



Queensland Disability Plan 2014–19

Enabling choices and opportunities

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Foreword



We are entering into a time of significant change in Queensland with a new path for Queenslanders with disability, their families and carers, as well as creating employment and business opportunities and looking towards the commencement of the National Disability Insurance Scheme (NDIS) in 2016.

Historically, disability services have been significantly underfunded, and too many Queenslanders with disability have been missing out on vital services they need in order to live their lives and fulfil their potential.

By working together with a 'can do' attitude, we can achieve the best possible outcomes for Queenslanders with disability. In partnership with Queenslanders with disability we are forging a clear pathway to ensure that all people have access to, and feel included in, community life.

The Queensland Government is committed to the revitalisation of our existing front-line services to give Queenslanders with disability and their families greater choice and control over the services they receive, and that is what the Queensland Disability Plan is about.

The signing of the NDIS agreement will see the Queensland Government meet its commitment to substantially increase funding for disability services. Starting with an additional \$25 million in 2013–14 and rising to a further \$313 million by 2018–19, these extra funds will see the state increase its spend from a record investment of \$959 million in 2012–13 to \$1.77 billion per year on disability and related services by 2018–19.

The Queensland Disability Plan sets out the Queensland Government's commitment to the NDIS, and our plan for achieving a successful transition to the scheme. It also sets out how we will work with our partners to achieve more accessible and inclusive mainstream services and communities.

These changes will deliver real improvements and prepare Queensland for the NDIS. This will not be an easy task, which is why the Queensland Government will work in partnership with all levels of government, business, industry, community and individuals to deliver our Plan.

The Honourable Campbell Newman MP
Premier

The Honourable Tracy Davis MP
Minister for Communities,
Child Safety and Disability Services

Introduction

Great state, great opportunity — for all

One in five Queenslanders, approximately 830,000 people, identify as having a disability.

These Queenslanders have aspirations, interests and needs that are both as common and as diverse as other citizens. We know that people with disability in Queensland want to live full, productive and rewarding lives — learning, creating, volunteering, working, caring, participating and enjoying life in our great state.

There are thousands of Queensland families and friends that contribute so much to this. Similarly, there are a host of agencies, employers, schools, networks, businesses, clubs and other organisations who welcome, enable and support people with disability to participate in, and contribute to, our communities.

It is also true that Queensland's disability services have historically been grossly underfunded, and too many people with disability have not received the support or the access they need to exercise their human rights and take up roles as active citizens. While much has changed, there are still barriers — physical, financial, attitudinal — to be overcome.

Some people with disability and their families and carers need specialist disability services and supports to be able to live happy, safe and rewarding lives. The majority of Queenslanders with disability do not need specialist support, but like everyone, they do need accessible and inclusive public spaces, education, health care, housing, transport, employment, access to information and opportunities to participate in sports, recreation, cultural and community events.

Queensland is a great state, with great opportunities.

The vision of the Queensland Government is for people with disability to be enabled to have choices and share the opportunities that are available to all Queenslanders.

A strong foundation

On 8 May 2013 the Queensland Government signed an historic agreement with the federal government to commence the National Disability Insurance Scheme (NDIS) in Queensland from 1 July 2016 with full implementation in 2019.

The NDIS will fundamentally change the way people who are eligible for specialist disability supports choose and receive these supports. It will transform lives and enable the social and economic participation of people with disability, and their families and carers, like never before.

This ground-breaking change is a critical part of the journey to deliver our long-term plan for Queensland, and our vision for Queenslanders with disability.

The NDIS is a social insurance scheme that will be available to support eligible Queenslanders with disability. It is estimated it will double the number of Queenslanders receiving services and supports. It will assist thousands of families and carers. It will create, the equivalent of, an estimated 13,000 extra full-time jobs just in disability services, and create broader service and business opportunities.

A strong commitment

The Queensland Government's commitment to the NDIS is backed by one of the biggest single increases in disability funding this country has ever seen.

