

# Disability Service Plan

## 2014-2016

Prepared by: Governance and Strategy, Department of National Parks, Recreation, Sport and Racing

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April 2014

# Message from the Director-General

The Department of National Parks, Recreation and Racing takes the Queensland Government's commitment to equal employment opportunity seriously.

People with disabilities can make a valuable contribution to the department's work, often providing an alternative perspective on issues that better help us understand our customers. That's why it is important to support them and ensure that the department is being as inclusive as possible.

The department is also cognisant of the diversity of the community it serves and I appreciate how important it is to strive to recruit, retain and develop a diverse workforce that is representative of the community.

Through this plan the department endeavours to increase staff awareness of the value of inviting, encouraging and rewarding input from diverse perspectives. This will elicit creative new ideas that may improve the way the department conducts its business.

By working together, supporting one another, and recognising our unique differences and abilities, we can accomplish our department's goals, while being an employer of choice for the people of Queensland.

Dr John Glaister

Director-General

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## About the Department

The Department of National Parks, Recreation, Sport and Racing (NPRSR) manages national parks and their use and enjoyment by all Queenslanders; encourages active lifestyles by providing recreational and sporting opportunities; and regulates the state's racing industry. NPRSR delivers its services through three areas:

- National Parks—delivering recreation, tourism and conservation on a whole-of-landscape scale and managing the present for an environmentally sustainable future.
- Recreation and Sport—focusing on providing policy, programs and services to achieve more Queenslanders participating in sport and active recreation.
- Racing—providing a framework for the regulation of the Queensland racing industry to ensure integrity and public confidence in the industry and providing a comprehensive range of racing integrity services, including the provision of drug testing, research and other scientific services.

Some actions the department has taken to support people with disabilities include:

- National Park management and visitor facilities are designed, constructed and operated so that people with disabilities are given equal opportunities to participate in and contribute to the full range of activities to the greatest extent that is reasonable and appropriate.
- Upgrades and redevelopment works of the Townsville Sports Reserve have ensured this venue is accessible for people with disabilities. A number of elite disabled athletes train at this facility.
- The Toowoomba Sports Ground is also accessible for people with disabilities, and it provides lifts, ramps and accessible car parks.
- Active Recreation Centres provide on-site accommodation which is largely accessible to people with disabilities.
- The Sports Houses, which provide office accommodation for community sport and recreation organisations, comply with disabled access standards.

## About Disability Service Plans

### The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department 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 a disability, including more coordinated responses.

On 2 December 2013, the Queensland Government endorsed the *Queensland Disability Plan 2014-19: Enabling choices and opportunities* (QDP). The QDP will provide the focus for Queensland Government Disability Service Plans until 2019. It has two key aims:

1. preparing Queensland for the National Disability Insurance Scheme, which will commence from 2016
2. supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

The NPRSR DSP outlines the actions that we will take to support the delivery of the QDP.

### Policy context

The QDP aligns with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020. It will also contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The United Nations Convention on the Rights of Persons with Disabilities (the Convention), ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

The National Disability Strategy 2010-2020, endorsed by the Council of Australian Governments in 2011, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. The National Disability Strategy outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the National Disability Insurance Scheme in Queensland from 1 July 2016 with full implementation in 2019. When the National Disability Insurance Scheme is fully underway, an estimated 97,000 Queenslanders will receive disability supports to help them participate in the community and pursue their life goals.

## **Policy statement**

The department's vision is "Enhancing Queenslanders' and visitors' wellbeing and prosperity through our spectacular parks and forests and world-class sport, recreation and racing opportunities". The department encourages active participation in these opportunities for all Queenslanders and visitors, including those with disabilities.

