



**The Department of  
Seniors, Disability Services  
and Aboriginal and Torres Strait  
Islander Partnerships**

**Disability Service Plan 2023–2025**

**Easy Read version**



## How to use this plan



The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) is part of the Queensland Government.

DSDSATSIP wrote this plan.



When you see the word 'we', it means the Queensland Government.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

# **Bold**

We wrote some important words in **bold**.

# Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 28.



This is an Easy Read summary of another plan.

This means it only includes the most important ideas.



You can find the other plan on our website.

[www.dsdsatsip.qld.gov.au/about-us/corporate-publications/disability-service-plan](http://www.dsdsatsip.qld.gov.au/about-us/corporate-publications/disability-service-plan)



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.

# What's in this plan?

What we want for Queensland	5
<hr/>	
What is important to us	7
<hr/>	
How did we make our Plan?	10
<hr/>	
Our Disability Service Plan	12
<hr/>	
1. Supporting people who use our services	14
<hr/>	
2. Making our workforce inclusive	18
<hr/>	
3. Supporting our community	21
<hr/>	
4. Making our places accessible	26
<hr/>	
Word list	28
<hr/>	
Contact us	31

# What we want for Queensland



We want to make Queensland more **inclusive**.



When a community is inclusive, everyone feels:

- included
- like they belong.

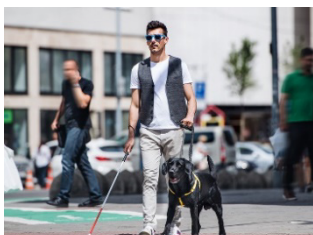


We also want to make Queensland more **accessible**.

When the community is accessible, it is easy to:



- find and use things



- travel around.



Our job is to give the people who live in Queensland inclusive services.

We want Queensland to be a place where services are inclusive and safe for:



- people with disability



- older people



- First Nations peoples.



## What is important to us



In Queensland, the law says that every department must have a Disability Service Plan.

This is so departments can explain how they will:

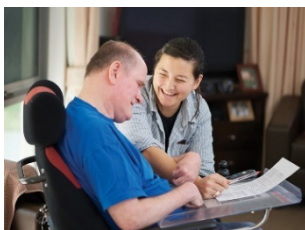


- follow Queensland's Disability Plan 2022–27



- achieve the best **outcomes** for people with disability.

Outcomes are important results we want to achieve.



Queensland's Disability Plan is a plan to support people with disability living in Queensland.



The Plan explains how Queensland will meet the outcomes of Australia’s Disability Strategy 2021–31.

Australia’s Disability Strategy is a plan to support people with disability in all areas of their life.



We will use our Disability Service Plan to achieve the outcomes of Australia’s Disability Strategy.

In this document, we call it our Plan.

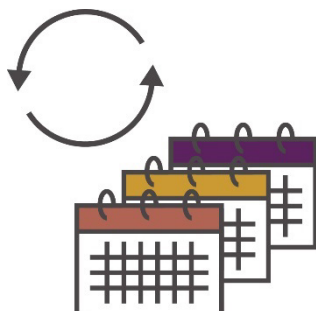
We will do this by making sure we:



- work with others to improve our community

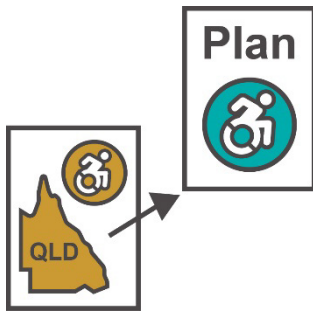


- treat the people in our community fairly



- make changes that last a long time.





Our Plan will follow the goals set out in Queensland's Disability Plan.

We will do this by:



- working together with people with disability



- making sure we meet outcomes



- making organisations more inclusive.



Our plan will also protect the **rights** of people with disability.

Rights are rules about how people must treat you:



- fairly
- equally.

