

**DEPARTMENT OF NATIONAL PARKS, SPORT AND RACING**  
**DISABILITY SERVICE PLAN 2014-2016**  
**Year 2 Progress Report – 1 October 2014 to 30 November 2015**

<b>Priority 6</b>	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing		
<b>Strategy 6.2</b>	Improve transition planning and pathways from school to post-school, further education, training and employment		
<b>National Disability Strategy (NDS) Outcome Area</b>	Outcome 5: Learning and skills—People with disability achieve their full potential through their participation in an inclusive high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.		
<b>Actions</b>	<b>Year 2 Products/Activities 2015</b>	<b>Progress/Achievements</b>	<b>Responsible Area</b>
6.2.1 The department will work with universities to explore work experience options for students with a disability.	Develop protocols for work experience for students with a disability.	The department's Industry and Vocational Placement procedures are being reviewed to incorporate the protocols.	HR – Corporate Services
6.2.2 Improve opportunities for inclusion in graduate program for people with disability	Provide support to graduate selection panels.	The guide being developed as part of outcome of 6.2.3 will be used to support panels.	HR – Corporate Services
6.2.3 Incorporate disability awareness within communication and cultural change initiatives through: <ul style="list-style-type: none"> <li>- Development of a guide to recruiting people with disability</li> </ul>	Guide developed.  Provide intranet content for selection panels.	In progress due for completion in December 2015.  Since March 2014 the Reasonable Adjustment and Recruitment fact sheet was	HR – Corporate Services  Corporate Communications

<p>- Providing strategic recruitment advice and support to selection panels about recruiting people with a disability.</p>		<p>made available on the intranet.</p>	<p>– Corporate Services</p>
<p>6.2.4 Ensure the department’s induction program includes information on disability awareness, and commitment to the department’s Disability Service 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>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>A review of the department’s induction process was undertaken and a number of improvements identified. Induction resources have been updated and a range of fact sheets are available on the department’s diversity Intranet page</p> <p>The department is revising its Recruitment and Selection Guide which may result in additional fact sheets.</p>	<p>HR – Corporate Services</p>

<b>Priority 7</b>	Promote genuine participation in the community		
<b>Strategy 7.1</b>	Increase opportunities to take part in and enjoy sports, tourism, arts, cultural and recreational activities		
<b>National Disability Strategy (NDS) Outcome Area</b>	Outcome 1: Inclusive and Accessible Communities - People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.		
<b>Actions</b>	<b>Year 2 Products/Activities 2015</b>	<b>Progress/Achievements</b>	<b>Responsible Area</b>
7.1.1 Promote, and provide opportunities for persons with a disability to participate in sport and recreation activities.	<p>Promote and release Queensland Sport and Recreation Industry Development Program (QSRIDP).</p> <p>Promote and release Get in the Game<sup>1</sup>.</p>	<p>Sport and Recreation Services promotes an inclusive policy approach which encourages funded organisations to cater for people with disability.</p> <p>Through the QSRIDP, the department provided a specific funding category for state-level sport and recreation organisations servicing Queenslanders with a disability.</p> <p>During 2014–15, \$607,328 funding was provided to five organisations focused on servicing people with a disability</p> <p>In Round 4 of Get Started, 82 clubs were registered to provide disability activities and 33 vouchers were redeemed for disability activities. In Round 5, 83 vouchers were redeemed.</p> <p>In our current round (Round 6) a question was added to the application to gather data on how many children with a disability receive vouchers. 929 applications (8%) indicated their child/young person has a disability while 3% chose not to answer. 104 clubs are currently registered to provide disability activities and 51 vouchers were redeemed for these activities.</p>	Sport and Recreation Services

<sup>1</sup> The Get in the Game initiatives includes three programs: Get Started, Get Going and Get Playing.

	<p>Promote and provide education and training programs that encapsulate strategies for local clubs to build capacity for inclusive participation for persons with a disability.</p>	<p>In 2014-15 for the third round of Get Going<sup>2</sup>, \$27,280 was approved to four organisations to provide programs that create opportunities for more Queenslanders to become members including organisations catering for people with a disability<sup>3</sup>.</p> <p>Through Get Playing<sup>4</sup>, funding of \$100,000 was provided to Sunshine Coast Riding for the Disabled to construct shade structure over an equestrian arena to support riding for the disabled at North Arm.</p>	<p>Sport and Recreation Services</p>
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<sup>2</sup> The Get Going program provides clubs with up to \$10,000 for initiatives to encourage new members and provide quality services for active members such as promotional activities, equipment purchases and membership drives.

<sup>3</sup> This included Arundel Park Riding for Disabled Inc, North Queensland Riding for the Disabled Association Inc, Toowoomba Tennis Association Incorporated and Sailability Darling Downs Inc

<sup>4</sup> The Get Playing program provides clubs with up to \$10,000 to support much needed infrastructure development and upgrades to ensure sport and recreation clubs are able to meet the current and future needs of club members and the local community,