## **Legislative requirements**

Compliance with all statutory requirements, the Building Code of Australia, and Disability Standards is essential in the provision of management and visitor facilities in Queensland's national parks and state forests and in its sport and recreation venues. Due diligence is given to the planning, design and construction of accessible facilities. New buildings must comply with the Building Code of Australia and the Disability Standards when they are constructed. Older buildings must be made compliant with these standards when any major renovations or changes are carried out. Irrespective of the age of the facilities, the department has attempted to make its venues accessible to people with a disability through its annual maintenance and capital investment programs.

## **Monitoring and reporting**

We will report on our progress on actions in 2014 and 2015 on our website [www.nprsr.qld.gov.au](http://www.nprsr.qld.gov.au). In 2016 we will contribute to a whole-of-government progress report prepared by the Department of Communities, Child Safety and Disability Services.

Information from whole-of-government reports on the QDP will be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitments in the National Disability Strategy 2010-2020.

## **Contact for more information**

For more information contact the department on 13 QGOV (13 74 68). If you are deaf or have a hearing or speech impairment, you may contact the National Relay Service<sup>2</sup> — telephone 133 677 (TTY/Voice) / 1300 555 727 (Speak and Listen (SSR)).

You can also email the department at [info@nprsr.qld.gov.au](mailto:info@nprsr.qld.gov.au) with your enquiry, or write to:

GPO Box 2454  
Brisbane QLD 4001

## Our plan

The *Queensland Disability Plan 2014-19: Enabling choices and opportunities* (QDP) describes seven priorities to be addressed by Queensland government departments, with associated strategies for each priority. Priorities 1 to 5 are to be addressed by those departments that have a direct interface with the National Disability Insurance Scheme (NDIS). As NPRSR does not have a direct interface with the NDIS, this DSP does not address Priorities 1 to 5. Priorities 6 and 7 apply across all government departments. The following table outlines the actions we will implement to address these priorities.

Priority 6	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing			
Strategy 6.2	Improve transition planning and pathways from school to post-school, further education, training and employment			
Actions	Timeline			Responsible area within the department
	2014 Products/ activities	2015 Products/ activities	2016 Products/ activities	
6.2.1 Work with universities to explore work experience options for students with a disability	Develop protocols for work experience for students with a disability	Ongoing coordination of work experience placements	Ongoing coordination of work experience placements	HR – Corporate Services
6.2.2 Work with business units to consider graduate applications from people with a disability	Provide support to graduate selection panels	Ongoing support to graduate selection panels	Ongoing support to graduate selection panels	HR – Corporate Services
6.2.3 Incorporate disability awareness within communication and cultural change initiatives through: Development of a guide to recruiting people with disability Provide strategic recruitment advice and support to selection panels about recruiting people with a disability	Guide developed Provide intranet content for selection panels	Review guide in 2015 Work with selection panels	Ongoing support to selection panels	HR – Corporate Services Corporate Communications –Corporate Services
6.2.4 Ensure the department's induction program includes information on disability awareness, and commitment to the department's Disability Service	Conduct an audit of the Department's	Include additional and up-to-date information on	Yearly audit of content to identify areas for	HR – Corporate Services

<p>Plan through the development of the following intranet resources:</p> <p>Information for managers and employees who work with a person who has a disability to promote disability awareness and effective and positive workplace relationships</p>	<p>induction information to identify opportunities for improvement</p> <p>Disability awareness information to be placed on department's intranet</p>	<p>disability awareness where needed</p>	<p>improvement</p>	
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<p>Priority 7</p>	<p>Promote genuine participation in the community</p>			
<p>Strategy 7.1</p>	<p>Increase opportunities to take part in and enjoy sports, tourism, arts, cultural and recreational activities</p>			
<p>Actions</p>	<p>Timeline</p>			<p>Responsible area within the department</p>
	<p>2014 Products/ activities</p>	<p>2015 Products/ activities</p>	<p>2016 Products/ activities</p>	
<p>7.1.1 Promote, and provide opportunities for persons with a disability to participate in sport and recreation activities.</p>	<p>Promote and release Qld Sport &amp; Recreation Industry Development Program.</p> <p>Promote and release Rounds 2 and 3 Get in the Game</p> <p>Promote and</p>	<p>Qld Sport &amp; Recreation Industry Development Program,</p> <p>Promote and release Rounds 4 and 5 of Get in the Game. People with a disability may be eligible to apply</p>	<p>Qld Sport &amp; Recreation Industry Development Program.</p> <p>Promote and provide education and training programs that encapsulate strategies for local clubs to build</p>	<p>Sport and Recreation Services</p>

