

Disability Service Plan 2026-2029

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Further information or assistance

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you wish to provide feedback on this plan or require the document in an alternative format, please contact us by either email GPR@sport.qld.gov.au or telephone 13 QGOV (13 74 68) and ask for Governance, Performance and Risk, Corporate Services, Department of Sport, Racing and Olympic and Paralympic Games and we will arrange assistance for you.

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Need help in your language? Call 1800 512 451 and ask for an interpreter.



Teletypewriter (TTY): phone [13 36 77](tel:133677) (no additional call charges apply) (or 1800 555 677 if calling an 1800 number). Speak and listen (speech to speech relay): phone [1300 555 727](tel:1300555727). Internet relay users connect to [National relay service](#)

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Human rights and language

The department respects, protects and promotes human rights in all that we do, including through the development of this Disability Service Plan.

We recognise that people use different language to describe disability and identity. The language in this Plan is intended to be inclusive and respectful, and we welcome feedback.

Further information about the department, our human rights approach, language guidance and legal notices is available on [our corporate website](#).

This plan is available on the department's [Disability Service Plan](#) page.

More information about the department can be found at www.sport.qld.gov.au.

Acknowledgement of Country

The Department of Sport, Racing and Olympic and Paralympic Games acknowledges Aboriginal people and Torres Strait Islander people as the traditional custodians of the lands and waterways. We respectfully recognise Aboriginal and Torres Strait Islander peoples' connection to country as an integral element of identity, culture, customs, and the rich diversity within their communities.

We offer our respect to Elders past, present and future and recognise the thousands of generations of their ongoing connection to Country and community and the significant contributions they continue to make to Queensland where we live, work, and play.

We are committed to strengthening partnerships with Aboriginal and Torres Strait Islander peoples and communities. We aim to build a stronger, culturally safe, and inclusive workforce, ensuring our policies, procedures, and governance reflect genuine respect for Aboriginal and Torres Strait Islander cultures and contribute to delivering quality services for all Queenslanders.

Director-General's Message

Our department is dedicated to making life better for all Queenslanders, with a focus on making sport and physical activity a regular part of everyone's day. We're all about delivering programs and services which are inclusive, accessible, and high quality, while celebrating the diversity of our communities, workforce, and customers.

This plan highlights our commitment to improving accessibility, inclusion, and support for people with disability across everything we do—services, programs, and workplaces. It ties in with our Strategic Plan 2026–30 and Strategic Workforce Plan 2023–26, ensuring a united approach across the department.

The plan outlines key actions to help achieve better outcomes for people with disability. It has been shaped by input from all areas of the department and builds on the work we're already doing. Since it is a living document, we will review and update it every year to reflect new priorities as they come up.

While sport and physical activity are important, we know improving outcomes for people with disability involves much more—like education, jobs, health, housing, and community connections. This is why we will keep working closely with government and community partners to drive long-term, meaningful change for people with disability.

Message from our champions

As Disability Champions, we are proud to support our department's commitment to creating a more accessible, inclusive, and equitable environment for people with disability. This plan represents more than a set of actions—it reflects our intention to create lasting improvements that enable all people to participate fully in our programs, services, workplaces, and communities.

The focus of this plan is to improve outcomes and opportunities for people with disability by identifying and removing barriers, increasing accessibility, and fostering a culture of inclusion. These changes are important in their own right, but their impact extends much further. Whether it is clearer communication, more accessible facilities, flexible ways of working, or more inclusive program design for people with disability, we create better experiences for everyone.

This plan recognises that inclusion is not a separate initiative—it is a foundation for better outcomes across all areas of our work. As we continue this journey, including through the once-in-a-generation opportunity of the 2032 Olympic and Paralympic Games, we can build a department that is more responsive, innovative, and welcoming for all Queenslanders.

We encourage everyone to embrace the actions within this plan and to see accessibility and inclusion as a shared responsibility. By working together to improve outcomes for people with disability, we create positive change that reaches far beyond any one group, strengthening our workplaces, our services, and our communities as a whole.

Who we are and our commitment

The Department of Sport, Racing and Olympic and Paralympic Games is committed to fostering an inclusive community where people with disability are empowered to participate fully and realise their potential.

Our vision is Queensland, home of Australian sport. Through our work, we aim to inspire all Queenslanders to lead active lives in healthy communities and support the success and legacy of the 2032 Olympic and Paralympic Games.

We are committed to ensuring staff and community members with disability can access and participate equitably in the services, programs, workplaces and venues we provide and support. We recognise that attitudes, practices and structures can create barriers, and we strive to remove these barriers through inclusive design, accessible information, respectful engagement and continuous improvement.