Queensland will be investing \$2.03 billion in funding for the NDIS by 2019–20, including \$868 million over six years in additional funding for disability services announced in December 2012. The federal government will contribute around \$2.1 billion to the scheme in Queensland. In addition, the federal government will cover the full cost of disability services to Indigenous people who turn 50 years of age and non-Indigenous people who turn 65 years of age and choose to remain in the scheme.



The NDIS will fundamentally change the way eligible people choose and receive specialist disability supports.

By 2020, based on Productivity Commission estimates and population growth, 97,000 Queenslanders with permanent and significant disability will be eligible to receive the reasonable and necessary disability supports they need. This is an almost twofold increase in the number of people in Queensland currently receiving such services.

The Queensland Government has also committed to the National Disability Strategy 2010–2020. The National Disability Strategy is about enabling people with disability to fulfil their potential as equal citizens through shifting attitudes and driving change to deliver accessible and inclusive mainstream services and communities.

A call to action

We are on the cusp of tremendous change which brings with it exciting opportunities as well as challenges to be met.

All levels of government, business, industry, community and individuals need to play their part to deliver the best outcomes for all Queenslanders.

For the NDIS to be successful and sustainable, we need to work together on two fronts.

The Queensland Government will work with the disability sector, stakeholders, partners, and Queenslanders with disability to get ready for the NDIS.

The Queensland Government will also work with our partners to support Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

These are the aims of the Queensland Disability Plan 2014–19.

“I want to live my life in my own way. I don’t want to be told I have to shower at 5 when I want to go swimming at 7. Self-directed support gives me the chance to live my life flexibly and well.”

Sharon Boyce
Queensland Disability Advisory Council member

Our progress so far

March 2012 – December 2013

As part of the 2013–14 Budget, the Queensland Government is providing \$25 million to assist Queensland to prepare for the roll-out of the NDIS. This is the first instalment of the government’s additional \$868 million committed state funds for the NDIS. By 2019–20 the Queensland Government’s total commitment will be an estimated \$2.03 billion.

This funding builds on the work the Queensland Government has already done since March 2012 to reform the disability services system and prepare for the NDIS.

March

- New government elected
- Tracy Davis MP announced as Minister for Communities, Child Safety and Disability Services

April

- Department of Communities, Child Safety and Disability Services established
- Committed \$9.5 million over three years for speech pathologists in state schools for students who have learning disabilities

2012



2013



February

- Queensland NDIS Planning and Implementation Group established

March

- Committed \$15 million to the **Elderly Parent Carer Innovation Trial**

April

- \$1 million in funding approved for services to commence through **Respite Plus** to support families with a child or young adult with Rett Syndrome

May

- Queensland Premier and Prime Minister signed a Heads of Agreement for Queensland to transition to the **NDIS**

June

- 2013–14 State Budget included an extra \$64 million for disability services, with Queensland’s total commitment rising to an estimated \$2.03 billion by 2019–20
- \$25 million brought forward from \$868 million to assist Queensland to prepare for NDIS roll-out in Queensland
- Committed \$26.4 million over four years to support up to 108 people with a spinal cord injury to leave hospital
- Allocated \$5.9 million to strengthen the capacity of parents and families in their caring role
- Committed \$14 million to continue Taxi Subsidy Scheme for people who experience profound difficulty using other public transport

Photos: Top L-R – Vicki Yen, Peter Waddington, Tony Phillips, Vicki Yen, Jaremwicklund/Thinkstock, Vicki Yen, Mandygodbehear/Thinkstock
Bottom L-R – Roger Phillips, Vicki Yen, Peter Waddington, unknown, Tony Phillips, Vicki Yen

July

- Committed an extra \$4.8 million in funding over three years for additional respite

August

- Committed \$10.2 million over three years for the **Mobile Attendant Care** initiative designed to help adults with disability stay in their own homes

September

- State Budget delivered a record \$959 million for specialist disability services
- Launched **Your Life Your Choice** trial of self-directed support for people with disability

