

# Disability Service Plan

2017 – 2020

Prepared by: Corporate Services, Department of National Parks, Sport and Racing

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July 2017

## Message from the Director-General

The Department of National Parks, Sport 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.

Tamara O'Shea  
Director-General

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## About the Department

The Department of National Parks, Sport and Racing (NPSR) 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. NPSR 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.
- 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 (DSPs)

### 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.

The NPSR DSP outlines the actions that we will take to support the delivery of Queensland's statewide disability plan.

### Policy context

The Queensland Government's 'All Abilities Queensland: opportunities for all' (state disability plan 2017-2020) sets a vision of 'opportunities for all Queenslanders' and the following five priority areas, to guide action by the Government and encourage others to act to bring the plan to life.

- (1) Communities for all
- (2) Lifelong learning
- (3) Employment
- (4) Everyday services and
- (5) Leadership and participation.

DSPs and the state disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS, 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. It 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. Driving Action 2015-2018 builds on

the areas in the first NDS implementation plan and outlines four areas of increased national effort:

- 1) NDIS transition to full scheme
- 2) improving employment outcomes for people with disability
- 3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and
- 4) communication activities to promote the intent of the strategy throughout the community.

DSPs and the state disability plan also complement Queensland transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland for a transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.

Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). 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.

## **Policy statement**

The department's vision is that Queenslanders are enriched and connected through healthy parks and active lifestyles. 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**

The department will report annually on the implementation of the DSP on its website <[www.npsr.qld.gov.au](http://www.npsr.qld.gov.au)> and will contribute to a yearly progress report on the implementation of the state disability plan.

Information from the annual progress reports on DSPs and the state disability plan will also be shared with the Australian and other state and territory governments as part of reporting on Queensland's commitment to 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 — telephone 133 677 (TTY/Voice) / 1300 555 727 (Speak and Listen (SSR)).

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

GPO Box 2454  
Brisbane QLD 4001

## Our plan

The Queensland Government's 'All Abilities Queensland: opportunities for all' (state disability plan 2017-2020) sets a vision of 'opportunities for all Queenslanders' and five priority areas:

- (1) Communities for all
- (2) Lifelong learning
- (3) Employment
- (4) Everyday services and
- (5) Leadership and participation.

NPSR's plan recognises the actions highlighted in the state disability plan 2017-2020. However, not all actions identified in the state disability plan 2017-2020 are applicable to NPSR. For example, it should be noted that NPSR does not have a direct interface with the NDIS. Therefore, NPSR supports the departments responsible for these actions on a needs basis.

This plan outlines the actions NPSR will implement to support the state disability plan 2017-2020.

### 1.0 Communities for all

1.1 Changing attitudes and breaking down barriers by raising awareness and capability.				
Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
<b>1.1.1 Action – Encourage local governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services.</b>				
Promote disability access and inclusion to stakeholders.	Promote disability access and inclusion to stakeholders.	Promote disability access and inclusion to stakeholders.	<ul style="list-style-type: none"> <li>Increased awareness among clients of disability access and where to find resources to support them.</li> </ul>	Sport and Recreation Services

<b>1.1.2 Action – Enhance employees understanding and knowledge of disability and break down unconscious bias.</b>				
Developing employee understanding of disability through: <ul style="list-style-type: none"> <li>• sharing and promoting stories to staff</li> <li>• providing information sessions and resources on disability.</li> </ul>	Source disability capability training resources (online and face-to-face) for managers and team leaders, to improve disability awareness and confidence in supporting people with disability.	Continue to implement activities	<ul style="list-style-type: none"> <li>• No of activities undertaken</li> <li>• No of staff attending information sessions</li> <li>• No of resources developed/ provided.</li> <li>• No of staff participating in training</li> </ul>	Corporate Services
<b>1.1.3 Action – Establish AccessAbility Employee Resource Group to support the delivery of NPSR’s Diversity and Inclusion Strategy.</b>				
AccessAbility Employee Resource Group established	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>• No of meetings</li> <li>• Activities initiated and supported by Employee Resource group.</li> </ul>	Corporate Services
<b>1.1.4 Action – Focus on creating an understanding of mental health conditions, with the aim of assisting managers and supervisors to manage affected employees and remove the stigma associated with mental health issues and allow employees to feel safe in disclosing.</b>				
Provide mental health awareness sessions focused at managers and supervisors.	Provide education and resources to increase the understanding of mental health issues	Ongoing	<ul style="list-style-type: none"> <li>• No of sessions undertaken</li> <li>• No of staff participating in training</li> <li>• No of resources developed/ provided.</li> </ul>	Corporate Services