<b>Priority 7</b>	<b>Promote genuine participation in the community</b>		
<b>Strategy 7.2</b>	<b>Improve accessibility of public places and spaces</b>		
<b>National Disability Strategy (NDS) Outcome Area</b>	<b>Outcome 1: Inclusive and Accessible Communities - People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.</b>		
<b>Actions</b>	<b>Year 2 Products/Activities 2015</b>	<b>Progress/Achievements</b>	<b>Responsible Area</b>
7.2.1 Improve accessibility to our parks and forests for visitors with assistance animals.	Implement the revised Assistance Animals in QPWS managed areas policy, ensuring permit no longer required.	This action was completed earlier than expected, in July 2013. Queenslanders and visitors with disability are now enjoying increased freedom to access parks and forests with assistance animals. Nil update required – the action is complete.	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. Implement scheduled capital works for Gateway Visitor Centres.	Master Plans were publically released by August 2014. Accessibility features have been included in the David Fleay Wildlife Centre canoe launch and amphitheatre and Walkabout Creek tracks and trails, and will be incorporated in future developments as per the Master Plans for these centres.	QPWS
7.2.3 Support the companion card for a range of QPWS attractions, making it more affordable for people with disability to enjoy a number of QPWS managed tours and facilities with their carer.	a. Companion Cards holders will receive a second ticket free of charge for their companion for the following attractions:  <ul style="list-style-type: none"> <li>· Mon Repos Turtle Centre</li> <li>· David Fleay Wildlife Park</li> </ul>	Companion Cards are now being accepted at most QPWS managed attractions where there are fees for admissions and guided tours. This includes Mon Repos Turtle Centre, Walkabout Creek Visitor Centre, Fort Lytton, and Chillagoe Caves. Implementation is ongoing at some locations including David Fleay Wildlife Park and Mount Etna Caves.	QPWS

	<ul style="list-style-type: none"> <li>· Walkabout Creek Visitor Centre</li> <li>· Chillagoe Caves</li> <li>· Mt Etna Caves – Bat Cleft tour.</li> <li>· Fort Lytton</li> </ul> <p>b. Tour operators authorised by QPWS to provide guided tours will be encouraged to become a Companion Card affiliate, if not already.</p>	<p>QPWS has commenced investigating legislative and policy considerations related to Companion Card concessions on regulated fees, as this will need to be clarified in advance of communications with commercial tour operators.</p>	<p>QPWS</p>
<p>7.2.4 Construct new walking track with accessibility features at Green Mountains section, Lamington National Park</p>	<p>Complete construction of class 1 walking track by November 2015.</p>	<p>Delivered. The track opened in November 2015 and provides the first opportunity for independent disabled access into Queensland's Gondwana Rainforests of Australia World Heritage Area. The 900m section of track traverses lush rainforest of tremendous beauty and exceptional ecological importance. The Centenary track was constructed to Class 1 Australian Standard 2156.1 (2001), permitting independent accessibility by wheelchair.</p>	<p>QPWS</p>
<p>7.2.5 Upgrade to Piccabeen Walking Track at Mt Mee to provide improved assisted access to clients with mobility restrictions</p>	<p>Plan and design carpark walking track to relevant Australian Standards (AS 1428, AS 2890 and AS 2156.1-2001) in 2015/16 FY.</p>	<p>Planning is currently underway involving Disabilities Services QLD. Aim to resurface the carpark and the 1km circuit to Class 2 Australian Standard 2156.1-2001), replace the existing timber boardwalk and viewing area and install improved interpretive signage. The upgraded facilities will provide assisted wheelchair access.</p>	<p>QPWS</p>

<b>Priority 7</b>	<b>Promote genuine participation in the community</b>		
<b>Strategy 7.3</b>	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.		
<b>National Disability Strategy (NDS) Outcome Area</b>	Outcome 1: Inclusive and Accessible Communities - People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.		
<b>Actions</b>	<b>Year 2 Products/Activities 2015</b>	<b>Progress/Achievements</b>	<b>Responsible Area</b>
<p>7.3.1 The department's web site shall provide a link to the Queensland Government's resource for languages other than English  <a href="http://www.qld.gov.au/languages/">http://www.qld.gov.au/languages/</a></p> <p>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 pursue 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.</p>	<p>Documents and website to include information on how to access the translation and interpreting service.</p> <p>Documents and website include information on how to access the library service.</p>	<p>Completed. The web address is <a href="http://www.nprsr.qld.gov.au/contactus/index.html">http://www.nprsr.qld.gov.au/contactus/index.html</a></p> <p>The library catalogue is visible on the home page.</p> <p>Website templates follow the Queensland Government CUE standards and mandatory requirements. In particular, the template Footer &amp; Help link (header) on all of our sites provide users with a link to the Queensland Government languages other than English content, and a link to 'Accessibility'.</p> <p>The reference to pursuing the publication of web content in accessible formats is the current direction for web content publishing and where practicable, Communications and Web Services will flag any excessive use of PDF will advise clients that html is the</p>	Corporate Communications

		<p>preferred format.</p> <p>Photos on the site are accompanied with captions that provide a brief description of the image and copyright information</p> <p>Icons include alt tags with explanation.</p>	
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<b>Priority 7</b>	Promote genuine participation in the community		
<b>Strategy 7.5</b>	Promote and provide access to communication and assistive technologies that are appropriate and affordable		
<b>National Disability Strategy (NDS) Outcome Area</b>	Outcome 1: Inclusive and Accessible Communities - People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.		
<b>Actions</b>	<b>Year 2 Products/Activities 2015</b>	<b>Progress/Achievements</b>	<b>Responsible Area</b>
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.	The department is revising its Recruitment and Selection Guide which may result in additional fact sheets.	HR – Corporate Services  Corporate Communications – Corporate Services
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.	Conduct an audit of the Department’s induction information to identify opportunities for improvement.  Disability awareness information to be placed on department’s intranet.	Refer 6.2.4  Refer 6.2.4	HR – Corporate Services