

STATE LIBRARY OF QUEENSLAND

Disability Service Plan 2018-19

Message from State Librarian and CEO Vicki McDonald

State Library is a safe place for all people to learn about, reflect upon and contribute to the shared, constantly developing history of Queensland through our services, facilities, events and exhibitions. The collections contain the stories of all Queenslanders — people with different backgrounds, experiences and perspectives — weaving together to form an evolving picture of Queensland life.

It is my hope that all Queenslanders can take part in the opportunities we offer at State Library. This means equitable access, regardless of circumstance, and this enduring value underpins everything we do.

Our Disability Service Plan builds on and complements the key actions outlined in the *State Disability Plan 2017–2020 All Abilities Queensland: opportunities for all*. It acknowledges the rights of people with a disability to participate as equitably as others. We will report annually on the actions outlined in this plan, and also contribute to the whole-of-government report.

This plan is our firm commitment to ensuring that all people can continue creating and discovering Queensland's rich, diverse cultural heritage at State Library.

About State Library of Queensland

State Library of Queensland (SLQ) is an inclusive and welcoming place where everyone can connect with ideas and creatively engage with each other. Our *Disability Service Plan 2018-19* represents our proactive and public commitment to taking a lead role in providing accessible and inclusive library and information services for all Queenslanders with disability. This plan is positioned within a wider SLQ policy context.

SLQ's services include:

- onsite and online services including information/research services, venue hire, café, Library Shop and fabrication lab
- supporting public library and IKC development through grants, collection services and professional development
- promoting research and understanding of Queensland's unique history, and capturing and documenting the State's story for current and future generations
- managing State collection assets through acquisition, description, preservation, access and discovery
- creative and culturally engaging programs for all Queenslanders including children and families, youth, Aboriginal peoples and Torres Strait Islander peoples, culturally and linguistically diverse communities, and people with disability
- support and advocacy for public library services for all Queenslanders
- centres of engagement with children and young people (The Corner); Aboriginal and Torres Strait Islander peoples (kuril dhagun and IKCs); arts, science and technology (The Edge); design (APDL) and enterprise (Business Studio).

About Disability Service Plans (DSP)

Purpose

The Disability Services Act (Qld) 2006 provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and promoting their participation in community life. This legislation requires all Queensland Government departments/agencies to develop and implement a Disability Service Plan. The purpose of a DSP is to ensure each agency has regard to the Act's human rights and service delivery principles, and the government's policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses.

Context

All Abilities Queensland: opportunities for all (State disability plan 2017-2020) sets a vision of "Opportunities for all Queenslanders" and five priority areas being (1) Communities for all; (2) Lifelong learning; (3) Employment; (4) Everyday services and (5) Leadership and participation to guide action by Queensland Government and encourage others to act to bring the plan to life.

DSPs and the State disability plan align with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020 (NDS) and its second implementation plan, Driving Action 2015-2018. The NDS, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. It outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

Driving Action 2015-2018 builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being (1) NDIS transition to full scheme (2) improving employment outcomes for people with disability (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability and (4) communication activities to promote the intent of the strategy throughout the community.

DSPs and the state disability plan also complement Queensland transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019 as outlined in the Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability. Additionally, DSPs and the state disability plan contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

Monitoring and reporting

We will report annually on the implementation of the DSP and contribute to a yearly progress report on the implementation of the State disability plan. Information from the annual progress reports on DSPs and the State disability plan will also be shared with the Australian and other State and Territory governments as part of reporting on Queensland's commitment to the National Disability Strategy 2010-2020.

Contact for more information

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Communities for all			
Year 1 – 2018 Activities/success measure	Year 2 – 2019 Activities/success measure	Overall measure	Responsible area
Action – Provide support to public libraries and Indigenous Knowledge Centres to develop and provide accessible and inclusive programs for people with disability			
Provide grant opportunities for public libraries and IKCs that encourage the provision of accessible and inclusive services and programs in consultation with people with disability.	Continue to provide grant opportunities for public libraries and IKCs that encourage the provision of accessible and inclusive services and programs.	Increase in the number of accessible and inclusive grant funded services and programs delivered by public libraries and IKCs across Queensland.	Public Library Partnerships
Promote, review and share relevant collections and resources for people with disability that public libraries and IKCs can access for their community.	Continue to promote, review and share relevant collections and resources for people with disability that public libraries and IKCs can access for their community.	Accessible and inclusive library services for all Queenslanders with a disability.	Public Library Partnerships
Scope and deliver professional development opportunities that will upskill and support public library and IKC staff to provide accessible and inclusive services and programs for everyone.	Continue to provide professional development opportunities for public library and IKC staff to provide accessible and inclusive services and programs for everyone.	Welcoming and inclusive Queensland public libraries and IKCs.	Public Library Partnerships
Consult with relevant disability organisations and service providers for advice on the creation and further development of programs and resources and for families with children with a disability.	Continue to consult with relevant disability organisations and service providers and promote resources and programs that have been created for families with children with a disability.	Accessible and inclusive onsite and online resources provided for families with children with a disability.	Public Library Partnerships

