

DISABILITY SERVICE PLAN

Department of Mines and Energy

2007-2010

The Department of Mines and Energy vision is to deliver a world-class mining industry and a sustainable energy market to support economic growth and improved welfare for all Queenslanders.

Strategic Plan says: To deliver a world-class mining industry and a reliable, sustainable and competitive energy industry to support strong economic growth and better services for the people who live and work in Queensland.

Background

The *Disability Services Act 2006* provides a strong foundation for promoting the rights of people with a disability, increasing their well being and encouraging their participation in the life of the community. It includes measures to safeguard the rights and safety of people with a disability and combines with existing systems to improve the quality of services they receive.

The legislation requires every Queensland Government Department to develop a disability service plan. In this plan departments need to identify:

- issues regarding service delivery to people with a disability
- ways these issues will be addressed
- how the Department's plan complements the plans of other departments.

The Disability Service Plan 2007-2010 details the actions that Department of Mines and Energy (DME) will take to improve access to its services, information and facilities for people with a disability, their families and carers.

This Disability Service Plan will:

- demonstrate a commitment to promoting access and equity
- benefit customers, clients and staff with a disability
- assist DME to comply with the Act
- provide the tools to monitor and measure performance
- provide a means for coordination with other departments on disability service issues.

Strategic directions for achieving outcomes for people with a disability incorporated into Plans are:

- strengthen early intervention strategies
- strengthen access to generic services to people with a disability
- strengthen cross-government linkages
- strengthen individuals, families and carers
- improve long-term strategies to respond to and manage demand for specialist disability services, and
- improve accountability, performance reporting and quality.

Implementation

Relevant actions are to be included in strategic, regional and business plans. Successful implementation of the actions depends on the actions and leadership shown by Divisional Managers and staff.

DISABILITY SERVICES QUEENSLAND STRATEGIC DIRECTION: STRENGTHEN ACCESS TO GENERIC SERVICES TO PEOPLE WITH A DISABILITY

Priority area for action 1: Complaints procedures

Performance measures/outcomes:

- All departmental complaints procedures are available in accessible formats
- Clients, applicants and other stakeholders are informed that complaints procedures are available in accessible formats
- Complaints can be lodged in a person's preferred format, such as in writing, verbally, using sign language, through a representative or advocate, or by audio tape or audio CD
- All complaints lodged are treated equally irrespective of their format

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
1.1	Develop a Complaints Management Framework and high level procedures.	Human Resources	By June 2008		
1.2	Review service area complaints procedures in line with the new Complaints Management Framework, which allow people to lodge a complaint in a range of communication formats/modes. Including verbally, by audio, using sign language or through a representative or advocate.	Human Resources		By December 2008	
1.3	Promote accessible complaints mechanisms to the community.	Human Resources	Ongoing	Ongoing	Ongoing
1.4	Collate information from complaints management systems, and report annually to inform amendments or improvements to departmental service delivery.	Human Resources	Ongoing	Ongoing	Ongoing

Priority area for action 2: Information about services

Performance measures/outcomes:

- Images used in Departmental publications represent the diverse client and population base
- Guidelines for publishing in accessible formats are produced
- Information about the Department is available to all people in a range of formats and capable of being accessed in appropriate formats
- Use of PDF documents on DME’s websites is reduced in accordance with the whole of government Web Steering Committee recommendations
- Contact details of TTY machines included in relevant publications and the Department’s internet sites
- A statement advising clients and stakeholders how to obtain publications in accessible formats is included in the ‘publications site’ on the Department’s internet site and also in relevant printed publications

Action number	Action	Service Area	Completion 2007/08 ✓	Completion 2008/09 ✓	Completion 2009/10 ✓
2.1	<p>Audit all hard copy publications and assess their accessibility for all members of the community, including people with cognitive, physical or visual disabilities or impairments.</p> <p>Where recommended produce departmental publications in a range of formats to be accessed by a broad range of people, including people with disabilities.</p> <p>Provide departmental publications and materials in tother formats, such as audio, Braille and larger font on request.</p>	Media & Communication	By June 2008	Ongoing	Ongoing
2.2	<p>Audit all DME Internet sites and assess their accessibility for all members of the community, including people with cognitive, physical or visual disabilities or impairments.</p> <p>Implement any required actions as a result of the audit to ensure the DME Internet is accessible to people with a disability.</p>	<p>Media and Communication</p> <p>Human Resources</p>	By June 2008	By June 2009	

