

Disability Service Plan 2011–2014





Message from the Director-General

The Department of Education and Training is committed to finding new and improved ways of doing business so that our services continue to provide the best opportunities for Queenslanders to participate in education and training, now and in the future. The Department of Education and Training *Disability Service Plan 2011–2014* strengthens our commitment to people with disabilities.

Absolutely everybody: enabling Queenslanders with a disability sets out the Queensland Government's commitments over the next 10 years to Queenslanders with a disability – to promoting their human rights, to building community awareness about disability issues, and to partnering with others to make a difference. The department's *Disability Service Plan 2011–2014* supports meeting the ambitious and challenging vision of *Absolutely everybody* that, in 2021, Queensland is inclusive of its citizens, and Queenslanders with a disability are enabled to lead valued and fulfilling lives.

The plan informs our staff and the general community about the actions we are taking to respond to the needs of people with disabilities. These actions will complement and enhance the inclusive policies and practices developed over previous years.

Through this plan and our actions, the Department of Education and Training recognises the valuable contribution all citizens make to the wellbeing, productivity and health of our communities, and the ongoing work of government in responding to the needs of Queenslanders.

Thank you to all who contributed to the development of *Absolutely everybody: enabling Queenslanders with a disability* and the Department of Education and Training *Disability Service Plan 2011–2014*. I know that by working together, we will make a difference in the lives of people with disabilities as employees and clients of the department.

Julie Grantham
Director-General
Department of Education and Training

Introduction

The Department of Education and Training (DET) provides services in the areas of early childhood education and care, school education and tertiary education — VET and higher education. The department is committed to preparing every child and young person with the educational foundations to support successful transitions to further education, training and work, and developing Queenslanders' skills to maximise their opportunities to productively contribute to Queensland's economy and society.

The department recognises people with disabilities as defined by the *Disability Discrimination Act 1992*. While all people with disabilities have access to the range of services and facilities provided by the department, it is recognised some individuals require additional support to participate in, and engage with, departmental programs and services. To ensure appropriate services are provided to people with disabilities, the department commits to ensuring that the principles and requirements of relevant legislation underpin activities conducted across the agency. These include the:

- *Disability Services Act 2006* (DSA 2006)
- *Commonwealth Disability Discrimination Act 1992* (and amendments 2009)
- *Commonwealth Disability Standards for Education 2005*
- *Queensland Anti-Discrimination Act 1991*
- *Education (General Provisions) Act 2006*
- *Vocational Education, Training and Employment Act 2000*.

About the Disability Services Plan

The *Disability Services Act 2006* provides a strong foundation for promoting the rights of Queenslanders with a 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 a disability. They aim to improve access to services across government for people with a disability, including through more coordinated responses. DSPs were first implemented across government from July 2007.

In 2010, the Queensland Government determined that *Absolutely everybody: enabling Queenslanders with a disability* (<http://www.communities.qld.gov.au/disability/key-projects/absolutely-everybody-enabling-queenslanders-with-a-disability>) would drive the policy direction of future DSPs. *Absolutely everybody* articulates a vision for 2021: Queensland is inclusive of its citizens, and Queenslanders with a disability are enabled to lead valued and fulfilling lives.

There are 10 key priorities and supporting strategies to achieve this vision. It is supported by *Absolutely everybody: whole-of-government action plan 2011–14*, which sets out the commitments across government, and the responsibilities of lead and supporting agencies to deliver on those commitments.

The DET *Disability Service Plan 2011–2014* outlines the department's commitments under the whole-of-government action plan, and is the mechanism through which the department will report on progress in meeting its commitments. A new whole-of-government action plan and departmental DSP will be developed every three years over the life of the 10-year plan, with a final year for consolidation. In line with the requirements of section 215 of the DSA 2006, DET has consulted across government through the Disability Liaison Officer Network in the development of this *Disability Service Plan 2011–2014*.

