

Disability Service Plan (including interim COVID actions) 2020-2021

Department of Agriculture and Fisheries

The Department of Agriculture and Fisheries (DAF) supports efficient, innovative and profitable agriculture, fisheries and forestry industries and is committed to:

- Ensuring people with a disability have the same equality of opportunity in accessing customer services as other members of the community, and will be encouraged and supported to exercise those rights.
- Having sufficient regard to the needs of families, carers and advocates of people with a disability.
- Providing services in a safe, accessible environment appropriate to the needs of people with a disability.
- Working with other government agencies to ensure our services link effectively.

As a result of the delay to the new National Disability Strategy, due to the current COVID-19 pandemic, the Department of Seniors and Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) released interim actions under a COVID-19 All Abilities Recovery Plan 2020-2021. DAF has committed to continuing support of the current National Disability Strategy 2010-2020 (remains in place until approval of the new National Disability Strategy and State Plan), and to the implementation of the following key priorities of the interim plan:

- High quality engagement and communication with people with disability
- Maintaining service continuity and identify opportunities to reshape service arrangements and support people with disability and providers
- Identify and action COVID-19 issues affecting people with disability.



Purpose

The *Disability Services Act 2006* (Qld) (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government agencies to develop and implement a DSP. The purpose of DSPs is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

Monitoring and reporting

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

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the federal and other state and territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-2020 and additional interim actions.

DAF is committed to the respect, protection and promotion of human rights in our decision-making and actions.

Current actions under the Queensland State Disability Plan 2017-2020

Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability			
Activities	Success measure	Overall measure	Responsible area
Action – Support national communication strategies and activities to promote the National Disability Strategy 2010-2020.			
Work with the DSDSATSIP to promote the National Disability Strategy.	Ongoing	Queensland participates and contributes to national communication strategies and activities.	All agencies (DSDSATSIP lead)
Action – 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.			
Work with the DSDSATSIP to provide portfolio specific information.	Ongoing	Information provided to ministers to support development of partnerships.	All agencies (DSDSATSIP lead)
Action – 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.			
Work with the DSDSATSIP to identify information to support people with disability in the design and delivery of services.	Ongoing	Information to support local governments, non-government organisations and businesses to develop plans provided on dedicated website	All agencies (DSDSATSIP lead)
Action – 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.			
Work with the DSDSATSIP to incorporate successfully piloted disability awareness training into the department's induction program.	Completed	Disability awareness program developed and piloted with DSDSATSIP staff and in DSDSATSIP induction programs. Explore options to roll out disability awareness training to staff of other Queensland Government departments and induction programs.	All agencies (DSDSATSIP lead)

Accessible places and spaces			
Activities	Success measure	Overall measure	Responsible area
Action – Improve access for people with disabilities 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.			
Supported by DSDSATSIP, information is provided to enable DAF staff to choose accessible venues for events and meetings	Information published on the intranet. Ongoing updates as required.	Guidance provided to staff about how to choose an accessible venue for an event or meeting	All agencies (DSDSATSIP lead)
Accessible information			
Activities	Success measure	Overall measure	Responsible area
Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.			
Review DAF material available on the intranet, internet and hard copy for accessibility.	Ongoing review	Provide all new key Queensland Government materials in accessible formats and progressively review and update existing content.	All agencies (DSDSATSIP lead)
Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to make transcripts and/or captions available for newly created time-based media (i.e. pre-recorded video/audio)			
Review DAF content available on the intranet and internet for compliance with guidelines.	Ongoing review	All new key website content is accessible and complies with guidelines. Increase in the number of government websites that meet guidelines	All agencies (DSITI lead)

Welcoming and inclusive communities			
Activities	Success measure	Overall measure	Responsible area
Action – Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events.			
Work with DSDSATSIP to identify business offering Companion Card Scheme and share information as required.	Ongoing	Number of businesses, offering the Companion Card Scheme.	All agencies (DSDSATSIP lead)
Respecting and promoting the rights of people with disability and recognising diversity			
Activities	Success measure	Overall measure	Responsible area
Action – 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.			
Policies and programs developed by DAF have included feedback from stakeholders on requirements/needs of people with disability and carers.	Ongoing feedback sought when required.	New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation.	All agencies (DSDSATSIP lead)
Action – Government services and funded non-government services provide access to language, translating and communication services.			
Engagement of interpreter services (where appropriate) is undertaken. Information is easily accessible to customers and staff on how to engage interpreters.	Ongoing	Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.	All agencies (DSDSATSIP lead)

Safe, healthy and respectful relationships			
Activities	Success measure	Overall measure	Responsible area
Action – Implement early awareness strategies in approach to mental health in the workplace, including an education campaign for early detection of mental health issues and stress in the workplace.			
Information available as a part of DAF's Health and Safety Management System.	Awareness sessions and news items provided on intranet.	DAF staff are aware of strategies for early detection of issues relating to mental health and stress in the workplace.	All business areas (HR lead)

Employment

Leading the way – increasing opportunities in the Queensland public sector			
Activities	Success measure	Overall measure	Responsible area
Action – 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.			
Partner with employment agencies and universities to increase attraction of people with disabilities to graduate positions available in DAF. Review our reasonable adjustment policy to ensure accessibility for people with disabilities to employment opportunities in DAF.	Ongoing, supported by EEO data response rates.	The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022.	All agencies (PSC lead)