October

- Allocated \$4 million in funding to support 300 school-leavers with disability transitioning from school

November

- Queensland Government re-affirmed its commitment to the National Disability Strategy
- Queensland Parliament passed the *Disability Services (Your Life Your Choice) Amendment Act 2012*

November

- Committed \$4 million over four years to establish **Parent Connect** in eight locations across Queensland to support parents of newborns and families with a child with a newly diagnosed disability

December

- Committed \$22 million over four years for **flexible respite** for young people with high-needs disabilities and their families
- Committed funding of \$868 million over six years to 2018–19 to fund the NDIS in Queensland
- Premier signed Intergovernmental Agreement committing to the NDIS in Queensland



- Committed \$55 million over four years to support young people with disability to make the transition from school
- Committed \$117.2 million over four years to support young people with disability exiting the care of the state

July

- Discussion paper on restrictive practices released
- Allocated \$570,000 for children with autism and their families to provide early intervention and prevention supports

September

- Allocated almost \$4.7 million for five projects under the Elderly Parent Carer Innovation Trial

October

- Amended the *Guide Hearing and Assistance Dogs Act 2009* to improve the rights of people who rely on support dogs to access accommodation
- Committed to transition Accommodation Support and Respite Services to the non-government sector

December

- *Queensland Disability Plan 2014–19* released

Our priorities for change

The Queensland Disability Plan will drive actions across Queensland to deliver better outcomes for people with disability over the next five years. Actions will focus on seven priorities.

- 1** Support people with disability and communities to be well informed and confident about what the NDIS means for them
- 2** Support people with disability, families and carers to exercise choice and take up opportunities
- 3** Support non-government disability service providers to operate in a competitive market-based environment
- 4** Develop a skilled and strong workforce
- 5** Prepare Queensland Government departments to transition disability funding and services to the National Disability Insurance Agency
- 6** Enhance mainstream services and facilities to enable genuine choice and participation in all areas, including education, employment, health, justice services and housing
- 7** Promote genuine participation in the community

“The Queensland Government will work with all of our partners to make a real difference to the quality of life for Queenslanders with disability, their families and carers.”

The Honourable Tracy Davis MP
Minister for Communities, Child Safety and Disability Services

What differences will the changes make?

While we have made significant progress since March 2012, there is more that has to be done to fully realise the benefits of the NDIS, and enhance opportunities for all Queenslanders with disability. The table below sets out where we are and where we want to be on 1 July 2019.

Where we are now	Where we will be in 2019
Approximately 45,000 people receive specialist disability services	Estimated 97,000 people receive specialist disability services
Limited choice and control over access to services	Individualised support planning with greater choice and control
Funding allocated on a priority basis from available resources	All reasonable and necessary disability supports provided over a person's lifetime
Multiple state-based disability service systems	National disability service system delivered by a single agency
Disability services delivered by government and non-government organisations through government contracts	Disability services delivered by non-government organisations in an open market environment
Queensland Government service agreement with non-government organisations	Providers engaged by people with disability through agreement/contract
Grants paid to non-government organisations in advance	Payment made to providers following delivery of support
Workforce approximately 13,000	Workforce approximately 26,000
Poorer health outcomes	Improved health and wellbeing
Lower levels of participation in education, training and employment	More opportunity to study and work
Limitations in access to places, services and facilities	Better access to information, services and communities
Some social exclusion and discrimination	Safety and equality

“I will work to make Queensland a place where all people with disability can learn in settings of their choice, pursue aspirations, and take up opportunities as workers and contributors to this great state.”

**The Honourable John-Paul Langbroek MP
Minister for Education, Training and Employment and
National Disability Champion**



Photo: George Dwyer / iStock / Thinkstock

Taking action

Actions to deliver on each of the seven priority areas will be achieved in partnership with local councils, industry, business, community and other stakeholders.