Links between *Absolutely everybody*, the *National Disability Strategy* and the *Convention on the Rights of Persons with Disabilities*

Absolutely everybody aims to improve access and participation across the entire service system, including in education, employment, health care, arts, cultural, recreation and sporting pursuits, the built environment, public and private spaces, and the delivery of disability services. It provides a mechanism for delivering on our obligations and commitments under the *Convention on the Rights of Persons with Disabilities*, ratified by Australia on 17 July 2008, and the *National Disability Strategy*, agreed to by the Council of Australian Governments on 13 February 2011.

By ratifying the *Convention on the Rights of Persons with Disabilities*, Australia has joined other countries in a global effort to promote the equal and active participation of all people with a disability in all aspects of community life. The *National Disability Strategy*, which commits all Australian governments to work towards an inclusive society, will help ensure that the principles underpinning the *Convention on the Rights of Persons with Disabilities* are incorporated into policies and programs affecting people with a disability, and their families and carers. It outlines six priority areas: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. *Absolutely everybody* aligns with the *Convention on the Rights of Persons with Disabilities* and the *National Disability Strategy* by translating the policy areas in the *National Disability Strategy* into action for Queensland. The reporting mechanism developed for *Absolutely everybody* through the DSPs will form the basis of reports on Queensland's contribution to the *National Disability Strategy*, and the progressive realisation of the articles in the *Convention on the Rights of Persons with Disabilities*.

Department of Education and Training policy statement

The department reflects inclusiveness through its values, ethos and culture. This is done by building school and training communities and workplaces that value, celebrate and respond positively to diversity among students, families, staff and community members.

Specifically, the department promotes inclusion of people with disabilities by:

- maximising the educational, vocational and social outcomes of all students by identifying and reducing barriers to learning
- providing an environment in which students and staff understand and value diversity
- delivering capital works and funding programs inclusive of the needs of people with disabilities
- responding to the needs of people with disabilities to provide greater access to education and training programs.

Monitoring our performance

DET will review and monitor the implementation of this plan as part of its performance review processes that occur twice a year.

Reporting on our DSP

Department of Communities is the lead agency responsible for monitoring and reporting on the implementation of DSPs across the state government. DET provides annual performance information to assist the Department of Communities to report on this requirement of the *Disability Services Act 2006*. Areas of the department with implementation responsibility will be required to complete an annual template to report on progress. The department's Annual Report also contains information on performance on key departmental priorities and initiatives, including for disability.

Contacts

The plan is available online at <http://deta.qld.gov.au/>. Feedback on the plan is welcome, and can be provided through. GSPmailbox@deta.qld.gov.au

Other languages and formats

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450.

If you use the telephone typewriter or a computer with a modem, please call the National Relay Service on 133 677 (TTY/voice calls) or 1300 555 727 (speak and listen), then ask for 137 468.

This document can be made available in alternative formats (including large print) on request for Queenslanders without appropriate conversion software. If you would like an alternative format, please contact the Mr John Algate, Director, Corporate Communication and Marketing on (07) 3237 1363 or email John.Algate@deta.qld.gov.au

Our department's plan

Absolutely everybody: enabling Queenslanders with a disability sets out the following 10 priority areas:

1. Rights and responsibilities
2. Inclusive communities
3. Accessible information, places and spaces
4. Healthy lives
5. Technology and innovation
6. Life-long learning
7. Valued roles in the community and in employment
8. Strong natural networks
9. Responsive and effective disability support system
10. Partnerships

While DET supports these 10 whole-of-government priority areas, the DET *Disability Service Plan 2011–2014* includes only the strategies and associated actions that the department will lead or contribute to, as identified in *Absolutely everybody: whole of government plan 2011–14*.

<http://www.communities.qld.gov.au/resources/disability/key-projects/absolutely-everybody/ae-action-plan-2011-14.pdf>

Absolutely Everybody Priority 1: Rights and responsibilities

Queenslanders with a disability have every opportunity to participate fully in the economic, civic and social life of the community, enabled by all Queenslanders and sectors to exercise their rights and responsibilities.