# How did we make our Plan?

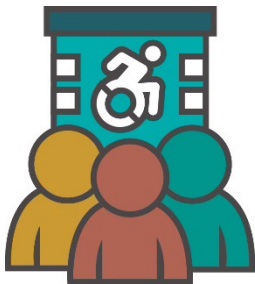


We asked the community to share their ideas about how we can be more accessible and inclusive.

This included:



- people with disability



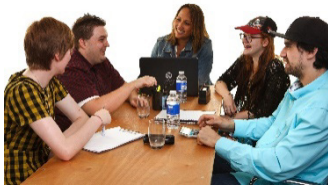
- disability organisations



- First Nations peoples



- people from our department.

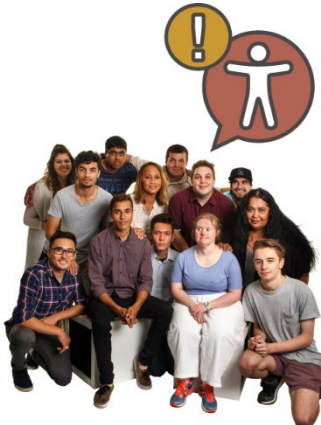


We ran **focus groups** with the community.

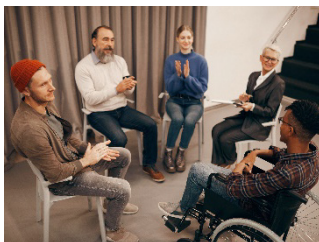


A focus group is a group of people who meet to talk about their:

- ideas
- opinions.



The community told us what is important to them to make Queensland more inclusive.



We will keep working with people with disability as we act on our Plan for the next 3 years.

# Our Disability Service Plan

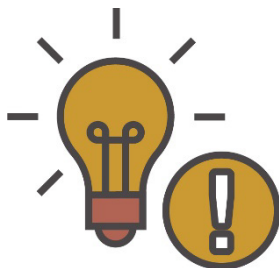
Our Plan explains how we will improve:



- our services



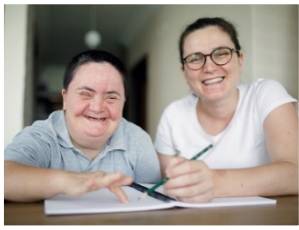
- share information about being inclusive.



**Themes** are important ideas that come up in different areas of our work and lives.



Our Plan has **4 main themes**.



1. Supporting people who use our services



2. Making our workforce inclusive



3. Supporting our community



4. Making our places accessible



Each of these themes has a list of what we need to do to reach our goals.

We call them actions.

We talk more about each theme on the following pages.

# 1. Supporting people who use our services



We provide services for:

- people with disability
- older people
- carers.



People should be able to find and use services that meet their needs and goals.



This includes services that are:

- inclusive
- safe
- good **quality**.



Quality is about good services that:



- meet the needs of people with disability

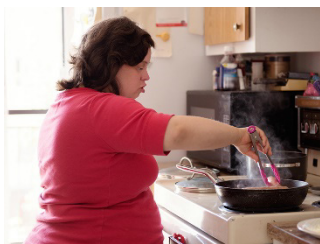


- give people with disability choice and control.

## Our goals



We want to keep supporting people with disability and older people by offering **Supported Independent Living (SIL)**.

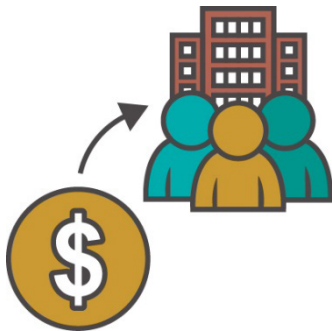


SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



**Funding** is money from the government.



We want to keep giving funding to organisations who support:

- people with disability
- older people
- carers.



This includes organisations, such as **advocacy** groups.

Advocacy is when someone speaks up for another person.