Priority 1:

Support people with disability and communities to be well informed and confident about what the NDIS means for them

A Queensland communication and engagement strategy is important to raise awareness about Queensland's preparation for the NDIS and enable people with disability, their families and carers, and providers to understand the NDIS and to build their capacity to participate prior to commencement in July 2016. The Queensland Government will:

- provide information, in partnership with the National Disability Insurance Agency, to people with disability, families, carers, service providers, government and community about the NDIS
- promote the role of mainstream services in supporting people with disability, their families and carers.

To achieve this, the Queensland Government will partner with:

- Queensland NDIS Planning and Implementation Group
- National Disability Insurance Agency
- Community and disability sector stakeholders
- Queenslanders with disability, their families and carers.



Photo: Huntstock/Thinkstock

Priority 2:

Support people with disability, families and carers to exercise choice and take up opportunities

To achieve this the Queensland Government will:

- develop resources and deliver workshops across the state to build the capacity of people with disability, families and carers to participate in planning and to exercise control over their disability supports
- expand the 'Your Life Your Choice' initiative which enables consumer choice and control to a broader range of people with disability
- work with people in Aboriginal and Torres Strait Islander communities and rural and remote communities to identify how to provide locally delivered and staffed disability supports.

To achieve this, the Queensland Government will partner with:

- Queensland NDIS Planning and Implementation Group
- National Disability Insurance Agency
- non-government organisations
- Queenslanders with disability, their families and carers.

Priority 3:

Support non-government disability service providers to operate in a competitive market-based environment

To support service providers to make this transition the Queensland Government will:

- develop and deliver resources to build capacity and improve skills, knowledge, competency and cultural capability of service providers to deliver services and supports that align with the NDIS environment including in rural and remote communities
- transition existing block funding arrangements to an individualised approach wherever possible
- transition directly delivered accommodation support and respite services to the non-government sector
- undertake contestability review of directly delivered clinical and therapy services.

To achieve this, the Queensland Government will partner with:

- Queensland NDIS Planning and Implementation Group
- National Disability Insurance Agency
- non-government organisations
- Queenslanders with disability, their families and carers.

“Medical practitioners are strong supporters of social justice and equity, and believe that people with disability and their families have a right to participate in the community and to be supported to do so. The Australian Medical Association of Queensland will help to make Queensland a place where people with disability experience improved health outcomes and can take part more fully in Queensland life.”

**Dr Christian Rowan, President,
Australian Medical Association Queensland**



Priority 4:

Develop a skilled and strong workforce

To increase and develop the workforce needed for the NDIS the Queensland Government will:

- implement a Queensland workforce strategy including an Aboriginal and Torres Strait Islander workforce strategy that builds the skills of existing and new workers; and attracts, recruits and retains staff including people with disability
- develop a resource package to support people with disability, families and carers to operate as employers
- promote employment participation and support regional communities and people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse backgrounds and other groups to identify local solutions to workforce challenges.

To achieve this, the Queensland Government will partner with:

- Queensland NDIS Planning and Implementation Group
- National Disability Insurance Agency
- training and tertiary institutions
- non-government organisations
- Queenslanders with disability, their families and carers.



Photo: mikiromba / Thinkstock

“Griffith University supports the development of a strong culture in Queensland human services that empowers people with disability to exercise choice and control over their own lives and to plan for and pursue their life goals.”

Professor Lesley Chenoweth,
Griffith University

Priority 5:

Prepare Queensland Government departments to transition disability funding and services to the National Disability Insurance Agency

To enable the commencement of the NDIS the Queensland Government will:

- develop a clear understanding of disability funding and services currently provided across the Queensland Government to inform transition planning for the NDIS
- ensure staff affected by the transition to the NDIS are engaged and supported and aware of new opportunities for employment under the scheme
- maintain funding and services to people with disability, families and carers until the transition to the NDIS is completed in 2019

- engage across government to promote understanding of ongoing responsibilities to improve access and inclusion in mainstream services such as education, health care, transport and housing.