Action number	Action	Service Area	Completion 2007/08 ✓	Completion 2008/09 ✓	Completion 2009/10 ✓
2.3	<p>Audit the client-accessible applications that DME uses and ensure that they meet the needs of people with a disability.</p> <p>Implement any required hardware/software upgrades as necessary to ensure DME applications support assistive technologies.</p>	Information Technology	By June 2008	By June 2009	
2.4	Ensure there are visible signs at service points informing clients of the availability of interpreter services.	All areas Media and Communication	Ongoing	Ongoing	Ongoing
2.5	Mandatory inclusion of phone numbers for Smart Services and National Relay Service for hearing impaired in all DME publications.	Media and Communications Human Resources	Ongoing Annually	Ongoing Annually	Ongoing Annually

DISABILITY SERVICES QUEENSLAND STRATEGIC DIRECTION: STRENGTHEN INDIVIDUALS, FAMILIES AND CARERS

Priority area for action 3: Recruitment of people with a disability

Performance measures/outcomes:

- Representation of people with a disability in the workforce increases
- DME recognised as an employer of choice by people with a disability
- Increase employment opportunities for people with a disability at all levels
- Review of policies, guidelines and practices and changes implemented
- An environment that recognises and responds to the needs of people with a disability
- A non-discriminatory process occurs at all stages of recruitment including role analysis, attraction, selection process, post interview feedback, and induction

Action number	Action	Service Area	Completion 2007/08 ✓	Completion 2008/09 ✓	Completion 2009/10 ✓
3.1	<p>Research and implement strategies to encourage people with a disability to participate in the Recruitment programs including Scholarship, Graduate.</p> <p>These strategies may include:</p> <ul style="list-style-type: none"> • engaging with the National Disability Recruitment Coordinator • advertising through Student Services Groups 	Human Resources	November 2007	November 2008	November 2009
3.2	<p>In the current review of Recruitment and Selection Guidelines and Policy ensure they are non-discriminatory, minimise the barriers for people with a disability and provide sufficient guidance to managers and selection panels on issues to consider when recruiting employees with a disability.</p> <ul style="list-style-type: none"> • Consider flexibility in application procedures for applicants with disabilities (for example, format in which applications may be made, extension to vacancy timeframes to accommodate communication requirements), train 	Human Resources	From July 2007		




Action number	Action	Service Area	Completion 2007/08 ✓	Completion 2008/09 ✓	Completion 2009/10 ✓
	<p>recruitment panel/managers specifically in job design, considerations when recruiting people with a disability.</p> <p>Monitor the implementation of the Recruitment and Selection Guidelines as relevant to people with a disability.</p>			From June 2008	Ongoing
3.3	Recruitment and Selection practices are reviewed to ensure Job Descriptions, selection criteria and other recruitment advertising is written in plain English and accessible in an appropriate format (for example Audio, large print).	Human Resources	July 2007		
3.4	Establish networks and contacts as appropriate to advise community groups/ networks and specialised employment agencies of positions that are available in DME for the information of their members/clients.	Human Resources	Ongoing	Ongoing	Ongoing
3.5	<p>Provide work experience placements as appropriate for tertiary students with a disability and job seekers with a disability from employment agencies/organisations.</p> <p>Explore opportunities to nominate a position suitable for the appointment of a person with a disability.</p>	Human Resources	Ongoing	Ongoing	Ongoing

DISABILITY SERVICES QUEENSLAND STRATEGIC DIRECTION: IMPROVE ACCOUNTABILITY, PERFORMANCE REPORTING AND QUALITY

Priority area for action 4: Physical and communication barriers/improve access

Performance measures/outcomes:

- Demonstration that new accommodation and refurbishment complies with the Capital Works Management Framework to satisfactorily meet the needs of employees and customers with disabilities
- Any new accommodation (incl. signage) satisfactorily meets the needs of customers with disabilities
- Internal procedures reflect the requirement to identify and address issues that impact on the delivery of services to customers with a disability

Action number	Action	Service Area	Completion 2007/08 	Completion 2008/09 	Completion 2009/10 
4.1	Ensure when planning for new accommodation that facilities, (such as braille paths, hearing loops etc) and physical structures (such as doorways, doorhandles, steps etc) do not act as a barrier to staff and customers with mobility disabilities.	All Management Facilities	Ongoing	Ongoing	Ongoing
4.2	All new structures that are designed to deliver services such as client information counters and client reception desks are accessible to people with a disability. Toilet facilities in public access areas are accessible for use by customers with a disability. Comply with the Office Accommodation Management Framework Policy documents, guidelines and practice notes issued by the Department of Public Works and the relevant Federal and State legislation.	Facilities Human Resources	Ongoing	Ongoing	Ongoing