We value a workforce that reflects the diversity of our communities and recognise our people as our greatest asset. We are committed to creating safe, respectful and inclusive workplaces that embrace diverse perspectives and experiences, including those of people with disability.

Our values guide how we deliver for the Queensland community:

- **Level up** – We challenge the status quo to drive meaningful change
- **Own it** – We create a culture of accountability and care
- **Here for you** – We seek diverse perspectives to strengthen our thinking
- **Trusted** – We create a safe and inclusive environment.

This commitment is supported through our focus on equity, accessibility, inclusion, wellbeing and flexible ways of working, alongside key departmental strategies and plans that help shape an inclusive Queensland for all.

Government's objectives for the community

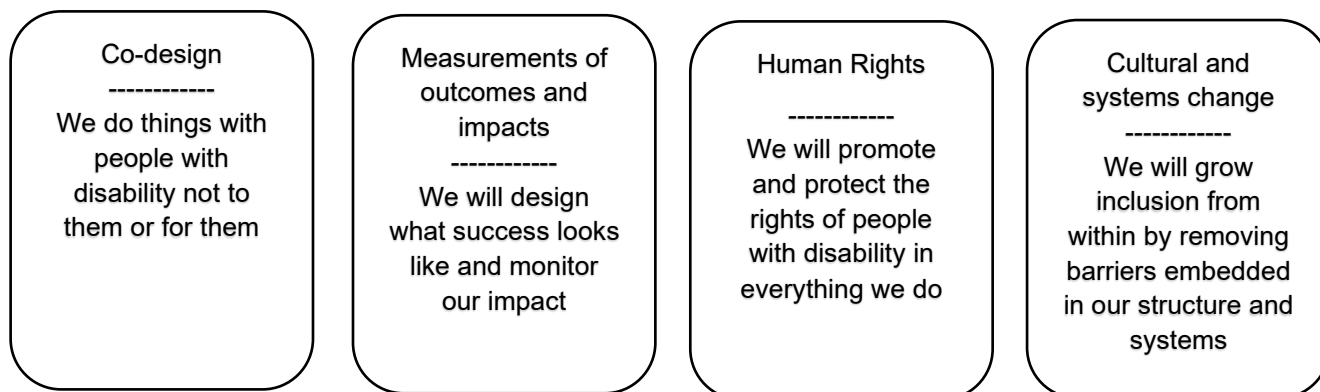
We contribute to the following Queensland Government's objectives for the community:

A better lifestyle through a stronger economy by supporting and collaborating with Games Delivery Partners to deliver a world-class 2032 Games that realises a legacy for Queenslanders.

A plan for Queensland's future by assisting and investing in organisations to deliver inclusive and accessible services and sport infrastructure that are adaptive to the needs of Queenslanders.

This Disability Service Plan has been developed in alignment with international, national and state disability frameworks, and in consultation with people with disability, disability sector organisations and peak bodies across Queensland.

The Plan is guided by the principles outlined in Queensland's Disability Plan, including:



Implementing and monitoring our actions

Implementation of actions in this Plan are informed by the building blocks of Queensland's Disability Plan 2022–27. The department will contribute to an annual progress report on Queensland's Disability Plan 2022–27 and our Disability Service Plan.

Engagement, consultation, and co-design

We believe people with disability should be involved in decision-making that affects them. We are committed to working with people with disability, not doing things to them or for them.

This Plan was developed in collaboration with staff and stakeholders, including the Minister's Para-Sport Reference Panel and people with lived experience, through consultation and co-design activities across the department and broader community. These activities helped inform the priorities and actions included in the Plan and ensure diverse perspectives were considered.

As we implement the Plan, we will continue to engage with stakeholders and people with disability including the Minister's Para-Sport Reference Panel, the Queensland Disability Network and people within the department with lived experience to ensure our actions remain inclusive, accessible and responsive to community needs.

Current disability landscape

This Plan highlights key actions to achieve our shared vision for an inclusive community that supports and empowers all people with disability to realise their potential. This Plan sits within a national framework contributing to the implementation of [Australia's Disability Strategy 2021–2031](#) and [Queensland's Disability Plan 2022–27: Together, a better Queensland](#).

Actions in this Plan align with broader national disability reform work including Targeted Action Plans under Australia's Disability Strategy 2021–2031, and where relevant, recommendations from the Final Report of the Royal Commission into violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) and the National Disability Insurance Scheme (NDIS) Review.

