

Disability Service Plan 2026–29

Department of the Premier and Cabinet

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Message from the Director-General



The Department of the Premier and Cabinet (DPC) is pleased to present our Disability Service Plan 2026 – 2029. This plan reflects our ongoing commitment to create meaningful and lasting change for people with disability, as well as our continued efforts to lead a public sector that is more inclusive, accessible and representative of the diverse communities we serve.

As a central agency, we have a responsibility to model an inclusive and disability-confident workforce that has the right knowledge, skills and tools to serve all Queenslanders.

Our workplace recognises diverse needs and values lived experiences, ensuring that all employees, especially people with disability, can safely showcase their talents and thrive at DPC.

We have worked hard over the last three years and are proud to share that many actions from our previous plan are now considered 'business as usual'.

While we have more work to do, these achievements demonstrate the impact of coordinated, purposeful action and provide a strong foundation as we move onto the next phase of our journey.

We look forward to progressing our actions, deepening our collaboration across agencies, and continuing to build a public sector that champions respect, accessibility and inclusion.

A handwritten signature in dark ink, appearing to be 'D Walker'.

Damien Walker
Director-General
Department of the Premier and Cabinet

Our Disability Service Plan

Our Disability Service Plan (DSP) sits within a broader framework (below) which contributes to, and informs, Queensland's commitment to upholding and promoting the rights of people with disability. This plan sets our direction for the next three years and targets actions at an agency level that contribute to the framework.

→ United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

Provides the framework to promote and protect the human rights of people with disability.

→ Australia's Disability Strategy 2021–2031 (ADS)

Co-designed with people with disability to provide a strategic framework and outline of the outcomes we need to achieve and advance the human rights of people with disability.

→ Queensland's State Disability Plan 2022–2027 (SDP)

The primary mechanism used to drive implementation of the ADS in Queensland.

→ Legislation

In addition to the ADS, the Queensland Government also implements the UNCRPD through a range of statutes, including the *Human Rights Act 2019*, the *Disability Services Act 2006* and the *Anti-Discrimination Act 1991*.

→ DPC Disability Service Plan 2026–29 (DSP)

DPC has a legislative requirement and a social responsibility to develop and publish actions that support the SDP and the human rights of people with disability.

Developing our actions

The four building blocks from the SDP have guided us in identifying actions DPC will take to progress the issues most important to people with disability. These are:

Co-design

We do things with people with disability, not to them or for them.

Human rights

We will promote and protect the rights of people with disability in everything we do.

Measurement of outcomes and impact

We set clear targets and we measure our progress.

Cultural and systems change

We will grow inclusion from within organisations by removing barriers embedded in structures and systems.

The below impact areas from the SDP have also focused our efforts on addressing barriers to inclusion across the organisation:

Our service users

Our services are inclusive of all service users, are safe, accessible and uphold the human rights of people with disability.

Our people

We promote inclusive recruitment pathways and ensure our workforce capability is supported through tailored training and awareness activities.

Our community

We collaborate, build partnerships, and break down barriers for people with disability to provide safety from violence, protect rights, and enable equitable treatment in the justice system.

Our places

Our places of service are safe, accessible, and inclusive for people with disability by ensuring the accessibility needs and welfare of all.

Strategic alignment and reporting

To better support cultural and systems change, the DSP actions also align with the *DPC Strategic Workforce Plan 2026-30*, which underpins our vision of being an influential, empowered and safe place to work. Our actions are categorised under our strategic workforce objectives – our work, our workforce and our workplace – so we can consistently embed these actions within our systems, practices and organisation.

We report annually on our achievements and progress under the DSP. This is shared through our governance committees including the DPC Strategic Workforce Subcommittee and the Executive Governance Group.