Performance indicators			
<ul style="list-style-type: none"> Human rights and fundamental freedoms are promoted, protected and fulfilled. Access to advocacy is improved. Access to and responsiveness by the justice system is effective. 			
Absolutely Everybody theme 1.1: Promote rights			
Strategy 1.1.1: Raise awareness of and commitment to the rights of people with a disability.			
Ref no.	Actions	By when	Responsible area
1.1.1.3	Consider gender perspectives during the development, monitoring and evaluation of department policies, programs and services so that actions taken by the department reflect the needs of both women and men with a disability (see 1.1.2.2 below).	Ongoing	See 1.1.2.2 below
	Develop a suite of professional support materials on legislative requirements for schools and school staff.	2014	Education Queensland
Strategy 1.1.2: Build the capacity of all sectors and services to be respectful and responsive to people with diverse abilities.			
Ref no.	Actions	By when	Responsible area
1.1.2.2	Continue to develop, implement and promote policy, frameworks and initiatives that support the consideration of the multiple disadvantages experienced by people with a disability on the basis of age, gender, cultural background, sexual orientation, socio-economic background or geographic location including: <ul style="list-style-type: none"> developing an inclusive learning framework that responds to the recommendations of the National VET Equity Advisory Council Equity Blueprint promoting online Diversity Awareness Training to staff promoting and celebrating Disability Action Week. 	Ongoing Develop 2011–12 and implement from 2012 Implement 2012 Ongoing	Queensland VET Development Centre HR HR
Absolutely Everybody theme 1.3: Enabling rights and responsibilities to be exercised			
Strategy 1.3.1: Enable people with a disability to exercise their rights through self advocacy and through improved access to information, individual and systemic advocacy, and to complaints, review and appeal mechanisms.			
Ref no.	Actions	By when	Responsible area
	Review departmental website content to ensure that feedback and complaint mechanisms are clearly outlined.	2013	Education Queensland
Strategy 1.3.2: Improve access to communication support and assistive technologies that enable people to exercise and safeguard their rights.			
Ref no.	Actions	By when	Responsible area
1.3.2.1	Increase the participation of people with a disability from diverse backgrounds in departmental reference and advisory groups.	Ongoing	All areas

Absolutely Everybody Priority 2: Inclusive communities

Queenslanders with a disability are welcomed and included in all aspects of the community, and have their contributions recognised, valued and supported.

Performance indicators			
<ul style="list-style-type: none"> Capabilities and contributions are recognised, respected and valued. Inclusion and participation in the community are enabled. 			
Absolutely Everybody theme 2.2: Build community capacity			
Strategy 2.2.1: Provide information and resources to support access and inclusion through <i>Disability Online</i> www.qld.gov.au/disability/			
Ref no.	Actions	By when	Responsible area
2.2.1.1	Contribute to the expansion and the breadth and depth of information on <i>Disability Online</i> www.qld.gov.au/disability/	As required	CCM in conjunction with relevant divisions

Absolutely Everybody Priority 5: Technology and innovation

Queenslanders with a disability have improved access to mainstream and assistive technologies to enable their participation, independence, and connectedness at home, and in educational, training, work and community settings.

