

Disability Service Plan 2010-11

Intent

DJAG is committed to creating, promoting and sustaining opportunities and services that allow people with disabilities to participate in the community and have a better quality of life.

Context

- *Disability Services Act 2006*
- *DJAG Strategic Plan 2010–2014*
- National Disability Agreement

This plan has been developed to comply with the requirements of the *Disability Services Act 2006*. All Queensland government departments are required to implement Disability Service Plan to demonstrate increased responsiveness and gradual improvement of government services to people with a disability.

This is an interim plan, envisaged to operate for the last half of 2010. Before the end of 2010, a new 3 year DJAG Disability Service Plan will be developed to reflect the new Queensland Government's plan for supporting Queenslanders with a disability. A new Queensland Government plan is currently being developed in consultation with individuals and communities across Queensland.

DJAG is participating in the consultation and development process for the plan; and representatives of the agency contribute to whole-of-government forums addressing disability issues.

This service plan aligns to the *DJAG Strategic Plan 2010–14*. It demonstrates the department's organisational values of commitment of people, purpose, performance and partnership. The strategic plan also identifies the department's role in protecting the legal and workplace rights of all Queensland with a particular focus on protecting vulnerable people in the community.

Under the National Disability Agreement all Australian governments are committed to working towards enhancing the quality of life and community participation of people with a disability. This plan contributes to that vision.

DJAG is both a provider of services and an employer and this plan applies in both these roles.

Priority

By 31 December 2010, the DJAG will develop a comprehensive 3-year plan for disability services.

The Queensland Government plan for supporting Queenslanders with a disability will inform the development of the DJAG three year plan. To develop the DJAG three year disability service plan, the following actions will be undertaken:

1. Consultation with DJAG business units and appropriate stakeholder groups to determine ways to improve the department's services to clients with a disability.
2. Consultation with DJAG staff with disability to determine strategies for improving their experience within the department.
3. Development of strategies to increase opportunities for people with disability to work in DJAG.
4. Development of strategies for improving DJAG's staff understanding of disability issues and their ability to provide effective services to clients with a disability.
5. Consultation with other Queensland Government agencies to develop cooperative strategies to improve services delivered to people with a disability.

Disability action

The issues relating to service delivery by DJAG to people with a disability are as follows:

- Policies and procedures
- Information and communication
- Attitudes and awareness of employees
- Physical access to public buildings
- Recruitment and retention
- Complaints

For the period of this plan, DJAG will continue to work towards six objectives for improving service delivery to people with a disability.

Issues*	Objectives*	DJAG Actions July to December 2010
Policies and procedures		
<ul style="list-style-type: none"> Need to ensure policies/procedures are appropriate for people with a disability 	<ul style="list-style-type: none"> Policies, procedures and practices are inclusive, non-discriminatory and barrier-free for people with a disability, their families and carers. 	<ul style="list-style-type: none"> Inform policy/procedure developers about disability issues and provide guidance on better practice. Consult with stakeholders to ensure reviews of departmental policy take into account the needs of people with a disability; their carers and their families.
Information		
<ul style="list-style-type: none"> Need to ensure Information/ communication practices are effective for people with a disability 	<ul style="list-style-type: none"> Information and communication relating to government services is accessible, inclusive and allows equitable opportunity for participation by people with a disability, their families and carers. 	<ul style="list-style-type: none"> Improve the department's website to improve access for people with a disability. Encourage the use of support services (such as AUSLAN interpreter services) to improve access to information and services.
Employee attitudes and awareness		
<ul style="list-style-type: none"> Need for staff to understand and value equity and diversity 	<ul style="list-style-type: none"> The development and delivery of policies, programs and services to people with a disability is improved by building an organisational culture in which equity and diversity are valued, understood and actively pursued. 	<ul style="list-style-type: none"> Continue diversity training for DJAG staff - including a new online learning module about providing services to people with a disability. Include information about the DJAG Disability Services Plan in corporate orientation processes.
Physical access to public buildings		
<ul style="list-style-type: none"> Need to provide appropriate access to buildings 	<ul style="list-style-type: none"> Access to, into and through new and existing properties is improved. 	<ul style="list-style-type: none"> Ensure new buildings have appropriate access included at the design stage and seek opportunities for improve access when renovating existing facilities.
Recruitment and retention		
<ul style="list-style-type: none"> Need ensure people with a disability are recruited and retained 	<ul style="list-style-type: none"> A diverse workforce is recruited and maintained with all recruitment, career development and retention strategies inclusive and equitable. 	<ul style="list-style-type: none"> Roll out new DJAG recruitment and selection framework and promote a focus on diversity in recruitment. Provide advice and support to modify workplaces to suit the needs of workers with a disability are met. Improve DJAG's statistical information about workers with a disability.
Complaints		
<ul style="list-style-type: none"> Need for appropriate complaints channels 	<ul style="list-style-type: none"> Complaints mechanisms are accessible so that people with a disability can lodge a complaint regardless of their preferred communication mode. 	<ul style="list-style-type: none"> Use DJAG's internet site to inform stakeholders about DJAG's complaints policy and procedures and ensure that the information is accessible for people with a disability.

- * These issues and objectives align the common theme areas identified by Disability Services Queensland.

Communication

- This plan will be published on the department's Internet and Intranet sites
- The department's senior management team will be briefed about the plan and its implementation.
- Progress in implementing this plan will be reported to the department's Workforce Management Committee and the Director-General.
- Internal communication channels will be used to inform DJAG staff about the plan.