Our actions

Over recent years, we have progressed actions from previous DSPs which are now embedded into everyday operations. These embedded actions continue to support inclusion across our work, workforce and workplace and include:

Our work

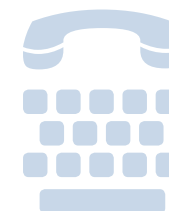
- Maintain communication plans that champion equity, diversity and inclusion, including celebrating and acknowledging key dates
- Publish accessible online content (HTML), with alternative formats available on request, and ensure original videos include transcripts and closed captions where technically possible
- Use accessible venues that meet disability access requirements and provide reasonable event supports, including live captions, to enable full participation
- Provide an Accessible Events Guide for Queensland Government agencies and stakeholders.

Our workforce

- Deliver an inclusive Future Leaders Graduate Program by offering accessibility adjustments and reviewing assessment methods, including online testing
- Partner with universities and industry to attract graduates with disability and better understand employment barriers
- Continuously consider physical and digital accessibility across internal and external environments.

Our workplace

- Provide workplace adjustments in consultation with employees with disability
- Build capability through disability awareness and inclusive practice training, including unconscious bias and whole-of-government programs
- Reinforce zero tolerance for workplace bullying and discrimination, supported by training, education and promotion.



Objective 1

Our people are supported in their work to lead the public sector and deliver outcomes for Queenslanders.

Aim		Actions		Measurement	Timing	Business area	Impact area	ADS outcome areas
1.1	Ensure the Queensland Legislation website complies with Web Content Accessibility Guidelines (WCAG) version 2.1 Level AA.	1.1.0	Implement periodic manual website accessibility testing to verify compliance with WCAG 2.1 AA criteria.	Manual accessibility testing conducted annually, and automated testing every six weeks, with results documented and actioned.	Ongoing	Office of the Queensland Parliamentary Counsel	Service Users	Safety, rights and justice
		1.1.1	Identify and resolve any gaps in compliance with WCAG 2.1 A and AA requirements that impede user experience with accessing website content.	Any identified WCAG 2.1 A and AA compliance issues are triaged, prioritised, and tracked to resolution in line with agreed remediation timeframes.				Community attitudes
1.2	Broaden community awareness about the intersection between Domestic and Family Violence (DFV) and people with disability.	1.2.0	Promote and attend events which explore the lived experience of abuse, navigating support and systems for people with disability.	Number of DFV-related engagements and resources shared by the DFV Prevention Council, that promote the rights of people with disability.	Ongoing	The Cabinet Office (Law and Justice Policy - DFV Prevention Council)	Community	Safety, rights and justice
		1.2.1	Support the DFV Prevention Council to deliver speeches, presentations, and newsletters, and distribute campaign resources to build awareness and understanding of the drivers of coercive control and DFV impacting people with disability.					

Aim		Actions	Measurement	Timing	Business area	Impact area	ADS outcome areas
1.3	Enhance web accessibility through inclusive, user-centred digital design.	1.3.0 Embed inclusive, user-centred design practices into website development by actively considering the needs of people with visible and invisible disability.	>95% of newly published or redeveloped web pages meet WCAG 2.1 AA accessibility standards at launch, as confirmed through quality assurance checks or accessibility audits. Digital services are not only technically accessible, but genuinely usable, intuitive and inclusive for people with disability.	Ongoing	Governance and Engagement (Communication, Digital and Design)	Community	Inclusive homes and communities
1.4	Ensure websites and online content are designed to support emerging assistive technologies and AI.	1.4.0 Ensure websites and online content are structured and designed to work effectively with emerging assistive technologies, including screen readers, voice navigation and AI-driven accessibility tools. This means: • Semantic HTML, clear information, architecture, and consistent navigation are prioritised • Content is structured so it can be meaningfully interpreted, summarised or transformed by assistive and AI tools • Media, documents and interactive elements are designed to be machine-readable and adaptable.	100% of video and audio content published on websites includes captions or transcripts compatible with assistive technologies.	Ongoing	Governance and Engagement (Communication, Digital and Design)	Community	Inclusive homes and communities

Objective 2

Our workforce is highly capable and influential, led by strong, future-focused leaders.