Performance indicators			
<ul style="list-style-type: none"> People with a disability are able to access mainstream and assistive technology. Technology improves wellbeing, participation and inclusion. 			
Absolutely Everybody themes: Promote digital equity			
Strategy 5.1.1: Optimise developments in broadband and digital technologies to improve the range of services, products and applications available to people with diverse abilities.			
Ref no.	Actions	By when	Responsible area
5.1.1.2	Provide all teachers and students in Queensland state schools and TAFE Institutes with access to a range of web-based teaching and learning resources, compliant with the Queensland Consistent User Experience Standard (http://www.qld.gov.au/web/cue/) that can be used and adapted for those with diverse abilities.	Ongoing	Information and Technologies Queensland VET Development Centre
5.1.1.3	Support schools to apply for flexible funding arrangements through the National Secondary School Computer Fund, to provide appropriate assistive and other technologies that support the learning needs of students with a disability across a range of settings including home.	Ongoing	Information and Technologies
Strategy 5.2.2: Increase the availability of accessible mainstream and assistive technologies in public places and services such as libraries, education and training facilities, and Queensland and local government services and agencies.			
Ref no.	Actions	By when	Responsible area
5.2.2.2	Investigate and trial a range of tools, including laptops, iPads, slates and interactive white boards to improve access to and participation in education and training facilities and programs.	Ongoing	Information and Technologies DSSU
5.2.2.3	Provide professional development that focuses on assistive and inclusive technologies and advice to individual schools, clusters and regions (including TAFE Institutes) to build capacity and ensure responses meet the needs of all students.	Ongoing	Information and Technologies DSSU Queensland VET Development Centre

Absolutely Everybody Priority 6: Life-long learning

Queenslanders with a disability achieve learning goals in settings of choice from early childhood, schooling, training, higher education and beyond.

Performance indicators			
<ul style="list-style-type: none"> Education is inclusive at all levels of the education system. People with a disability have access to a range of learning opportunities throughout their lives. 			
Absolutely Everybody theme 6.1: Inclusive education			
Strategy 6.1.1: Promote inclusive education in all learning settings to create equitable educational opportunities and outcomes and foster communities that recognise and welcome the contributions of all people.			
Ref no.	Actions	By when	Responsible area
6.1.1.1	Improve inclusion for young children with a disability in mainstream early childhood education and care settings and services through the implementation of <i>Universal Access to Kindergarten</i> .	Ongoing	OECEC
	Review education and training policies, procedures and practices to ensure responsiveness to the diverse needs of students, families, staff and communities, including: <ul style="list-style-type: none"> developing an inclusive learning framework for Queensland VET establishing an Inclusive Learning Advisory Committee to enhance the responsiveness of VET policies, procedures and practices. 	Ongoing as policy and procedures are reviewed	All divisions Queensland VET Development Centre
Strategy 6.1.2: Provide information, mentoring and practical support to all members of the educational community, including teachers, parents and students to support inclusive education.			
Ref no.	Actions	By when	Responsible area
6.1.2.1	Review the supports available for children with a disability to access and participate in kindergarten programs and identify and implement appropriate reforms.	Identify supports by January 2012 and implement throughout life of plan	OECEC
6.1.2.2	Support rural and remote families to identify educational pathways and access financial assistance for high needs students, connecting them with a school that provides the required services. (Departmental link: http://education.qld.gov.au/strategic/eppr/finance/fnmpr001/).	Ongoing	HR
	Continue to support the strategy to enhance the capacity of departmental staff to provide Auslan support to deaf and hearing impaired students who require signed communication.	Ongoing	Education Queensland
Absolutely Everybody theme 6.2: Early intervention and learning support			
Strategy 6.2.1: Provide the support required within universal educational settings to maximise learning and social development.			
Ref no.	Actions	By when	Responsible area
6.2.1.1	Provide ongoing training to education and training professionals to maximise learning outcomes for children and students with a disability.	Ongoing	DSSU Queensland VET Development Centre
6.2.1.2	Provide teachers with advice on adjustments to the teaching, learning and assessment of the curriculum to ensure that children, students and young adults with a disability have equitable access to knowledge, skills and outcomes.	Ongoing	DSSU

Absolutely Everybody theme 6.3: Plan for success

Strategy 6.3.1: Raise aspirations and higher expectations in students, families, care givers and educators about the learning and employment outcomes that are possible for children, young people and adults with a disability.

Ref no.	Actions	By when	Responsible area
6.3.1.1	Continue to review, update and extend the <i>Education for children with a disability – a guide for parents</i> to support and promote inclusive education for children and students with disabilities.	Ongoing	Education Queensland
6.3.1.2	Develop online resources that support teachers/schools/ training organisations to build knowledge in relation to maximising engagement and achievement of diverse learners including students with disabilities.	Ongoing	DSSU Queensland VET Development Centre

Strategy 6.3.2: Enable students and parents, care givers or guardians to plan for and successfully transition through each phase of learning and into employment, in conjunction with educators and employers.