1.2 Accessible information				
Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
<b>1.2.1 Action – Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.</b>				
Internet sites are Web Content Accessibility Guidelines (WCAG) 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>All new key Queensland Government information/materials are provided in accessible formats</li> <li>Existing content progressively reviewed and updated</li> </ul>	Corporate Services
<b>1.2.2 Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions are available for newly created time-based media (i.e. pre-recorded video/audio)</b>				
Internet sites are WCAG 2.0 (AA Level) compliant	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>All new key website content is accessible and complies with guidelines</li> <li>Increase in the number of government websites that meet guidelines</li> </ul>	Corporate Services

<b>1.3 Welcoming and inclusive communities</b>				
<b>Year 1 (2017-18) activities</b>	<b>Year 2 (2018-19) activities</b>	<b>Year 3 (2019-20) activities</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>1.3.1 Action – Build on the 2018 Commonwealth Games to promote involvement of people with disability in sport.</b>				
Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation across all relevant stakeholders.	Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation across all relevant stakeholders.	Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation across all relevant stakeholders.	<ul style="list-style-type: none"> <li>• Communication with relevant organisations, encourage application under grant programs and direct to supporting information to assist them.</li> </ul>	Sport and Recreation Services
<b>1.3.2 Action – Promote participation and inclusion in sport and recreation through assistance targeted at people with disability, their families, and clubs and organisations.</b>				
Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation to organisations and individuals to ensure they are aware of their eligibility to apply.	Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation to organisations and individuals to ensure they are aware of their eligibility to apply.	Continue to promote grant programs, which aim to increase participation in Sport and Active Recreation to organisations and individuals to ensure they are aware of their eligibility to apply.	<ul style="list-style-type: none"> <li>• Communication with relevant organisations, development and distribution of relevant materials</li> </ul>	Sport and Recreation Services

**1.3.3 Action – Continue to promote and improve access to Queensland’s national parks particularly at popular sites where we are replacing or providing new facilities.**

<p>Upgraded facilities will be provided at Maiala Day Use area near Mount Glorious, Walkabout Creek Gateway Visitor Centre, Girraween National Park and Peach Trees camping area in Jimna State forest</p>	<p>Upgraded facilities will be provided at Noosa National Park, Glasshouse Mountains National Park, Mon Repos Turtle Centre and Booloomba Creek in Conondale National Park.</p>	<p>Projects to be delivered in 2019-20 will be approved in 2017/18 and 2018/19.</p>	<ul style="list-style-type: none"> <li>• Accessible visitor facilities are incorporated into the design and construction of at least 3 new or upgraded facilities at popular, near urban visitor centres, day use areas, camping areas, tracks, trails and lookouts where such provision will not compromise the protection of the natural and cultural values of the sites.</li> </ul>	<p>Queensland Parks and Wildlife Service</p>
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**1.4 Respecting and promoting the rights of people with disability and recognising diversity.**

Year 1 (2017-18) activities	Year 2 (2018-19) activities	Year 3 (2019-20) activities	Overall measure	Responsible area
<p><b>1.4.1 Action – Government services and funded non-government services provide access to language, translating and communication services.</b></p>				
<p>Documents and website include information on how to access the translation and interpreting services. Department’s website to include link to Queensland Government’s resources for languages other than English.</p>	<p>Ongoing</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services.</li> </ul>	<p>Corporate Services</p>

