

COVID-19 Disability Recovery Action Plan 2020-21

Department of Housing and Public Works

The COVID-19 Disability Recovery Action Plan 2020-21 is an extension to the department's Disability Service Plan 2017-20, supporting People with Disability (PwD) and the disability sector to recover from the COVID-19 pandemic.

People are at the heart of what we do. We support Queensland's economic wellbeing and contribute to improving the quality of life for people and communities. The department contributes to the Queensland Government's objectives for the community by delivering policies, programs and services which promote the creation of jobs in a strong economy, give all our children a great start, keep Queenslanders healthy and communities safe, protect the environment and be a responsive government.

The *Disability Services Act 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government departments/agencies to develop and implement a Disability Service Plan (DSP). DSPs ensure each agency has regard to the Act's service delivery principles and the government's policies for PwD as well as respecting human rights as described under the *Human Rights Act 2019*.

Our COVID-19 Disability Recovery Action Plan 2020-21 reflects our commitment to consider the needs of PwD in our response and recovery from the public health emergency. Key focus areas, as per Queensland's Disability Recovery Action Plan released by Department of Communities, Disability Services and Seniors, are:

- High quality engagement and communication with PwD
- Maintaining service continuity and identifying opportunities to reshape service arrangements that support PwD and providers
- Identifying and addressing COVID-19 issues affecting PwD.

We will report on our progress against this plan at the end of 2020-21.



Who to contact for more information and other languages or format?

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you wish to provide feedback on this plan, or require an interpreter to communicate the Disability Service Plan, or require the document in an alternative format, please contact us by either email feedback@hpw.qld.gov.au or telephone 13 QGOV (13 74 68) and ask for Governance, Planning and Performance, Department of Housing and Public Works, and we will arrange assistance for you.

The department's contact details are:

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Glossary – what do these acronyms mean?

BPAM	Building Policy and Asset Management
DCDSS	Department of Communities, Disability Services and Seniors
DHPW	Department of Housing and Public Works
DSP	Disability Service Plan
HHS	Housing, Homelessness and Sport
NDIS	National Disability Insurance Scheme
QGCDG	Queensland Government Customer and Digital Group
QSTARS	Queensland Statewide Tenant Advice and Referral Service

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Priority 1: High quality engagement and communication

Our Actions for 2020-21	2020-21 Action success measure <i>(How do we know when we will have completed our actions?)</i>	Due date	Status <i>(Not yet commenced, In-progress, Completed)</i>	Responsible Area
<p>In responding to the COVID-19 emergency, DHPW has had to act and make decisions that impact human rights in unprecedented ways. DHPW will continue to embed the <i>Human Rights Act 2019</i> (HR Act) to support staff to make decisions and act compatibly with human rights in everyday operations and disaster situations, including pandemic, when interacting with people, the community and departmental staff.</p> <p>This will include ensuring the rights of PwD are considered and promoted to ensure that they are treated equally and fairly.</p>	<p>Increased awareness, confidence and capability of staff to make decisions and undertake actions that are compatible with the HR Act through:</p> <ul style="list-style-type: none"> • Development and delivery of tailored HRA training and awareness to DHPW business areas • Promotion of the HR Act in internal and external communications • Development of resources and tools to support staff in human rights decision making • Establishment of department-wide human rights community of practice • Review and amendment (where required) of policies, procedure and service delivery models • Cementing of department-wide complaints management process 	September 2020	In progress	Portfolio Strategy (Strategy and Coordination)
<p>Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions and needs of PwD and carers are considered and promoted</p> <p>(This action is carried forward from DSP 2017-20)</p>	<ul style="list-style-type: none"> • Engaged with Queensland Government procurement category leads to ensure a disability advocate is represented on each category's Industry Reference Group(s) • Identified and encouraged participation for disability advocates on any additional procurement advisory groups. (Disability advocates have already been appointed to a majority of category Industry Reference Group(s)) 	September 2020	In progress	Portfolio Strategy (Office of the Chief Advisor – Procurement); together with category leads across government