The broader landscape includes:

International	United Nations Convention on the Rights of Persons with Disability		
National	Australian Disability Strategy 2021–2031	National Disability Insurance Scheme Act 2013	Disability Discrimination Act 1992 (under review)
	Disability Royal Commission		
	NDIS Review		
State	Human Rights Act 2019	Anti-Discrimination Act 1991	Disability Services Act 2006
	Queensland's Disability Plan 2022–27: Together, a better Queensland		
	Disability Service Plans		

Understanding our plan

This Plan is structured around four impact areas aligned to Queensland's Disability Plan 2022–27 that guide where and how we focus our efforts to improve inclusion and accessibility.

Impact areas

The impact areas define where our work will focus and who it will benefit. They help ensure our services, workplaces, places and initiatives are designed to be inclusive and accessible for people with disability, leading to meaningful and lasting outcomes.

The 2032 Olympic and Paralympic Games will continue to shape opportunities to improve accessibility and inclusion for people with disability across Queensland over the coming years.

Impact area	What it means
Service users	People who access or interact with our services, programs, venues, products or digital platforms.
Our places	Public spaces, venues and environments where services are delivered, ensuring they are accessible across Queensland.
Our people	Our workforce and the broader employment system, supporting inclusive workplaces and participation.
Our community	Community programs, partnerships and sector initiatives that support inclusive participation across Queensland.

Our actions

Priority 1: Accessible services and information (Service users)

This priority focuses on ensuring the department's services, information and digital channels are inclusive, easy to understand and accessible, so that anyone interacting with our services, programs or platforms can access and use them equitably, regardless of ability.

Key focus areas

- Inclusive and accessible service design
- Accessible information and digital channels
- Equitable access to engagement and contact pathways

Action heading	Action	Measurement	Timeframe	Responsibility
Making services inclusive, safe, and easy to use	Review and improve service design and delivery processes to ensure services are inclusive, safe and accessible for people with disability	• Service review completed using an accessibility and inclusion lens • Number of service improvements implemented	2026–2028	Business areas
Accessible communications and information	Develop and implement an accessible communications framework, including guidance on inclusive language, imagery, documents, templates, and formats	• Framework endorsed and implemented • Accessible templates available and in use	2026–2027	Communications and Media / Business areas
Digital accessibility and online inclusion	Review internal and external digital channels to ensure compliance with WCAG 2.2 AA	• Digital accessibility audit completed • % of identified issues remediated • Compliance with WCAG 2.2 AA	Audit Oct 2026 Ongoing 2026–2029	Digital / ICT / Communications and Media
Accessible engagement and contact pathways	Improve accessibility of engagement and contact pathways, including interpreter services, alternative formats, and accessible contact information	• All public content includes accessible contact options • Increase in alternative formats (HTML)	2026–2029	Communications and Media / Corporate Services
Assistive technology and inclusive digital features	Identify and implement assistive technology features across systems and platforms	• Review completed • Number of inclusive features implemented	2026–2028	Digital / ICT / Business areas
Co-design and user engagement	Engage people with disability to inform design, delivery and evaluation of services and information	• Number of co-design activities undertaken • Evidence of user input informing improvements	2026–2029	Business areas

Priority 2: Inclusive and capable workforce (Our people)

This priority focuses on building a workforce that is inclusive, supportive, enabling people with disability to join, contribute, and thrive.

We are committed to building a workforce that reflects the diversity of the Queensland community and supports people with disability to participate and thrive.

The Queensland public sector and department has a target of 12% representation of people with disability. Current data indicates a gap between workforce disclosure through HR systems (3.7%) and anonymous survey responses (13%), highlighting the importance of improving confidence and consistency in reporting.

Through this Plan, we will strengthen inclusive recruitment, workplace accessibility, leadership capability and participation for people with disability across the department.

Key focus areas

- Inclusive recruitment and retention
- Disability confident workplaces and leadership
- Workforce capability and awareness

Action heading	Action	Measurement	Timeframe	Responsibility
Inclusive recruitment and selection	Review and improve recruitment practices, including advertising, role profiles and selection processes	• Review completed • Increase of % workforce identifying as living with disability via the EEO census data and WfQ	By 2027	HR / Business areas
Workforce representation	Strengthen workforce representation to meet disability workforce targets	• % of workforce identifying as living with disability (WfQ survey) • Improve representation of people with disability at all levels	Ongoing (quarterly reporting)	Executive leadership / HR
Partnerships and pathways	Establish partnerships to create employment pathways (internships, work experience) for people with disability	• Number of partnerships established • Number of participants engaged	By 2028	HR / Business areas
Disability awareness and capability	Deliver disability awareness and accessibility training for staff, with focus on managers and frontline staff	• Available Training to be promoted across the department • increase in 5% participation rate year-on-year.	Ongoing	HR
Diversity and inclusion culture	Promote awareness and celebration of inclusion through key events and initiatives	• Number of initiatives delivered • Inclusion activities on events calendar	Ongoing	HR / Communications and Media
Equal Employment Opportunity (EEO) data and insights	Improve completion of EEO census data to better understand workforce diversity	• Increase in completion rates • Quarterly reporting to the ELT	Ongoing	HR/ all employees
Disability Employee Network (DEN)	Establish and support a DEN to provide lived experience insights and guidance	• DEN established with governance structure • Participation levels	By Dec 2026	HR / Executive leadership / DEN