To achieve this, the Queensland Government will partner with:

- National Disability Insurance Agency.

Priority 6:

Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing

To enable people with disability to learn, earn and live healthy lives the Queensland Government will:

- improve capacity of early childhood, education and care, and education and training settings to meet the learning and development needs of children, young people and adults with disability
- improve transition planning and pathways from school to post-school, further education, training and employment
- promote employment of people with disability in all industries and sectors
- improve the capacity and accessibility of health services, including preventative services and health promotion to people with disability

- strengthen safeguards and enable equal and effective access to the justice system as victims or offenders
- improve the range and affordability of housing choices and promote awareness of universal design.

To achieve this, the Queensland Government will partner with:

- early childhood and education sectors
- employers, business and community organisations and enterprises
- local governments
- health system and health services
- housing services and industry
- legal and justice services.

Priority 7:

Promote genuine participation in the community

To support people with disability to actively join in and follow their interests the Queensland Government will work in partnership to:

- increase opportunities to take part in and enjoy sports, tourism, arts, cultural and recreational activities
- improve accessibility of public places and spaces
- 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
- make it easier to access a range of transport options and make public transport more accessible
- promote and provide access to communication and assistive technologies that are appropriate and affordable.

To achieve this the Queensland Government will partner with:

- tourism, recreation, sport, cultural and arts industries and peak bodies
- local sport, recreation and community organisations
- transport providers
- design and construction sectors
- information, communications and technology sectors
- businesses
- local governments.

Our partners

Everyone has a role to play in enabling social and economic participation in Queensland.

- The Queensland and federal governments need to continue to work together to ensure a smooth transition to the NDIS so that people who are eligible for disability supports get the 'right support at the right time, in the right place and in the right way'.
- Local governments are working towards infrastructure and essential community services that are accessible and inclusive of all their community members.
- Non-government and community organisations will continue to play an important role supporting people with disability in their daily lives and creating beneficial linkages and partnerships at the local level.
- Public and private transport providers can ensure all Queenslanders can travel safely and easily, whether it's across town or across the state.
- The design, construction and building industries can embrace the principles of universal design to ensure buildings, houses and public spaces cater for everyone.
- The business community can recognise people with disability as consumers who will buy their products and services provided they are able to access them.
- Employers can consider the valuable opportunities that a diverse workplace can offer.
- Individuals can consider how a small change might make a world of difference and open new opportunities for personal connections, networks and friendships.
- The Queensland Government will continue to provide mainstream services to all Queenslanders with disability, and deliver on its commitment to work with partners to improve access and inclusion across all Queensland communities.

"At LGAQ we know that local communities grow and thrive when all people are welcomed, included and given equal opportunity to enjoy all that society has to offer. We also know there is a key role for local governments in helping ensure infrastructure and essential community services are accessible and inclusive of all people, including people with disability.

As the peak body for Queensland local governments, LGAQ will partner with local governments and other levels of government to achieve communities that are genuinely inclusive of people with disability. We will:

- *develop an LGAQ Disability Action Plan to support the vision and goals of the Queensland Disability Plan*
- *assist local governments to develop and implement Disability Action Plans*
- *be a point of contact for consultation with the local government sector*
- *disseminate relevant government material about the rights and inclusion of people with disability*
- *share local government achievements to help with reporting on the Queensland Disability Plan."*

**Greg Hallam, Chief Executive Officer,
Local Government Association of Queensland**

“The Queensland Government and Gold Coast 2018 Commonwealth Games Corporation is working to deliver a truly inclusive and accessible Commonwealth Games where people with disability are competitors, spectators, volunteers, organisers and leaders. We are also committed to ensuring the Commonwealth Games leaves a legacy of positive and lasting benefits for the whole of the community, including people with disability.”