Start a review process of the Queensland Library Disability Service Standard.	Queensland Library Disability Service Standard review and update completed.	Updated Queensland Disability Library Service Standard.	Public Library Partnerships
Action - Work towards ensuring that all Queensland Government Information is accessible and provided in multiple formats.			
Conduct a comprehensive accessibility audit as a part of the SLQ website redevelopment project.	Develop an action plan (in consultation with business and content owners) to address non-compliant websites, legacy content, and non-compliant media.	New SLQ website developed in accordance with best practice, IS26 compliance and accessibility standards.	All content and business owners supported by the Web Services Team, Content Development.
Action – Government policies require Queensland Government websites to meet contemporary Australian Web Content Accessibility Guidelines. Work continues to be undertaken to provide transcripts and/or captions for newly created time-based media (i.e. pre-recorded video/audio)			
Facilitate the accompaniment of alternatives (e.g. closed captions or transcripts) for any newly created time-based media.	Continue to facilitate the accompaniment of alternatives (e.g. closed captions or transcripts) for any newly created time-based media.	New time-based media on SLQ website to provide transcripts and/or captions.	All content and business owners supported by the Web Services Team, Content Development.
Action – Incorporate paintings reproduced in braille as part of the <i>Lifestyle</i> Exhibition.			
Incorporate State Library collection paintings, reproduced in braille within the <i>Lifestyle</i> exhibition.	. Not applicable	Braille paintings incorporated into the <i>Lifestyle</i> exhibition.	Information & Engagement / Exhibitions

Action – Be inclusive and clear in all SLQ written and visual communications			
Ensure inclusive language is used in all SLQ documents and communications, and is reflected in any updates to the SLQ Style Guide.	Continue to ensure inclusive language is used in all SLQ documents and communications, and is reflected in any updates to the SLQ Style Guide.	SLQ documents and communications are clear, inclusive and respectful.	Marketing and Communications
Use appropriate imagery in visual communications that does not stereotype people with a disability.	Continue to use appropriate imagery in visual communications that does not stereotype people with a disability.	SLQ documents and communications are inclusive, respectful and genuine.	Marketing and Communications
Lifelong Learning			
Year 1 – 2018 Activities/success measure	Year 2 – 2019 Activities/success measure	Overall measure	Responsible area
Action – Support staff in the use of assistive/adaptive technology			
Support staff in the use of assistive/adaptive technology.	Continue to support staff in the use of assistive/adaptive technology.	SLQ patrons with disabilities are using the adaptive technology efficiently and to capacity.	Corporate Governance & Operations / ICT Services

Employment			
Year 1 – 2018 Activities/success measure	Year 2 – 2019 Activities/success measure	Overall measure	Responsible area
Action – Implement strategies to reach the Qld Government target that, by 2022, eight per cent of the Queensland public sector workforce will be people with disability, across attraction, recruitment and career progression and development for example flexible work practices and inclusion of people with disability in the government employer brand.			
Investigate focused programs for employees with a disability and utilise disability employment service providers for recruitment.	Continue to Investigate focused programs for employees with a disability and utilise disability employment service providers for recruitment.	Successful recruitment of additional staff via Disability Employment Service Providers.	Corporate Governance & Operations / People & Learning
Engage disability employment service providers to provide opportunities in operations/logistics including work experience candidates.	Continue to engage disability employment service providers to provide opportunities in operations/logistics.	Successful training and learning provided through work experience.	Corporate Governance & Operations / Finance, Facilities and Administration
Everyday Services			
Year 1 – 2018 Activities/success measure	Year 2 – 2019 Activities/success measure	Overall measure	Responsible area
Action – Provide a range of adaptive technology devices to enable people with a disability to use State Library collections and resources onsite.			
Upgrade dedicated front of house public access computers to enable additional assistive software products to be installed.	Continue to upgrade dedicated front of house public access computers to enable additional assistive software products to be installed.	Nominated front of house computers are using latest versions of software.	Corporate Governance & Operations / ICT Services