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<p>Queensland Government websites continue to meet Australian Web Content Accessibility Guidelines</p> <p>(This action is carried forward from DSP 2017-20)</p>	<p>For HPW websites:</p> <ul style="list-style-type: none"> • All content is accessible and complies with guidelines • Accessible formats made available when COVID-19 materials released/published along with contact details • Web accessibility review conducted for all COVID-19 web requests before being published • Documents published checked to ensure they conform to accessibility requirements • COVID-19 video content captioned and transcripts provided 	<p>Ongoing for all communication material including COVID-19-related</p>	<p>In progress</p>	<p>Portfolio Strategy (Communication and Engagement)</p>
	<p>For Smart Service Queensland website:</p> <ul style="list-style-type: none"> • Encouraged all new key website content to be accessible and comply with guidelines • Transcripts and/or captions available for newly created time-based media (i.e. pre-recorded video/audio) 	<p>Ongoing</p>	<p>In progress</p>	<p>QGCDG (Smart Service Queensland)</p>
<p>Ensure all Queensland Government COVID-19 https://www.covid19.qld.gov.au/ information is accessible</p>	<ul style="list-style-type: none"> • Encouraged content owners to provide information in accessible formats and provided best practice advice to content owners • Provided access to high availability online information (including captions, transcripts and tabular data with screen reader attributes) • Ensured COVID-19 website and franchise works on all supported devices and platforms 	<p>Ongoing</p>	<p>In progress</p>	<p>QGCDG (Smart Service Queensland)</p>

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Provide access to language, translating and communication services (for all communication material including COVID-19-related) (This action is carried forward from DSP 2017-20)	<ul style="list-style-type: none"> Information included in documents and website on how to access translation and interpreting services. Linked to Queensland Government resources for languages other than English 	Ongoing	In progress	Portfolio Strategy (Communication and Engagement)
Offer consultation and engagement processes in a range of ways, including the use of technology, which maximise the participation opportunities for PwD, their families and carers	<ul style="list-style-type: none"> Increased participation of PwD in consultation processes Promoted options for participation, including the option of signing interpreters at public consultation events 	Ongoing for all communication material including COVID-19-related	In progress	Portfolio Strategy (Communication and Engagement)
Roll out new Disability Training Module to DHPW employees	Number of employees who have completed the online module	June 2021	In progress	Corporate Services (Human Resources)
Engage customers living with disability in co-designing service delivery improvements to achieve improved customer experience with reduced customer effort across customer preferred service delivery channels	Number of individuals or representative groups that participate in human-centred design workshops, surveys, interviews, and other customer insight research activities	June 2021	Not yet commenced	QGCDG (Customer and Digital Strategy)
Provide access to high availability infrastructure services e.g. CMS, forms, search	<ul style="list-style-type: none"> Supported franchise teams to deliver website information and associated services to the public Supported DPC in the management and maintenance of the COVID-19 website 	Ongoing	In progress	QGCDG (Smart Service Queensland)
Deliver opportunities to reduce social isolation for PwD (Activate! Queensland Action Plan – Action 1.04)	Quality opportunities provided for PwD to be physically active	Ongoing	In progress	Housing, Homelessness and Sport

Priority 2: Identify opportunities for reshaping service arrangements and supporting providers

Our Actions for 2020-21	2020-21 Action success measure (How do we know when we will have completed our actions?)	Due date	Status (Not yet commenced, In-progress, Completed)	Responsible Area
In partnership with QCOSS, Department of Child Safety, Youth and Women and other government agencies, DHPW will develop a funding model to support NGOs in the social services sector to build their knowledge, confidence and capability to meet their obligations under the <i>Human Rights Act 2019</i> , including ensuring the rights of PwD are supported and promoted	Pilot project to provide education and support to NGO's developed and approved by all stakeholders	October 2020	Not yet commenced	Portfolio Strategy (Strategy and Coordination)
Deliver online webinar-based Autism Awareness Training for employees	Number of employees who have completed the sessions	December 2020	Not yet commenced	Corporate Services (Human Resources)
Encourage collaboration between the active industry, local government, health, education, and human service organisations and other key stakeholders (Activate! Queensland Strategy). (Inclusive of stakeholders in the disability sector)	Leveraged outcomes for PwD through collaborations	Ongoing	In progress	Housing, Homelessness and Sport
Develop policy positions on housing access, quality and safeguards and new supply, that improve housing choice for PwD and influence national implementation of the National Disability Insurance Scheme (This action is carried forward from DSP 2017-20)	Meetings of the Reform Leaders' Group Subcommittee on Housing held	Ongoing	In progress	Housing, Homelessness and Sport
	Recommendations provided to the NDIS Reform Leaders Group on improving housing choice for PwD including quality and safeguards	Ongoing	In progress	Housing, Homelessness and Sport
	Inter-agency Action Plan developed and implementation underway	Ongoing	In progress	Housing, Homelessness and Sport