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
4.3	Implement a reasonable adjustment policy and register to record adjustment implemented (for example TTY machines, work area adjustments, medical car parks, etc).	Human Resources	Ongoing	Ongoing	Ongoing
4.4	Continuous WHS audits to identify décor that may be obstructive or inadequate for staff or clients with disabilities.	Human Resources, SSP	Ongoing	Ongoing	Ongoing
4.5	Engagement of interpreter services (where appropriate) is undertaken throughout all levels of the Department. Information is easily accessible to staff on how to engage interpreters.	Human Resources	Ongoing	Ongoing	Ongoing
4.6	Make representations to building owner and security to ensure as far as possible appropriate disability evacuation process is included within current evacuation procedures. Fire Wardens to be informed and trained in line with the new process evacuation.	Human Resources	By December 2007	Ongoing	Ongoing

Priority area for action 5: Staff Awareness, Communication and Training

Performance measures/outcomes:

- Partnerships with Disability Services Queensland are established and maintained
- Update of intranet site to promote awareness and initiatives to support people with a disability
- New Induction programs include information on disability awareness and commitment to the Disability Service Plan.
- Facilities staff are aware of the relevant standards and codes applicable to access
- Issues identified and reflected in the new policies to make consistent with principles of the *Disability Services Act 2006*
- To work in collaboration with similarly focussed government agencies to strengthen the Queensland Governments commitment to access and equity

Action number	Action	Service Area	Completion 2007/08 ✓	Completion 2008/09 ✓	Completion 2009/10 ✓
5.1	Educate staff on effective communication strategies for staff and clients with a disability. General awareness training, information provision Make use of the Department's Internet and Intranet for distributing information regarding people with a disability.	Human Resources	By December 2007	Ongoing	Ongoing
5.2	Staff with Facilities Management responsibility are trained in the access standards.	Facilities	Ongoing	Ongoing	Ongoing
5.3	Induction program includes information on disability awareness and commitment to the Disability Service Plan.	Human Resources	December 2007		
5.4	Implement Early Intervention strategies in approach to mental health in the workplace. <ul style="list-style-type: none"> • Implementation of a health and wellbeing program • Develop and implement an education campaign for early detection of issues relating to mental health and stress in the workplace. 	Human Resources	December 2007	Ongoing	Ongoing
5.5	All new applicable policies take into account the need for equitable access to the Agency's information, services and projects.	All areas			Ongoing
5.6	Participation in the development of Whole of Government Standards in relation to the use of training, conference and accommodation facilities that are accessible for people with a disability.	HR	On going	Ongoing	Ongoing

Priority area for action 6: Accountability and reporting

Performance measures/outcomes:

- Actions outlined in the plan are actioned according to the timeframes nominated and reported on as required under the Act.

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
6.1	Publish the Disability Service Plan on the Department's Internet and Intranet sites.	Human Resources	1 July 2007		
6.2	Implementation of actions from this Plan within timeframes.	Areas with functional responsibility outlined in Plan	Ongoing	Ongoing	Ongoing
6.3	All functional responsibility areas outlined in the Plan have reporting mechanisms in place to collect data and monitor progress.	All areas	Ongoing	Ongoing	Ongoing
6.4	Annual Review of Plan and report to Disability Services Queensland.	Human Resources	Annually	Annually	Annually

DISABILITY SERVICES QUEENSLAND STRATEGIC DIRECTION: STRENGTHEN EARLY INTERVENTION STRATEGIES

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
	Nil – This strategic direction is not relevant to DME. Other priority areas that meet the current business needs of the Department				

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
	are included for consideration.		✓	✓	✓

DISABILITY SERVICES QUEENSLAND STRATEGIC DIRECTION: IMPROVE LONG-TERM STRATEGIES TO RESPOND TO AND MANAGE DEMAND FOR SPECIALIST DISABILITY SERVICES

Action number	Action	Service Area	Completion 2007/08	Completion 2008/09	Completion 2009/10
	Nil – This strategic direction is not relevant to DME Department. Other priority areas that meet the current business needs of the Department are included for consideration.		✓	✓	✓