## 2.0 Employment

2.1 Leading the way – increasing opportunities in the Queensland public sector.				
Year 1 (2017-2018) activities	Year 2 (2018-2019) activities	Year 3 (2019-2020) activities	Overall measure	Responsible area
<b>2.1.1 Action – Promoting flexible work practices for all staff with a particular emphasis on improving accessibility to work and catering for specific needs.</b>				
Share stories showcasing employees using flexible work options.  Educate managers and employees about the benefits of an agile workforce, and flexible work options available	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>No of stories shared</li> <li>Activities undertaken to educate and promote the benefits</li> </ul>	Corporate Services
<b>2.1.2 Action – Explore collaborating with external organisations and services to provide employment opportunities for people with disability.</b>				
NA	Investigate options for partnering	Ongoing	<ul style="list-style-type: none"> <li>No of people with a disability employed through partnering arrangements</li> </ul>	Corporate Services

<b>2.2 Increasing employment opportunities for Queenslanders with disability.</b>				
<b>Year 1 (2017-2018) activities/success measure</b>	<b>Year 2 (2018-2019) activities/success measure</b>	<b>Year 3 (2019-2020) activities/success measure</b>	<b>Overall measure</b>	<b>Responsible area</b>
<b>2.2.1 Action – Continue to work with business units to consider graduate applications from people with a disability.</b>				
Ongoing support to graduate selection panels	Ongoing support to graduate selection panels	Ongoing support to graduate selection panels	<ul style="list-style-type: none"> <li>Level of support provided</li> </ul>	Corporate Services
<b>2.2.2 Action – Provide strategic recruitment advice and support to selection panels about recruiting people with a disability.</b>				
Ongoing support and training provided.	Develop online recruitment and selection training modules that address reasonable adjustment and unconscious bias.	Ongoing support and training provided.	<ul style="list-style-type: none"> <li>Program delivered</li> <li>No of staff completing training</li> </ul>	Corporate Services
<b>2.2.3 Action – Include information about diversity and inclusion including disability as part of induction processes.</b>				
Review induction processes to ensure they adequately address diversity and inclusion including disability.	Yearly audit to identify continuous improvement opportunities.	Yearly audit to identify continuous improvement opportunities.	<ul style="list-style-type: none"> <li>Information for both employees and managers is delivered and maintained through corporate induction processes.</li> <li>Yearly audit conducted</li> </ul>	Corporate Services

### 3.0 Leadership and participation

3.1 Inclusion in consultation, civic participation and decision making and supporting leadership development.				
Year 1 (2017-2018) activities	Year 2 (2018-2019) activities	Year 3 (2019-2020) activities	Overall measure	Responsible area
<b>3.1.1 - Action – Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.</b>				
HR to consult with AccessAbility Employee Resource group on the implementation of the Disability Services Plan.	AccessAbility Employee Resource group provide advice and support in the delivery of the DSP.	AccessAbility Employee Resource group provide advice and support in the delivery of the DSP.	<ul style="list-style-type: none"> <li>Level of involvement of the AccessAbility Employee Resource Group</li> </ul>	Corporate Services
<b>3.1.2 Action – Internal leadership programs i.e mentoring will be promoted as part of NPSR’s Diversity and Inclusion Strategy.</b>				
Mentoring program to be targeted to diversity groups including disability.	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>No of employees who identified as having a disability participating in a mentoring program</li> </ul>	Corporate Services
<b>3.1.3 Action – Nominate a Senior Executive Officer as champion for disability.</b>				
Champion nominated	Ongoing	Ongoing	<ul style="list-style-type: none"> <li>Support provided by Champion</li> </ul>	Corporate Services

**3.1.4 Action – Review current suite of management and leadership programs to ensure a focus on inclusive leadership as part of NPSR’s Diversity and Inclusion Strategy.**

<p>Undertake a review and evaluation of the department’s leadership and management programs to identify opportunities for an increased focus on leading and managing a diverse and inclusive workshop.</p>	<p>Identify and deliver development activities focused on building inclusive leaders and managers.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• No and type of activities undertaken to build capability of leaders and managers</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Services</li> </ul>
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