Ensure front of house staff including new, permanent and casuals are familiar with and trained in the use of SLQ assistive / adaptive technology. Refresher training offered to staff in 2018.	Continue to ensure front of house staff are familiar with and trained in the use of SLQ assistive / adaptive technology. Refresher training offered to staff in 2019.	Front of house staff able to assist clients with assistive / adaptive technology.	Information & Engagement / Visitor and Information Services
Action – State Library of Qld’s assistive / adaptive equipment software is updated and aligned to industry technology standards			
Implementation of identified compatible assistive technology hardware and software products that provide essential accessibility to computers for those with disabilities.	Implementation of identified compatible assistive technology hardware and software products that provide essential accessibility to computers for those with disabilities.	State Library of Qld disability facilities are aligned to current industry technology standards.	Corporate Governance & Operations / ICT Services
Action – Promotion of assistive / adaptive technology in building tours			
Building Tour Script for volunteers updated to ensure promotion of SLQ assistive / adaptive technology in tours by both volunteers and staff.	On-going promotion of assistive / adaptive technology for SLQ tours.	Assistive / adaptive technology and services promoted in all relevant building tours.	Information & Engagement / Visitor and Information Services
Action – Improved access and facilities for people with disabilities.			
Negotiate with Arts Qld to ensure wayfinding signage and accessible amenities are improved for people with disabilities.	Continue to negotiate with Arts Qld to ensure wayfinding signage and accessible amenities are improved for people with disabilities.	Improvement in the ease of use of SLQ facilities by people with disabilities.	Corporate Governance & Operations / Finance, Facilities and Administration

Action – Purchase mobile wheelchair stage lift.			
Investigate funding source for mobile wheelchair stage lift to improve wheelchair access to Auditorium stages across SLQ.	Implementation of mobile wheelchair stage lift.	Mobile wheelchair stage lift purchased and available for use.	Information & Engagement / Commercial Services
Action – Develop a video highlighting State Library services and facilities for people with disabilities			
Plan the development of a video for our website that highlights our services and facilities for clients with disability.	Develop a video for our website that highlights our services and facilities for clients with disability.	Video available on State Library website	Information & Engagement / Visitor and Information Services
Action – Incorporate SLQ’s accessibility offerings for people with disabilities into broad SLQ membership and services messaging			
Include information about SLQ’s equipment and services for people with a disability, where possible, in messaging and campaigns about SLQ membership and offers (print / online / social).	Continue to include information about SLQ’s equipment and services for people with a disability, where possible, in messaging and campaigns about SLQ membership and offers (print / online / social).	SLQ is positioned as a welcoming and inclusive place for all people.	Marketing and Communications

Leadership and Participation			
Year 1 – 2018 Activities/success measure	Year 2 – 2019 Activities/success measure	Overall measure	Responsible area
Action – Improve reporting on use of Disability Employment Providers			
As part of the HR Dashboard Report to Executive Management Team, include information on the number of Disability Employment Providers used to recruit new / vacant positions.	As part of the HR Dashboard Report to EMT, include information on the number of Disability Employment Providers used to recruit new / vacant positions.	Quarterly reports include improved usage of Disability Employment Providers over 2-year period.	Corporate Governance & Operations / People & Learning
Action – Active promotion and participation in Disability Awareness event			
Internal Communications: As part of the Diversity Strategy, promote Disability awareness through annual events during the year and encourage participation from SLQ Staff.	Internal Communications: As part of the Diversity Strategy, promote Disability awareness through annual events during the year and encourage participation from SLQ Staff.	Promote at least one (1) Disability Awareness event each year.	Governance & Operations / People & Learning (in participation with) Marketing & Communications
Action – Qld Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions			
Maintain Disability Service Plan External Task Group and ensure membership contains representatives from the disability sector. Task Group consulted in 2018.	Maintain Disability Service Plan External Task Group and ensure membership contains representatives from the disability sector. Task Group consulted in 2019.	External Disability Service Plan Task Group consulted on State Library's Disability Service Plan at least once per year.	Information & Engagement / Visitor and Information Services

Action – Provide upskilling opportunities for front of house staff			
Provide opportunities for upskilling and training FOH staff to ensure we create an inclusive and welcoming place.	Continue to provide opportunities for upskilling and training FOH staff to ensure we create an inclusive and welcoming place.	1 professional development opportunity per year.	Information & Engagement / Visitor and Information Services
Action – Promote best practice to public libraries			
Use State Library communication channels to provide best practice examples promoting disability awareness to public libraries.	Continue to use State Library communication channels to provide best practice examples promoting disability awareness to public libraries.	Two articles per year promoting disability awareness, provided to public libraries via <i>Public Libraries Connect</i> newsletter or blog.	Public Library Partnerships