



# Disability Service Plan 2021-22

Department of Energy and Public Works

*July 2021*



**Queensland**  
Government

## **The Department of Energy and Public Works (DEPW) *Disability Service Plan 2021-22* demonstrates our commitment to support people with disability and the disability service sector.<sup>1</sup>**

We support Queensland's economic wellbeing and contribute to improving the quality of life for people and communities. DEPW contributes 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, back our frontline services and protect the environment. We are committed to an inclusive Queensland where people with disability can thrive.

The Queensland *Disability Services Act 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life.

The Act requires all Queensland Government agencies to implement a Disability Service Plan. Disability Service Plans ensure that each agency has regard to the Act's service delivery principles and the government's policies for people with disability. The Queensland *Human Rights Act 2019* also requires that the human rights of people with disability are respected.

Usually such plans are developed with national and state strategies in mind. Due to the response to the COVID-19 pandemic, development of a National Disability Strategy has been delayed, resulting in delays to a new State Disability Plan. While this important works progresses, our *Disability Service Plan 2021-22* reflects our ongoing commitment to further the objectives of the *All Abilities Queensland State Disability Plan* according to its five priorities:

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

Our key focus areas are:

- 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
- monitoring service capacity and value for people with disability.

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<sup>1</sup> A new 3-year Disability Service Plan will be developed by DEPW following the release of a new State Disability 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  
Brisbane Qld 4001

Phone: 13 QGOV (13 74 68)

Email: [feedback@hpw.qld.gov.au](mailto:feedback@hpw.qld.gov.au)

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## Priority 1: High quality engagement and communication

Our Actions for 2021-22	2021-22 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	All Abilities Queensland priority area	Status <i>(Not yet commenced, In progress, Completed)</i>	Responsible Area
Queensland Government websites continue to meet Australian Web Content Accessibility Guidelines	For DEPW websites: <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>	Ongoing for all communication material, including COVID-19 related material	Everyday services	In progress	Communication and Governance
Provide access to language, translating and communication services (for all communication material, including COVID-19 related material)	<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>	Ongoing	Everyday services	In progress	Communication and Governance

Our Actions for 2021-22	2021-22 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	All Abilities Queensland priority area	Status <i>(Not yet commenced, In progress, Completed)</i>	Responsible Area
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	<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>	Ongoing for all communication material, including COVID-19 related material	Leadership and participation	In progress	Communication and Governance
Continue to ensure disability accessibility capability is incorporated into all internal online training materials	<ul style="list-style-type: none"> <li>• eLearning modules are compatible with screen reading software</li> <li>• Provided reasonable adjustments and alternative versions when requested</li> <li>• Videos incorporated have closed captions or transcripts</li> </ul>	Ongoing	Leadership and participation	In progress	Human Resources

Our Actions for 2021-22	2021-22 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	All Abilities Queensland priority area	Status <i>(Not yet commenced, In progress, Completed)</i>	Responsible Area
<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 DEPW 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>Ongoing, as part of the DEPW's funding agreement with the Queensland Council of Social Service for energy consumer advocacy services, including energy education and support for vulnerable consumers including people with a disability</p>	<p>Leadership and participation</p>	<p>In progress</p>	<p>Energy</p>

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

Our Actions for 2021-22	2021-22 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	All Abilities Queensland priority area	Status <i>(Not yet commenced, In progress, Completed)</i>	Responsible Area
<p>Continue to make online Disability Training Module available to DEPW employees</p>	<p>Number of employees who have completed the online module</p>	<p>Ongoing</p>	<p>Leadership and participation</p>	<p>In progress</p>	<p>Human Resources</p>

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

Our Actions for 2021-22	2021-22 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	All Abilities Queensland priority area	Status <i>(Not yet commenced, In progress, Completed)</i>	Responsible Area
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	<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>	Ongoing monitoring	Communities for all	In progress	Queensland Government Accommodation Office
Ensure all new government employee housing projects comply with either the National Construction Code (NCC) accessible housing requirements or the Australian Building Codes Board (ABCB) technical standard for 'Silver' or 'Gold' level accessible housing	New government employee housing built in consideration of accessibility guidelines	Ongoing monitoring	Communities for all	In progress	Queensland Government Accommodation Office