

## Department of the Premier and Cabinet

### Introduction

The Department of the Premier and Cabinet is pleased to share our [Disability Service Plan 2022-2025](#) highlights and case studies for the period July 2023 – June 2024.

We maintain our commitment to create real and lasting change for people with disability and create a workforce that serves the Queensland community – demonstrating that people with disability are part of the fabric of our work. When our policies, programs and services are co-designed with our users – whether that be the broader community or our employees – we allow for full, safe, inclusive, social and economic participation for people with disability and boost our ability to deliver quality outcomes for all.

### Highlights – Actions commenced/delivered between 1 July 2023 and 30 June 2024

The four building blocks of the [State Disability Plan](#) (co-design, human rights, measurement of outcomes, cultural and systems change) have guided us in identifying what action we need to take to progress the issues most important to people with disability in Queensland. Below are highlights to demonstrate our progress embedding the four building blocks.

Building Block	Highlights (refer to <a href="#">Australia's Disability Strategy</a> for outcome areas)
Co-design	<ul style="list-style-type: none"><li data-bbox="595 967 2020 1169">• <b>Enhancing Inclusive Recruitment: Policy Futures Graduate Program 2025</b> For the 2025 intake of the Policy Futures Graduate Program, we partnered with an external provider in strengths-based assessment, to enhance the inclusivity of our recruitment and selection practices. Through a co-design approach, we developed a recruitment process that was not only accessible and equitable but also specifically supportive of candidates with disabilities.</li></ul> <p data-bbox="640 1222 2002 1375">The co-design process involved collaboration with a variety of stakeholders, including seeking feedback from previous candidates, to create an assessment experience that minimised barriers and allowed all candidates to best demonstrate suitability for the program. We prioritised inclusivity and worked closely with candidates to understand their needs and make necessary</p>

## Disability Service Plan: Highlights and Case Studies July 2023 to 30 June 2024

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	<p>adjustments to assessment tools and processes to accommodate diverse needs and improve the overall accessibility of the candidate experience.</p> <p>This collaborative approach enabled candidates to highlight their potential and unique abilities, moving beyond traditional criteria. By recognising and valuing a broader range of strengths, it created opportunities for a more diverse group of graduates to enter the program. As a result, 7.3% of candidates who were made an offer identified as living with a disability, compared to 3.0% in the previous year's recruitment process.</p> <ul style="list-style-type: none"> <li>• Refer also Case Study 2 – Accessible events guide.</li> </ul>
<p><b>Measurement of outcomes and impact</b></p>	<ul style="list-style-type: none"> <li>• <b>Promoting Inclusion in Recruitment: Policy Futures 2025 Outcomes</b> In the 2025 <a href="#">Policy Futures Graduate Program</a> intake, 5.9% of applicants identified as living with a disability.</li> </ul> <p>Throughout the assessment process, the percentage of candidates identifying as living with disability remained largely consistent at each stage, reflecting an equitable progression through the recruitment pipeline:</p> <ul style="list-style-type: none"> <li>- 5.9% completed online testing</li> <li>- 5.3% participated in the video interview and online testing</li> <li>- 5.8% attended the assessment centre</li> </ul> <p>At the conclusion of the recruitment process, 7.3% of those who received an offer and 7.1% of those on the suitability list identified as living with a disability. This outcome reflects the program's commitment to ensuring a fair and inclusive recruitment process, where all candidates had an equal opportunity to succeed.</p> <p>The feedback from candidates throughout the process highlighted the positive impact of inclusive practices, with a strong focus on reasonable adjustments:</p>

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	<ul style="list-style-type: none"> <li>- 95% of candidates agreeing that "The assessment centre was inclusive and made me feel I could perform at my best."</li> <li>- 100% of candidates who accessed reasonable adjustments agreeing that "I am satisfied with the reasonable adjustments offered or provided throughout the recruitment process."</li> </ul> <p>By incorporating inclusive practices and prioritising reasonable adjustments, the recruitment process not only attracted a diverse range of applicants but also ensured that all candidates had the opportunity to perform to their fullest potential. The measurable outcomes, including the increase in disability representation among those receiving offers and the overwhelmingly positive feedback, highlight the effectiveness of these efforts in promoting an inclusive workplace and contributing to the program's success.</p>
<p><b>Human Rights</b></p>	<ul style="list-style-type: none"> <li>• <b>Empowering Inclusion: DPC Workplace Adjustment Policy and Implementation</b> The DPC <i>Workplace Adjustments policy</i>, approved and published in April 2024, upholds human rights principles by supporting individuals with disabilities to engage fully in the workplace, pursue career advancement in line with their ambitions, and enhance their financial security. The policy has a section dedicated to human rights considerations.</li> </ul> <p>DPC continues to actively engage with employees in the adjustment process to ensure they are heard – supporting them to participate fully in work life and normalising workplace adjustments as part of the employment experience.</p>
<p><b>Organisational culture and/or systems change</b></p>	<ul style="list-style-type: none"> <li>• <b>Fostering Inclusivity: Launch of the Hidden Disability Sunflower Program at DPC</b> In April 2024, DPC launched the <a href="#">Hidden Disability Sunflower Program</a>, with the goal of driving a more positive culture in DPC by creating a more inclusive and empathetic environment for employees with hidden disabilities. The program allows individuals to discreetly indicate their need for additional support, helping to reduce stigma and foster greater understanding across the workplace. By openly supporting employees with invisible conditions, the program prioritises</li> </ul>