Our Actions for 2020-21	2020-21 Action success measure (How do we know when we will have completed our actions?)	Due date	Status (Not yet commenced, In-progress, Completed)	Responsible Area
<p>Ensure key quality and safeguards, including the separation of housing and support are considered as part of the broader review of the <i>Housing Act 2003</i>, the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and the <i>Residential Services (Accreditation) Act 2002</i></p> <p>(This action is carried forward from DSP 2017-20)</p>	Legislative reviews included consideration of quality and safeguards	Ongoing	In progress	Housing, Homelessness and Sport
Apply universal design principles to sporting infrastructure to provide equitable access for all users including PwD (Activate! Queensland Strategy)	Quality opportunities provided for PwD to be physically active	Ongoing	In progress	Housing, Homelessness and Sport

Priority 3: Ongoing monitoring of service capacity and value

Our Actions for 2020-21	2020-21 Action success measure (How do we know when we will have completed our actions?)	Due date	Status (Not yet commenced, In-progress, Completed)	Responsible Area
Continue to ensure access requirements for PwD is considered when buildings and venues used by the Queensland Government are refurbished, leased or leases renewed, and meet DDA compliance, where practical to do so	<ul style="list-style-type: none"> Ensured new leased premises met DDA compliance, wherever practical to do so Improved staff awareness and understanding of PwD and carers 	Ongoing	In progress	BPAM (Queensland Government Accommodation Office)
Ensure all new government employee housing projects are built in consideration of Livable Housing Design Guidelines (This action is carried forward from DSP 2017-20)	New government employee housing built in consideration of liveable housing guidelines	Ongoing	In progress	BPAM (Queensland Government Accommodation Office)
Ensure all new social housing projects are built in consideration of Livable Housing Design Guidelines (This action is carried forward from DSP 2017-20)	50% of new social housing built in consideration of liveable housing guidelines	30 June 2021	In progress	Housing, Homelessness and Sport
Monitor customer interactions and use of COVID-19 content and COVID-19 services, service forms and online search behaviours	<ul style="list-style-type: none"> COVID-19 site assessed using monitoring with Google Analytics information COVID-19 site assessed and interactions with new content and information ecosystem understood to provide customers with current and relevant information 	Ongoing	In progress	QGCDG (Smart Service Queensland)
Monitor feedback from customers to action website improvements	Relevant feedback assessed and actioned as recommended	Ongoing	In progress	QGCDG (Smart Service Queensland)

Our Actions for 2020-21	2020-21 Action success measure (How do we know when we will have completed our actions?)	Due date	Status (Not yet commenced, In-progress, Completed)	Responsible Area
Continue investment in programs which assist people to remain in their homes for longer and access advice to sustain their tenancy *Note: reported as complete in All Abilities Queensland: Opportunities for All Progress Report published in April 2019. The department continues to report on this action to highlight the ongoing investment in this work	<ul style="list-style-type: none"> Home Assist Secure (HAS) program and Queensland Statewide Tenant Advice and Referral Service (QSTARS) continued RentConnect program continued 	Ongoing	In progress	Housing, Homelessness and Sport
	<ul style="list-style-type: none"> Expended the \$10M Seniors and Accessibility Assistance initiative, delivered by HAS providers, to continue providing services for seniors and people with disabilities to conduct critical home maintenance 	Seniors and Accessibility Assistance commenced on 12 June 2020 and will cease when funding is exhausted	In progress	Housing, Homelessness and Sport
Proactively monitor and respond to lessons from the Royal Commission into violence, abuse, neglect and exploitation of PwD to improve housing outcomes for PwD and promote social inclusion	Relevant advice provided to the Disability Royal Commission (DRC), including responses to issues papers, notices to produce and information requests	Ongoing	In progress	Housing, Homelessness and Sport
	Internal DHPW DRC working group identified implications for the department and areas for improvement	Ongoing	In-progress	Housing, Homelessness and Sport
	Responded to the interim report (expected to be released by the DRC on 30 October 2020)	November 2020	Not yet commenced	Housing, Homelessness and Sport
Support PwD residing in hospitals and ready for discharge to transition to suitable housing and support in the community through the COVID-19 accelerated patient discharge project	NDIS participants who are social housing tenants or are approved applicants, assisted to access suitable housing and support under the COVID-19 accelerated patient discharge project	Ongoing	In progress	Housing, Homelessness and Sport