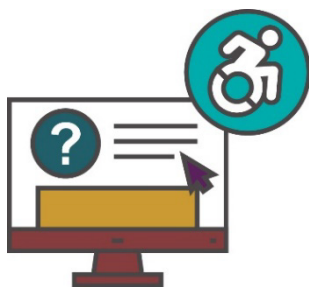
We also want to keep increasing the number of First Nations peoples who take part in community activities.

## Our actions



We have **10 actions** that will help us do this.

They include:



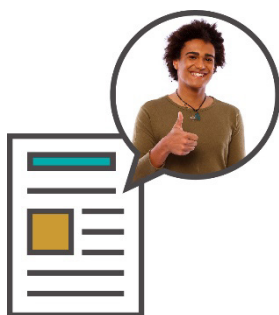
- creating a survey for people with disability



- listening to what people have to say about our services



- keeping track of what people think about our services



- sharing positive stories from people who use our services.

## 2. Making our workforce inclusive



A workforce is a group of people who:

- work in the same type of job
- offer the same services.



It is important that **workforces** and the places where people with disability work are inclusive.



Inclusive workforces create spaces where people feel:

- safe
- like they belong.



When a workforce is inclusive, it means the people who work there have different:

- backgrounds
- skills.



By 30 June 2022, we had 1,959 full time workers working for our department in Queensland.



Every year we have a survey that asks our workers some questions.

We call it our Working for Queensland Survey.



In our recent survey, 18% of our workers told us they live with disability.

## Our goal



We want our workforce to be inclusive for all our workers.

## Our actions



We have **9 actions** that will help us do this.

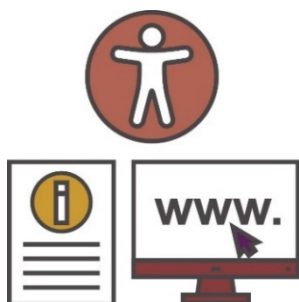
They include:



- more training for our workers



- making sure the way we hire people is inclusive



- making our information and websites more accessible.



## 3. Supporting our community



It is important that our community is inclusive for everyone.



Our community includes the organisations:

- who use our services
- we work with.

### Our goals



We want to improve the outcomes from our services.

This includes the services we offer:



- people with disability



- older people



- carers



- First Nations peoples.

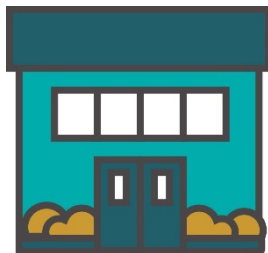


We also want to improve the outcomes for the people we work with.

This includes:



- government organisations



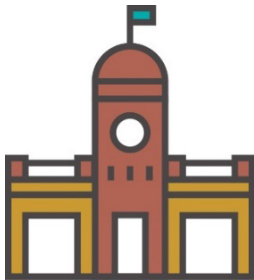
- non-government organisations



- service **providers**.

Providers support people with disability by delivering a service.

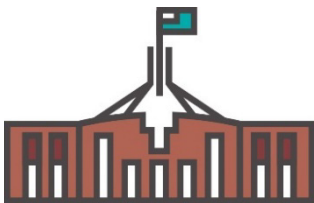
It also includes the governments we work with, such as:



- local governments



- other state governments



- the Australian Government.

## Our actions



We have **14 actions** that will help us do this.

They include:



- supporting training for our community



- supporting the Olympics and Paralympics

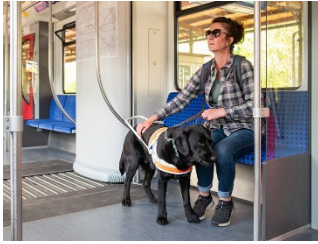


- making a toolkit for inclusive language



- supporting funding for organisations.

## 4. Making our places accessible



People with disability live in all areas of Queensland.

