



# COVID-19 Disability Recovery Action Plan 2020-21: Report

Department of Energy and Public Works

*August 2021*



**Queensland**  
Government

## **The Department of Energy and Public Works (EPW) *COVID-19 Disability Recovery Action Plan 2020-21* supported people with disability and the disability service sector in recovering from the COVID-19 pandemic.**

We supported Queensland's economic wellbeing and contributed to improving the quality of life for people and communities. EPW contributed to the Queensland Government's objectives for the community by delivering policies, programs and services that support jobs, back small business, build Queensland, grow our regions, invest in skills, and protect the environment.

Our *COVID-19 Disability Recovery Action Plan 2020-21* reflected our commitment to consider the needs of people with disability in our response and recovery from the COVID-19 public health emergency. Key focus areas were:

- ensuring high quality engagement and communication with people with disability
- maintaining service continuity and identifying opportunities to reshape service arrangements that support people with disability and disability service providers
- identifying and addressing COVID-19 issues affecting people with disability.

This report provides an overview of our performance against the actions identified in the 2020-21 plan.

## Whom to contact for more information and other languages or document formats

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you wish to provide feedback on this Plan, you require an interpreter to communicate, or you require the document in an alternative format, please contact us by email at [feedback@hpw.qld.gov.au](mailto:feedback@hpw.qld.gov.au). Alternatively, you can telephone 13 QGOV (13 74 68) and ask for Governance, Department of Energy and Public Works. We will arrange assistance for you.

The contact details of the Department of Energy and Public Works are:

GPO Box 2457  
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## Priority 1: High quality engagement and communication

Our Actions for 2020-21	2020-21 Action success measure	Status
<p>Work towards ensuring all Queensland Government legislation, policies and programs are consistent with commitments under international conventions and the needs of people with disability and carers are considered and promoted</p>	<ul style="list-style-type: none"> <li>Continued periodic engagement with Queensland Government procurement category leads to ensure a disability advocate is represented on each category's Industry Reference Group(s)</li> <li>Identified and encouraged participation for disability advocates on any additional procurement advisory groups. (Disability advocates have already been appointed to a majority of category Industry Reference Groups)</li> <li>As part of the COVID-19 response, published Procurement Advisory Notice for buyers entitled 'Considering people with disability' to ensure buyers are aware of the impact of the COVID19 pandemic on people with disability, including in government supply chains, as business owners and employees</li> </ul>	<p>Complete.</p> <p>A disability advocate is actively representing people with disability on all procurement category Industry Reference Groups.</p> <p>The department released a Procurement Advisory Notice (PAN) for suppliers, <i>Supporting Social outcomes for Queenslanders</i>, to assist businesses to understand the Government's commitment to advance economic, environmental and social objectives for the long-term wellbeing of communities and foster a more inclusive economy.</p> <p>This added to the PANs already available that focused on buyers:</p> <ul style="list-style-type: none"> <li>Considering people with disability</li> <li>Supporting vulnerable Queenslanders through social procurement.</li> </ul>
<p>Queensland Government websites continue to meet Australian Web Content Accessibility Guidelines</p>	<p>For EPW websites:</p> <ul style="list-style-type: none"> <li>all content is accessible and complies with guidelines</li> <li>accessible formats are made available when COVID-19 materials are published, along with contact details</li> <li>web accessibility review conducted for all COVID-19 web requests before being published</li> <li>published documents are checked to ensure they conform to accessibility requirements</li> <li>COVID-19 video content is captioned and transcripts provided</li> </ul>	<p>Continuing activity.</p> <p>The new EPW website was built in line with accessibility requirements.</p> <p>Web content is reviewed prior to publication. Published documents conform with requirements. This is now embedded practice in the agency.</p> <p>Video content is captioned and transcripts provided.</p>
<p>Provide access to language, translating and communication services (for all communication material, including COVID-19-related material)</p>	<ul style="list-style-type: none"> <li>Information is included in documents and on the website about how to access translation and interpreting services</li> <li>Users are linked to Queensland Government resources for languages other than English</li> </ul>	<p>Complete.</p> <p>Information on how to access translation and interpreting services is made available. This is now an embedded practice in the agency.</p>

Our Actions for 2020-21	2020-21 Action success measure	Status
<p>Offer consultation and engagement processes in a range of ways, including through the use of accessibility technologies, to maximise the participation opportunities for people with disability, their families, and their carers</p>	<ul style="list-style-type: none"> <li>• Increased participation of people with disability in consultation processes</li> <li>• Promoted options for participation, including the option of signing interpreters at public consultation events</li> </ul>	<p>Continuing activity.</p> <p>With opportunities for in-person consultation and events in 2020-21 restricted due to the COVID-19 pandemic, engagement was limited to online consultation activities. As restrictions ease, in-person community consultation will again be considered as a standard engagement option and the participation of people with disability will be taken into account.</p>
<p>Roll out new Disability Training Module to EPW employees</p>	<p>Number of employees who have completed the online module</p>	<p>Complete.</p> <p>Four employees completed the online module in 2020-21.</p>
<p>Support people with disability, their families and carers/guardians through increased consumer awareness. Ensure they have an opportunity to have their say about policies and programs that affect them</p> <ul style="list-style-type: none"> <li>• Continue working with community organisations, advocacy groups and representatives to support awareness and access to EPW services by people with disability</li> <li>• Seek input from Queenslanders with disability on key policies affecting them</li> </ul>	<p>Increased awareness of energy matters and community engagement by people with disability</p>	<p>Continuing activity.</p> <p>In 2020-21, the department continued to engage disability interests on key energy policy issues through its advocacy agreement with the Queensland Council of Social Service.</p>

## Priority 2: Identify opportunities for reshaping service arrangements and supporting providers

Our Actions for 2020-21	2021-22 Action success measure	Status
<p>Deliver online webinar-based Autism Awareness Training for employees</p>	<p>Number of employees who have participated in the webinars</p>	<p>Complete.</p> <p>32 employees participated in the Autism Awareness sessions in 2020-21.</p>

### Priority 3: Ongoing monitoring of service capacity and value

Our Actions for 2020-21	2021-22 Action success measure	Status
<p>Continue to ensure access requirements for people with disability are considered when buildings and venues used by the Queensland Government are refurbished, leased, or leases are renewed. Achieve compliance with the Commonwealth <i>Disability Discrimination Act 1992</i>, where practical to do so</p>	<ul style="list-style-type: none"> <li>• Ensured new leased premises met Disability Discrimination Act compliance, wherever practical to do so</li> <li>• Improved staff awareness and understanding of the needs of people with disability and carers</li> </ul>	<p>Continuing activity.</p> <p>Access requirements were taken into consideration during the establishment of all Queensland Government Distributed Work Centres.</p> <p>Information on the requirements of the <i>Disability Discrimination Act 1992</i> have been included in Queensland Government Accommodation Office's staff induction program.</p>
<p>Ensure all new government employee housing projects are built in consideration of <i>Livable Housing Design Guidelines</i></p>	<p>New government employee housing built in consideration of livable housing guidelines</p>	<p>Continuing activity.</p> <p>Government Employee Housing delivered 22 residences in 2020-21, all of which took into consideration the <i>Livable Housing Design Guidelines</i>.</p>