Aim		Actions		Measurement	Timing	Business area	Impact area	ADS outcome areas
2.1	Provide clear pathways for graduates with disability to obtain employment within Queensland Government.	2.1.0	Establish and deliver a Disability Pathway within the Future Leaders Graduate Program.	Increase percentage of applicants with disability.	2026-28	Corporate Services (Human Resources)	Our people	Employment and financial security
		2.1.1	Review recruitment practices and implement changes to improve accessibility for all candidates, as well as working closely with candidates requesting individual adjustments to ensure equitable accessibility for people with disability.	Increase percentage of offers made to applicants with disability.				
		2.1.2	Work collaboratively with graduates and host agencies to implement adjustments and support mechanisms that meet individual needs, enabling graduates to successfully participate in the program.					
2.2	Ensure performance conversations are strengths-based and person-centred, allowing all employees to performance to their potential.	2.2.0	Embed the positive performance management principles (<i>Public Sector Act 2022</i>) across all elements of the employment lifecycle.	Increases in WfQ survey responses to: ‘My manager or supervisor and I discuss my professional development’ ‘My manager or supervisor supports my professional development by connecting me with learning and development opportunities’ ‘My manager or supervisor provides me with constructive or meaningful feedback to help improve my performance.’	2026 and 2027: embed the positive performance management principles and leverage the SIT (safe, inclusive and thriving) framework within PDA conversations	Corporate Services (Human Resources)	Our people	Employment and financial security Community attitudes Health and wellbeing
		2.2.1	Integrate DPC’s Safe, Inclusive, Thriving (SIT) framework within PDA conversations to support constructive transparent and strengths-based discussions.					

Objective 3

Our workplace is safe, diverse, inclusive and supports the needs of our people to enable them to thrive.

Aim		Actions		Measurement	Timing	Business area	Impact area	ADS outcome areas
3.1	Build managerial capability in effectively managing workplace adjustments.	3.1.0	Assess the effectiveness, relevance and coverage of existing internal workplace adjustments resources and update in consultation with users with lived experience.	Increases in WfQ survey responses to: ‘I have the workplace adjustments I need to manage my work and life demands’	2026: Design and implement	Corporate Services (Human Resources)	Our people	Employment and financial security
		3.1.1	Deliver targeted training for managers to confidently manage complex disability and workplace adjustment conversations and support appropriate adjustments for employees with disability.	‘I have the workplace adjustments I need to work to my full potential’ ‘My workplace provides sufficient support for me to be able to balance my work and carer responsibilities’	2027 and 2028: Embed and monitor			Community attitudes
		3.1.2	Offer extended learning opportunities on inclusive recruitment processes including workplace adjustments through the DPC Leadership Development Program – LeadWell@DPC.	‘Did you find this recruitment process to be accessible and inclusive’.	2029: Transition to BAU			Safety, rights and justice
								Health and wellbeing
				Percentage of managers who have completed LeadWell@DPC core program.				
				Percentage of managers who have completed the extension learning for inclusive recruitment.				

Aim	Actions			Measurement	Timing	Business area	Impact area	ADS outcome areas
3.2	Create a safe space for employees to request workplace adjustments by building understanding and confidence in workplace adjustment processes.	3.2.0	Review and assess the effectiveness, accessibility, and relevance of existing internal resources and training related to workplace adjustments.	Employees with disability feel supported by the workplace to make adjustments to their work arrangements, as demonstrated in responses to WfQ questions:	2026: co-design resources and training	Corporate Services (Human Resources)	Our places	Employment and financial security
		3.2.1	Engage and consult with employees with disability to refresh and strengthen workplace adjustment communications and training.	• ‘Have you had a conversation with your manager or supervisor about your disability’	2027: deliver training sessions and gradually embed resources within existing processes (e.g. onboarding)			Community attitudes
		3.2.2	Deliver training, resources and messaging that empower employees to request workplace adjustments.	• ‘I have the workplace adjustments I need to manage my work and life demands’ • ‘I have the workplace adjustments I need to work to my full potential’.	2028: action becomes BAU			

Acknowledgement

The Department of Premier and Cabinet would like to acknowledge would like to acknowledge Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country.

We recognise their connection to land, sea, sky and community. We pay our respects to them, their cultures, and to their Elders, past, present and emerging.

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