Inclusive employer brand	Develop an accessible careers page promoting inclusive employment opportunities	• Page launched • Accessibility compliance met	By 2028	HR / Communications and Media
Accessible workplace environments	Improve accessibility of workplaces and facilities for staff and visitors	• Number of Workplace accessibility improvements implemented	2026–2029	Corporate / Sport and Racing

Priority 3: Accessible places, venues and infrastructure (Our places)

This priority focuses on ensuring physical environments, venues and events are accessible, inclusive, and designed with users in mind.

Key focus areas

- User-centred design of places and environments
- Universal design and infrastructure
- Accessible events and venues

Action heading	Action	Measurement	Timeframe	Responsibility
Understanding user needs	Engage people with disability to inform design and accessibility of places and environments	• Number of engagement activities • Evidence of user input informing design	2026–2028	Business areas
Accessibility toolkit and standards	Develop and implement a department-wide accessibility toolkit for places, venues, and events	• Toolkit developed and adopted • Number of business and program areas implementing the toolkit to places, venues or events	2027–2028	Corporate / Business areas / Communications and Media
Universal design in infrastructure	Apply universal design principles to infrastructure projects and upgrades	• Number of accessible infrastructure projects delivered	Ongoing	Infrastructure / Business areas
Accessible events and venues	Develop and implement accessibility guidelines for internal and external events and venue selection	• Accessibility Guidelines implemented • Number of events that meet accessibility standards	2026–2028	Communications and Media / Business areas

Priority 4: Inclusive communities and sector leadership (Our community)

This priority focuses on enabling inclusive participation and strengthening capability across the sport and recreation sector.

Key focus areas

- Inclusive participation in sport and recreation
- Sector capability and leadership
- Accessible programs and funding

Action heading	Action	Measurement	Timeframe	Responsibility
Sector capability building	Develop and promote through SportHQ inclusion awareness training and an accessibility toolkit for clubs and organisations to support inclusive practices	• Toolkit developed and distributed • Uptake across the department's venues and precincts. • Toolkit included in agenda papers, guidance materials or grant information • Toolkit discussed or applied in engagement with clubs or organisations • References to the toolkit in emails, forums or sector communications • Number of organisations engaged • Training sessions delivered	2026–2028	Business areas
Disability sport support	Fund and support State Disability Sport Organisations	• Number of organisations funded	By June 2026	Business areas
Inclusive participation programs	Deliver funding programs that increase participation for people with disability	• Number of organisations funded which shows an increase in participation of people with disability rates • Number of inclusive projects funded	Ongoing	Business areas
Community inclusion leadership	Promote inclusive practices and challenge misconceptions about disability internally.	• Inclusion initiatives delivered	Ongoing	Business areas
Accessible information access	Ensure community-facing information is accessible and inclusive	• Increase in accessible formats such as the number of PDFs converted (HTML) and the number of videos published with captions and/or transcripts • Interpreter info included in publications • Accessibility checklist applied to community-facing publications • Number of business areas using accessibility guidance in communications planning	Ongoing	Communications and Media / Business areas

Priority 5: Governance, procurement and systems

This priority ensures accessibility and inclusion are embedded across governance, systems, and decision-making processes.

Key focus areas

- Embedding accessibility in governance
- Inclusive procurement and systems
- Measurement and continuous improvement

Action heading	Action	Measurement	Timeframe	Responsibility
Accessible procurement	Embed accessibility requirements (e.g. WCAG 2.2 AA) into procurement processes/scope	• 100% of procurements meeting accessibility requirements	2026–2029	Procurement / Corporate
Inclusive policies and processes	Review and update policies, templates and procedures to ensure accessibility and inclusion	• Number of policies reviewed updated • Number of policies updated • Number published policies and procedures available in alternative formats	2026–2028	Corporate
Monitoring and reporting	Establish monitoring and reporting framework for accessibility outcomes	• Regular reporting implemented	2026–2029	Corporate / Executive
Continuous improvement	Implement ongoing review and improvement processes for accessibility initiatives	• Annual reviews completed • Improvements implemented	Ongoing	All areas