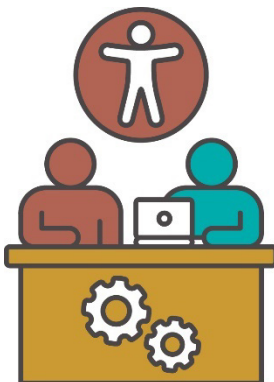
This means all public places across Queensland should be accessible.

### Our goals



We want the places in our community to be:

- inclusive
- accessible.



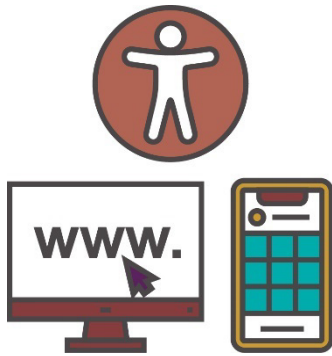
To do this, we want to make sure that our services are accessible.



This includes:

- the places where we work
- the services we offer.





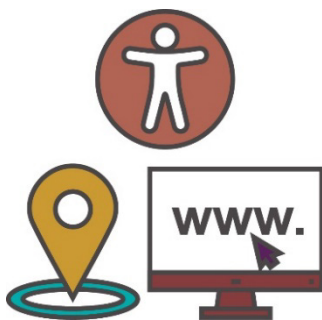
We also want to make sure that our websites and social media are accessible.

## Our actions

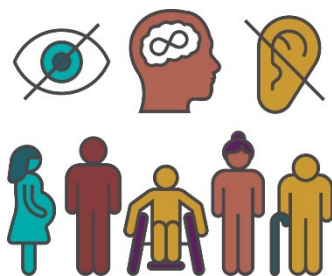


We have **5 actions** that will help us do this.

They include:



- checking if places and websites are accessible



- creating a guide for **Universal Design**.

Universal Design means we think about what everybody needs when we plan or start new projects and services.

# Word list

This list explains what the **bold** words in this document mean.



## **Accessible**

When the community is accessible, it is easy to:

- find and use things
- travel around.



## **Advocacy**

Advocacy is when someone speaks up for another person.



## **Funding**

Funding is money from the government.



## **Inclusive**

When a community is inclusive, everyone feels:

- included
- like they belong.



## Outcomes

Outcomes are important results we want to achieve.



## Providers

Providers support people with disability by delivering a service.



## Quality

Quality is about good services that:

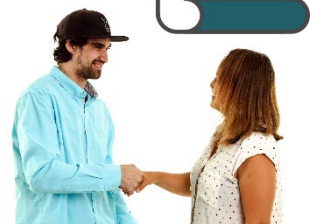
- meet the needs of people with disability
- give people with disability choice and control.



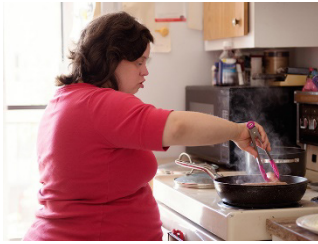
## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



## Supported Independent Living (SIL)



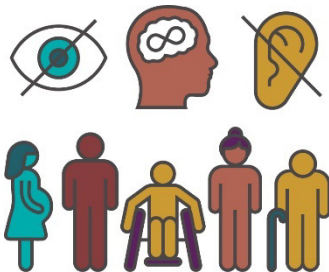
SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



## Themes

Themes are important ideas that come up in different areas of our work and lives.



## Universal Design

Universal Design means we think about what everybody needs when we plan or start new projects and services.



## Workforce

A workforce is a group of people who:

- work in the same type of job
- offer the same services.

## Contact us



You can call us.

**13 74 68**



You can send us an email.

**[feedback@dldsatsip.qld.gov.au](mailto:feedback@dldsatsip.qld.gov.au)**



You can write to us.

Disability, Seniors and Carers Connect

PO Box 15397 City East Qld 4002



You can visit our website.

**[www.dldsatsip.qld.gov.au](http://www.dldsatsip.qld.gov.au)**



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit **[www.informationaccessgroup.com](http://www.informationaccessgroup.com)**. Quote job number 5180.