	<p>provide education and training programs that encapsulate strategies for local clubs to build capacity for inclusive participation for persons with a disability.</p>	<p>for individual funding. Promote and provide education and training programs that encapsulate strategies for local clubs to build capacity for inclusive participation for persons with a disability. Current programs include, Get Active Queensland Accreditation program, Building Active Communities Workshop program.</p>	<p>capacity for inclusive participation for persons with a disability. Current programs include, Get Active Queensland Accreditation program, Building Active Communities Workshop program.</p>	
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Strategy 7.2		Improve accessibility of public places and spaces			
Actions		Timeline			Responsible area within the department
		2014 Products/ activities	2015 Products/ activities	2016 Products/ activities	
7.2.1 Reduce red tape for parks and forests visitors with assistance animals.		Implement the revised Assistance Animals in QPWS managed areas policy, ensuring permit no longer required.	Nil further action once implemented	Nil further action once implemented	QPWS
7.2.2 Incorporate accessibility features into redevelopment of Mon Repos Turtle Centre, David Fleay's Wildlife Centre and Walkabout Creek Visitor Centre.		Complete Master Planning of visitor centres	Progress capital works planning for redevelopment of visitor centres	Commence redevelopment of visitor centres	QPWS

Strategy 7.3		Provide government and public information in diverse languages and accessible formats, including formats that best meet the needs of Aboriginal and Torres Strait Islander people			
Actions		Timeline			Responsible area within the department
		2014 Products/ activities	2015 Products/ activities	2016 Products/ activities	
7.3.1 The department's web site shall provide a link to the Queensland		Documents and	Documents and	Documents and	Corporate

Government's resource for languages other than English <a href="http://www.qld.gov.au/languages/">http://www.qld.gov.au/languages/</a>	website to include information on how to access the translation and interpreting service	website to include information on how to access the translation and interpreting service	website to include information on how to access the translation and interpreting service	Communications
All HTML web content on the department's site is able to make use of broadly accepted functionality within browsers and operating systems to aid in information access to users with disabilities and/or information access restrictions.  As a department we will continue to peruse the publication of web content in more accessible formats (HTML) that are easily 'translated' by standard browser language packs rather than providing content in proprietary formats such as PDF and Word that decrease the availability of content in other languages.	Documents and web site to include information on how to access the library service	Documents and web site to include information on how to access the library service	Documents and web site to include information on how to access the library service	

Strategy 7.5	Promote and provide access to communication and assistive technologies that are appropriate and affordable			
Actions	Timeline			Responsible area within the department
	2014 Products/ activities	2015 Products/ activities	2016 Products/ activities	
7.5.1 Educate staff on effective communication strategies for employees, clients/stakeholders and visitors with a disability through availability of intranet resources and links.	Information on communication and assistive technology to be developed and placed on intranet	Review intranet material and update where needed	Review intranet material and update where needed	HR – Corporate Services Corporate Communications – Corporate Services

<p>7.5.2 Ensure the department's induction program includes information on disability awareness, and commitment to the department's Disability Service Plan through the development of intranet resources for employees with a disability on how to access assistive technology and support.</p>	<p>Conduct an audit of the Department's induction information to identify opportunities for improvement</p> <p>Disability awareness information to be placed on department's intranet</p>	<p>Include additional and up-to-date information on disability awareness where needed</p>	<p>Yearly audit of content to identify areas for improvement</p>	<p>HR – Corporate Services</p>
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