Nick Elliott, Assistant Director-General,
Office of the Commonwealth Games Coordination

The Queensland Government is taking important steps across a number of areas to help make Queensland a great state with great opportunity for all. These efforts complement the Queensland Disability Plan and offer opportunities to work in partnership to deliver on shared ambitions. Some of these are:

- *Queensland Plan: a 30-year vision for Queensland*
- *Blueprint for better healthcare for Queensland*
- *Queensland Youth Strategy*
- *Great Skills. Real Opportunities: the Queensland Government reform action plan for further education and training.*



Photo: Vicki Yen

Case study

Mackay Regional Council: Meadowlands Amphitheatre

The Mackay Regional Botanic Gardens is one of Mackay Regional Council’s premier facilities. The botanic gardens are built around historic lagoons and have been designed for all people, including people with disability, to enjoy.

Mackay Regional Council is developing ‘Meadowlands’ at the heart of the botanic gardens, to display the region’s spectacular flora and preserve rare and threatened species for the future. The Meadowlands Amphitheatre, opened in July 2013, is the visitor hub for this development and features a dramatic lagoon-edge stage and terraced and grass seating for up to 5000 patrons.

A car park for 196 vehicles is located 150 metres from the stage along with an amenities building and path lighting.

The Mackay Regional Council Equitable Access Advisory Committee was engaged in the early stages of planning and development which ensured the development incorporated the following key inclusive facilities to enable access for all:

- A specific hard surface platform on the third seating terrace to enable people in wheelchairs to enjoy events in a prime spot while sitting beside family and friends.
- The stage and all doors are wheelchair accessible.

- An all access pathway connects the car park and the amphitheatre. Seats have been installed along this path to allow greater access by providing rest stops along the route.
- Accessible toilets and specifically allocated accessible car parking.

Mackay Regional Council has also developed guidelines, available online, to ensure events held at the Meadowlands Amphitheatre are inclusive and accessible.

Mackay Regional Council won the Spinal Injuries 2013 Inclusive Community Champions Award for the Meadowlands Amphitheatre.

Our next steps 2014–19

In the table below we set out what we will do over the next five years to achieve the Queensland Disability Plan's seven priorities.

2014

- Negotiate Bilateral Agreement with the federal government including:
 - planned intake of eligible participants
 - transfer of current clients
 - the schedule of funding movements
- Communication and engagement activities for people with disability, their family and carers, and providers
- Accredited and non-accredited training to the sector workforce and people with disability, their families and carers to assist in transitioning to the NDIS, as part of the Sector Readiness and Workforce Capacity Initiative delivered by the Health and Community Services Workforce Council and National Disability Services
- Workshops for providers across the state, including in regional, rural and remote communities, to build awareness of the NDIS and how to prepare to operate in a new competitive market-driven disability system
- Progress transition of government delivered Accommodation Support and Respite Services to non-government service delivery
- Queensland Government departments develop NDIS transition implementation plans
- Project future accommodation needs of people with disability
- Commence transition of people with disability who are long-term residents in Queensland hospitals and health facilities
- Transition existing block funded arrangements, where practicable, to an individualised approach
- Expand self-directed and direct payment funding approaches
- Queensland Government departments develop and publish Disability Service Plans for 2014–16 and continue to take action to improve mainstream services as set out in their Disability Service Plans

2015

- Targeted activities to support people with disability, families and carers to prepare for the NDIS
- Targeted activities to support providers to prepare for the NDIS
- Progressive transition of identified government delivered services to non-government service delivery in line with the NDIS Heads of Agreement
- Expand workforce development activities
- Queensland Government departments continue to take action to improve mainstream services as set out in their Disability Service Plans

2016

- Continue communication and engagement activities on the transition to the NDIS for people with disability, families, carers and providers
- Continue activities focused on transitioning people with disability, families, carers and providers to the NDIS
- NDIS commences in Queensland (July) with planned intake of eligible participants into the scheme as set out in the Bilateral Agreement
- Transition of government delivered services to the non-government sector in line with the NDIS Heads of Agreement
- Queensland Government departments continue to take action to improve mainstream services as set out in their Disability Service Plans and contribute to a whole-of-government report