Increasing employment opportunities for Queenslanders with disability			
Activities	Success measure	Overall measure	Responsible area
Action – 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.			
Work with DSDSATSIP to identify information and good practice case studies that promote benefits of employing people with disability and published to identified DSDSATSIP dedicated website.	Ongoing	Information and good practice case studies published to the dedicated website.	All agencies (DSDSATSIP lead)

Everyday services

Disability and community supports			
Activities	Success measure	Overall measure	Responsible area
Action – Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme.			
Work with DSDSATSIP to ensure smooth transition to the National Disability Insurance Scheme.	Ongoing	All existing eligible clients transition and access services through the NDIS by 30 June 2019.	All agencies (DSDSATSIP lead)

Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development			
Activities	Success measure	Overall measure	Responsible area
Action – 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.			
Investigate different mediums for consultation and engagement to ensure participation for people with disabilities.	Implementation of options as appropriate.	Increased participation of people with disability in consultation and options for engagement promoted.	All agencies (DSDSATSIP lead)
Action – Queensland Government agencies to consult with people with disability when developing a disability service plan or implementing disability service plan actions.			
Consult and participate at community of practice meetings (DSDSATSIP organised) and whole of government agency workshops and forums.	Ongoing participation by DAF representative.	Queensland Governments Disability Service Plans 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.	All agencies (DSDSATSIP lead)
Action – Promote inclusion of people with disability on state government boards, steering committees and advisory bodies to foster ‘change from within’.			
Work with DSDSATSIP to ensure all DAF boards, steering committees and advisory bodies are accessible to people with disability.	Ongoing	Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability.	All agencies (DSDSATSIP lead)
Action – Existing leadership programs are accessible and inclusive of Queenslanders with disability.			
Work with DSDSATSIP to ensure leadership programs are accessible and inclusive of Queenslanders with disability.	Ongoing	Application and assessment processes for Queensland Government leadership programs are accessible and participant demographics for Queensland Government leadership programs are representative of the community.	All agencies (DSDSATSIP lead)

Additional actions by the Department of Seniors and Disability Services and Aboriginal and Torres Strait Islander Partnerships, supporting Queensland COVID-19 Disability Recovery Action Plan 2020-2021

Tactic	Actions	Tasks
High quality engagement and communication	Use expert advisors and Ministerial Councils to confirm and prioritise areas for action on systemic issues and modifiable risks during active COVID-19, and also to inform the recovery phase	Gather evidence on the economic impacts of C-19 on people with disabilities: <ul style="list-style-type: none"> • Employment/unemployment rates (change compared to general population) and potential for re-employment • Any disproportionate impact of disrupted education on children with disability and any special needs now required to help get back on-track • Cost of living impacts particular to people with disabilities during C-19 and financial support required
	Work with disability experts to develop communication and resources tailored to the needs of people with disability during the active and recovery phases of COVID-19	<ul style="list-style-type: none"> • Translate Commonwealth and Queensland roadmaps to practical guidance on how and when restrictions will be lifted • Generate communication campaign to encourage people with disabilities to safely re-engage with community and regular activities • Work with Qld Govt agencies on any interim C-19 specific updates required to their Disability Support Plans
Identify opportunities for reshaping service arrangements and supporting providers	Identify actions to assist sector to respond to easing of the Public Health Directions (PHD) and assess the client and community impacts	<ul style="list-style-type: none"> • Translate and prepare guidance for the Disability Sector on both the timing and implication for service delivery of restrictions being eased under the PHDs • Support the Disability Sector to develop COVID Safe Plan/s • Capture learnings from Disability Sector of successful changes made to modes of service delivery during C-19, for promotion to the Sector and inclusion in BCPs
	Engage disability peaks to deliver tailored new COVID-19 related programs, resources and services to help support the Disability Sector, including NDIS service providers	<ul style="list-style-type: none"> • Engage disability peak and representative bodies to translate DCDSS messaging about C-19 recovery into accessible formats and distribute – including some guidance on what a COVID-Safe Plan should include for services broadly

	Advocate to the Commonwealth for support programs tailored to identified and anticipated needs in the Queensland sector	<ul style="list-style-type: none"> • Capture, prepare supporting evidence and promote the recovery needs of the Queensland Disability Sector to the Commonwealth, incorporating analysis of regional need and service type • Promote the intention and benefits of the Commonwealth NDIS Workforce Strategy to the Queensland Disability Sector
	Promote opportunities for the sector to access financial support programs provided by governments	<ul style="list-style-type: none"> • Research Commonwealth and Queensland subsidies and supports available to the Disability Sector, and assemble easy to understand information • Promote the available subsidies to the Queensland Disability Sector through all available channels
Ongoing monitoring of service capacity and value	Monitor and quantify any NDIS savings from COVID-19 underutilisation	<ul style="list-style-type: none"> • Analyse available data and model future savings for the Commonwealth resulting from COVID-19
	Advocate for reinvestment of any underutilised NDIS funds during COVID-19 in the Queensland sector	<ul style="list-style-type: none"> • Develop advocacy plan identifying available forums and approaches for pursuing the investment of any Commonwealth NDIS savings in the Queensland Disability Sector and for the benefit of people with disabilities.