Ref no.	Actions	By when	Responsible area
6.3.2.1	Trial specific models to support smooth transition from one level of learning to the next, e.g. online courses and resource packages for teachers and parents.	Ongoing	Education Queensland DSSU
6.3.2.2	Contribute to the development of a Transition Resource Kit that provides information and planning advice for families to support the successful transition of their child with a disability to kindergarten, Prep and school. The Resource Kit will help parents and teachers to identify the information, training and resources that the kindergarten or school will require to meet the needs of the child with a disability.	2014	Education Queensland

Absolutely Everybody theme 6.4: Accessible learning environments

Strategy 6.4.1: Provide assistive and information technology that facilitate learning and communication, and support educators and other students to understand and use alternative communication systems.

Ref no.	Actions	By when	Responsible area
6.4.1.1	Provide registered training organisations reasonable access to assistive technology and resources to help them meet the educational support needs of specific learners.	Ongoing	Queensland VET Development Centre
6.4.1.2	Undertake research into the benefits and implications of new mainstream technologies such as laptops, iPods and iPads in educational settings for promoting social inclusion and improving the educational experience and outcomes for students with a disability.	Ongoing	Information and Technologies

Strategy 6.4.2: Ensure access to buildings and campuses in educational and training settings as required across Queensland.

Ref no.	Actions	By when	Responsible area
6.4.2.1	Ensure that schools are accessible for students with a disability.	Ongoing	Infrastructure Services
6.4.2.2	Increase accessibility during infrastructure upgrades across TAFE institutes.	Ongoing	Infrastructure Services
	Undertake DET Design Requirements Review to confirm disability infrastructure standards comply with Building Code of Australia.	30 June 2013	Infrastructure Services

Absolutely Everybody Priority 7: Valued roles in the community and in employment

Queenslanders with a disability are enabled to pursue life goals and take up roles as active citizens and workers.

Performance indicators

- People with a disability have equitable opportunity to gain a living and contribute to the community in valued roles.

Absolutely Everybody theme 7.1: Increase employment opportunities

Strategy 7.1.1: Increase recruitment, retention and career opportunities for people with a disability in the public sector through setting targets and specific strategies to address the additional barriers for Aboriginal and Torres Strait Islander peoples and women with a disability.

Ref no.	Actions	By when	Responsible area
7.1.1.1	Work with the Department of Communities to enhance recruitment, retention and career advancement for people with a disability.	Ongoing	HR

Strategy 7.1.3: Raise awareness of the capacity and contribution of people with a disability as volunteers and workers, and provide information and assistance to employers to support workforce participation.

Ref no.	Actions	By when	Responsible area
7.1.3.1	Develop an online Diversity Training Program for staff which includes disability awareness training.	By end of 2011	HR
	Ensure access to reasonable adjustment for staff with disability.	Ongoing	HR

Absolutely Everybody Priority 10: Partnerships

Action and collaboration across all sectors and levels of government, business and community enable Queenslanders with a disability to participate, contribute and enjoy a sense of belonging and welcome.

Performance indicators

- Partnerships contribute to the plan's goals.
- Queensland Compact principles will be reflected in how the government and community sector work together.

Strategy 10.3: Partnering with the Australian Government and with other state and territory governments to deliver national reforms that will improve outcomes for Queenslanders with a disability.

Ref no.	Actions	By when	Responsible area
10.3.1	Negotiate for the inclusion of strategies consistent with the <i>Absolutely everybody</i> and the <i>National Disability Strategy</i> at the review points of National Agreements and National Partnership Agreements.	Ongoing	Strategic, Policy and Research
	Implement the <i>More Support for Students with Disabilities National Partnership</i> to support inclusive education, and optimise educational outcomes for students with disability.	2012–14	Education Queensland

