisting customers, including people with disability, experiencing domestic and family violence and how to recognise, respond and refer to specialist and support agencies. It has also delivered state-wide training to Housing Service Centre and contract staff to build the capability and capacity of staff in how to respond to people impacted by domestic and family violence, including people with disability. - The department is partnering with other departments to participate in High Risk Teams to provide integrated service responses with government agencies to people who are assessed as high risk of being impacted by domestic and family violence. High Risk Teams collaborate to provide integrated, culturally appropriate safety responses.	☐ Completed ☒ In progress
Housing, Homelessness and Sport	Promote good practice housing solutions (that provide social inclusion and economic participation opportunities) for people with disability	- Best practice housing solutions and case study examples published - Guidelines for housing providers developed	1. Develop a suite of best practice resources to support the Housing principles for inclusive communities and <i>Better Housing Solutions Guide</i> , including Procurement guidelines and a toolkit to support Community Housing Providers to successfully transition to the NDIS operating environment	Resources developed and published on the DHPW website	- Under the <i>TenantConnect</i> program, DHPW engaged Queenslanders with Disability Network to co-design communication and engagement resources for staff to engage with tenants and other key stakeholders about housing options. The resources will be distributed in July 2019. - NDIS Toolkit for community housing providers under development.	☐ Completed ☒ In progress
			2. Consolidate information on housing pathways for people with disability as part of the establishment of the Queensland Government housing portal	Information prepared for the housing portal	Information on housing pathways for people with disability is being collected and prepared for inclusion in a future web-based information hub.	☐ Completed ☒ In progress
Housing, Homelessness and Sport	Develop policy positions on housing access, quality and safeguards and new supply, that improve housing choice for people with disability and influence national implementation and guide state roll-out of the National Disability Insurance Scheme	- Meetings of the Reform Leaders' Group Sub-committee on Housing held - Recommendations provided to the NDIS Reform Leaders Group on improving housing choice for people with disability including quality and safeguards - Inter-agency Action Plan developed - Guidelines for housing providers on the separation of housing and support developed to help people with disability have greater control over their living arrangements	1. Collaborate across Queensland Government to implement activities in the Reform Leaders Group Sub-committee on Housing's Inter-agency action plan	Outcomes identified in the Inter-agency action plan are achieved	Progress against the Inter-agency action plan helped to ensure the state was well-prepared from a housing perspective for NDIS full scheme. DHPW is continuing to lead implementation in collaboration with Queensland Government agencies. This will continue into the full scheme.	☐ Completed ☒ In progress
			2. Work through the Reform Leaders Group Sub-committee on Housing to resolve Specialist Disability Accommodation (SDA) policy positions to support a market response to SDA demand	- State approach to transacting State land for SDA determined - Application of NDIA pass-through mechanism to state contributions resolved	Application of NDIA pass-through mechanism confirmed and state approach to transacting state land for SDA has been clarified.	☒ Completed ☐ In progress
			3. Advocate for appropriate and sustainable housing solutions for people with disability to be considered in Commonwealth housing policies, strategies and plans	National Housing and Homelessness Ministers' Forum, Building Ministers Forum, and other mechanisms utilised to advocate for the housing needs of people with disability	The National Housing and Homelessness Ministers' Forum has not met since October 2017. The Minister continues to advocate for the re-establishment of the National Housing and Homelessness Ministers' Council under COAG.	☐ Completed ☒ In progress

		(including exercising their tenancy/housing rights and choice of support providers)				
Housing, Homelessness and Sport	Ensure key quality and safeguards, including the separation of housing and support are considered as part of the broader review of the <i>Housing Act 2003</i> , the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and the <i>Residential Services (Accreditation) Act 2002</i>	Legislative reviews included consideration of quality and safeguards	Liaise with the National Disability Insurance Scheme Quality and Safeguards Commission to encourage the key quality and safeguards, including the separation of housing and support in the implementation of National Disability Insurance Scheme Quality and Safeguarding Framework	Meetings held (as required)	• Ongoing discussions with the NDIA and the Department of Communities, Disability Services and Seniors • Input provided into the NDIS <i>Quality and Safeguards Framework</i> and Rules. • DHPW continues to advocate for a mandated separation of housing and support in all new build Specialist Disability Accommodation. • DHPW continues to advocate to the NDIA and NDIS Quality and Safeguards Commission for a strengthening of NDIS safeguards to better protect vulnerable people living in residential services who are receiving combined accommodation and disability supports.	☐ Completed ☒ In progress

DHPW will focus on: Disability and community supports

Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Housing, Homelessness and Sport	Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (led by DCDSS)	All existing eligible clients transition and access services through the NDIS by 30 June 2019 (DCDSS)	1. Liaise with the National Disability Insurance Agency (NDIA) to ensure the housing needs of people with disability are adequately captured as part of assessment processes	Options for better collaboration and capturing of housing information in NDIS plans identified	DHPW continues to advocate to the NDIA for better housing needs data.	☐ Completed ☒ In progress
			2. Ongoing educational information on the National Disability Insurance Scheme (NDIS) to DHPW frontline staff and funded specialist homelessness providers, community and private housing assistance providers, to enable referral of clients to the NDIA	Increased DHPW clients receiving support through the NDIS	Frontline staff have been, and are continuing to be provided guidance on ways to support customers to access services, including the NDIS, through Service Delivery Transformation.	☒ Completed ☐ In progress

State Disability Plan priority area: *Leadership and Participation*

Our goal: Queenslanders with disability have the same opportunities as everyone else to participate in Queensland's society and democracy, influence decisions that affect them and take up key roles in public and private organisations

DHPW will focus on: Inclusion in consultation, decision making and leadership development

Whole of government actions that DHPW will contribute to						
Responsible area	Our Actions for 2017-20	2017-20 Action success measure	Our 2018-19 milestones	2018-19 measures	2018-19 milestone progress	2018-19 measures performance
Portfolio Strategy (Communications and Engagement) All divisions	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 (led by DCDSS)	- Increased participation of people with disability in consultation - Options for engagement promoted (DCDSS)	Include the option of signing interpreters being present at public consultation events	The option to request an interpreter is provided as part of the event registration process	People registering to attend events are given the opportunity to make any special requests they may have.	☒ Completed ☐ In progress
Housing, Homelessness and Sport All divisions	Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (led by DCDSS)	Queensland Government 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 (DCDSS)	Facilitate the involvement of people with disability through the Tenant Engagement Program to discuss and inform policies and services	Increased engagement of people with disability in the development and delivery of services	Under the TenantConnect program, DHPW engaged Queenslanders with Disability Network to co-design communication and engagement resources. DHPW staff will use these resources to engage with tenants and other key stakeholders, regarding the end of the HwSS program, and housing options under the NDIS.	☒ Completed ☐ In progress
Corporate Services (Human Resources)	Existing leadership programs are accessible and inclusive of Queenslanders with disability (led by DCDSS)	- Application and assessment processes for Queensland Government leadership programs are accessible - Participant demographics for Queensland Government leadership programs are representative of the community (DCDSS)	All departmental training nominations continue to enable employees with disability the capacity to participate in training programs	Number of reasonable adjustments made to accommodate employees' needs	There have been no requests for reasonable adjustments with regard to training programs in the 2018-19 period.	☒ Completed ☐ In progress