2017

- Participants enter the NDIS as set out in the Bilateral Agreement
- NDIA presence increases and Queensland Government presence decreases
- Continue communication and engagement activities on the transition to the NDIS for people with disability, families, carers and providers
- Continue activities focused on transitioning people with disability, families, carers and providers to the NDIS
- Queensland Government departments develop and publish their Disability Service Plans for 2017–19 and continue to take action to improve mainstream services

2018

- Participants enter the NDIS as set out in the Bilateral Agreement
- Continue communication and engagement activities on the transition to the NDIS for people with disability, families, carers and providers
- Continue activities focused on transitioning people with disability, families, carers and providers to the NDIS
- NDIA presence increases and Queensland Government presence decreases
- Queensland Government departments continue to take action to improve mainstream services as set out in their Disability Service Plans

2019

- Full implementation of the NDIS in Queensland (July)
- Queensland Government departments continue to take action to improve mainstream services as set out in their Disability Service Plans



Implementing, monitoring and reporting

It is important to know if the Queensland Disability Plan is making a difference to the lives of people with disability and achieving its aims of enabling social and economic participation of people with disability in Queensland.

We will be reporting on a number of levels over the life of the Queensland Disability Plan.

National Disability Insurance Scheme

Information about Queensland's progress to prepare for the transition to the NDIS will be available on the Queensland Government's disability website (www.qld.gov.au/disability) and the Department of Communities, Child Safety and Disability Services website (www.communities.qld.gov.au/disability).

This information will be updated regularly.

Accessible mainstream services

Disability Service Plans

Queensland Government departments' Disability Service Plans will set out the actions that government departments will take to deliver on the vision and priorities of the Queensland Disability Plan. Each department will prepare two Disability Service Plans over the five-year life of the Queensland Disability Plan, which will be made publicly available on each department's website.

Departmental reports on progress will also be publicly available.

Whole-of-government reports will be prepared in 2016 and 2019.

National Disability Strategy 2010–2020

Information from the whole-of-government progress reports on the Queensland Disability Plan will be shared with the federal government to contribute to a national report to the Council of Australian Governments on the progress of the National Disability Strategy 2010–2020.





Support for the Queensland Disability Plan

“Master Builders will work with the Queensland housing industry and other stakeholders to ensure that there is a sufficiently diverse stock of housing that meets everyone’s needs, regardless of age, family needs or changes a person may experience during their lifetime.”

Grant Galvin, Executive Director, Master Builders Queensland

“Taxi Council Queensland will continue to build a world-class fleet of wheelchair accessible taxis, and drivers skilled in supporting people with disability.”

Benjamin Wash, Chief Executive Officer, Taxi Council Queensland

“Queensland Tourism Industry Council will be a strong voice for ensuring tourist destinations, products and services are accessible to all people.”

Daniel Gschwind, Chief Executive, Queensland Tourism Industry Council

“The AIIA will promote the design, development, production and distribution of accessible information and communications technologies to support full participation and inclusion of people with diverse communication and access requirements.”

Suzanne Campbell, Chief Executive Officer, Australian Information Industry Association

Further information

Telephone: 13 QGOV (13 74 68)*

Telephone Typewriter (TTY): 133 677

Email: disabilityinfo@disability.qld.gov.au

Website: www.qld.gov.au/disability

** Cost of a local call. Calls from mobile phones are charged at applicable rates.*

National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677
- Speak and Listen users phone 1800 555 727 then ask for 13 74 68
- Internet relay users connect to the NRS (www.relayservice.com.au) and then ask for 13 74 68

Translating and Interpreting Service: 13 14 50

(Ask to be connected to 13 74 68)

This document is available in alternative formats (including large print) on request. If you would like a copy in another format, please call 13 QGOV (13 74 68)* or email disabilityinfo@disability.qld.gov.au.

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