## Disability Service Plan: Highlights and Case Studies July 2023 to 30 June 2024

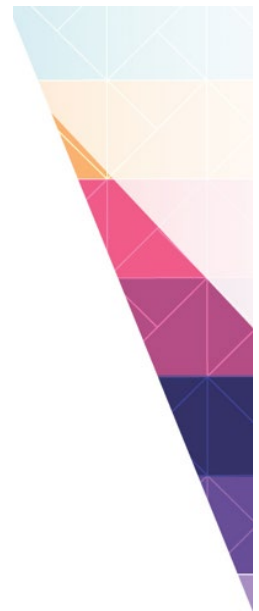
Building Block	Highlights (refer to <a href="#">Australia's Disability Strategy</a> for outcome areas)
	<p>inclusivity and empowers employees with hidden disabilities to request the accommodations they need to reach their full potential.</p> <p>As of June 30, 403 DPC employees have completed the Hidden Disability Sunflower Program training. 2024 Working for Queensland results show a ten point improvement regarding the question 'I feel safe and respected at work' with an 83% favourable response, this question is asked only of employees with disability. DPC also showed a 7% improvement on the question 'Disability is not a barrier to success in my organisation' when filtered to include only employees with disability.</p> <ul style="list-style-type: none"> <li> <b>Advancing Inclusivity: Launch of the Accessible Event Guide for Queensland Government.</b> The publication of the <a href="#">Accessible Events Guide for Queensland Government</a> agencies and stakeholders marks a significant step towards enhancing inclusivity and ensuring equal access for all individuals at government-hosted events. This comprehensive guide provides clear, practical guidance on how to make events more accessible to people with disabilities, covering aspects such as venue accessibility, communication support, and digital inclusion. By offering valuable resources and best practices, the guide empowers agencies and stakeholders to create events that are welcoming and accommodating for everyone, regardless of their abilities. This initiative reflects the Queensland Government's ongoing commitment to fostering a more inclusive society, ensuring that all individuals can participate in and benefit from public events and services.         </li> </ul>

## Case studies

The below case studies showcase initiatives commenced or completed between 1 July 2023 and 30 June 2024. They demonstrate how our actions are contributing to outcome areas defined in [Australia's Disability Strategy](#).

<b>Case study title</b>	<i>2025 Policy Futures Graduate Program – recruitment process</i>
<b>Outcome area/s</b>	<i>Employment and financial security</i>

## Disability Service Plan: Highlights and Case Studies July 2023 to 30 June 2024



<b>Case study</b>	<p><i>The Department of the Premier and Cabinet (DPC) is committed to inclusive and accessible recruitment practices, providing equal employment opportunities for all applicants to demonstrate suitability.</i></p> <p><i>The Policy Futures Graduate Program (the Program) is a whole-of-government graduate program coordinated by DPC, aimed at improving public policy capability across the sector. It is a key pathway into entry-level policy roles and offers tailored support to applicants with a disability.</i></p> <p><i>This year, DPC used a new graduate recruitment and assessment platform. One of the key requirements was to enhance candidate experience and accessible assessment methods. The assessments were designed to be fair, inclusive, and consistent.</i></p> <p><i>This resulted in higher numbers of candidates with disability progressing through assessment phases, compared with previous years. This year, 5.9% of total applicants identified as living with a disability. The proportion of candidates living with a disability increased throughout the process, with 7.3% of candidates who received an employment offer identifying as living with a disability.</i></p>
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<b>Case study title</b>	<i>Queensland Government Accessible Events Guide</i>
<b>Outcome area/s</b>	<i>Community Attitudes</i>
<b>Case study</b>	<p><i>One in five Australians live with disability, including almost one million Queenslanders. It is important that Queenslanders living with disability are not just able to access events, but are included in all aspects of event planning and delivery.</i></p> <p><i>The Department of the Premier and Cabinet engaged with Queenslanders with Disability Network in consultation with people with disability to co-design the Queensland Government Accessible Events Guide, published in April 2024.</i></p> <p><i>The comprehensive guide assists event organisers to successfully plan and deliver accessible and inclusive events for all. A checklist has also been developed and summarises the key considerations required to deliver accessible events. The guide and checklists complement insights gained from research, co-design, focus groups and user testing.</i></p> <p><i>The guide has been developed for government and non-government event organisers and covers key considerations and universal design principles across a range of events, including community forums, markets and fetes, outdoor and sporting events, community events, awards ceremonies, festivals, concerts and expos.</i></p> <p><i>The guide is accessible via the <a href="#">Queensland Government website</a>.</i></p>