

QUEENSLAND FIRE AND EMERGENCY SERVICES (QFES)
DISABILITY SERVICE PLAN 2017-2020
PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

WHOLE-OF-GOVERNMENT ACTIONS

Whole-of-government actions (As identified in the State Disability Plan – Queensland Government actions)	Products/Activities (1 July 2017 to 30 June 2018 (Year 1) QFES Disability Service Plan 2017-2020)	Progress/Achievements
PRIORITY FOR ACTION: COMMUNITIES FOR ALL		
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010–2020</i> .	Work with DCDSS to identify opportunities to participate in and contribute to national communication strategies and activities	This activity is expected to occur in 2018-19 in consultation with the Department of Communities, Disability Services and Seniors (DCDSS).
Queensland Government Ministers act as champions with business, industry and organisational partners within their portfolio to raise awareness of disability and build partnerships and opportunities.	Work with DCDSS to identify portfolio specific information for inclusion in Minister's information pack	This activity is expected to occur in 2018-19 in consultation with DCDSS.
Investigate and develop options to provide disability awareness training to Queensland Government frontline staff and to incorporate disability awareness training into Queensland Government induction programs.	Work with DCDSS to investigate options for training	<p>QFES is working with DCDSS to identify training options, compatibility with QFES platforms and preferred training providers for the provision of disability awareness training.</p> <p>QFES is reviewing learning material available on the QFES Learning Cache (QFES' on-line learning platform) to assess content as an interim measure, such as Inclusion and Diversity.</p> <p>A QFES workplace behaviour and code of conduct awareness training package 'Think, Say, Do' has been designed to influence and inform QFES staff and volunteers in relation to community and government expectations of standards of behaviour in the public service including Inclusion and Diversity. The training package is expected to be rolled out across the organisation in late 2018 and 2019. The training package will be augmented with a series of publications and materials to remind staff and volunteers of the department's expected standards of performance and behaviour.</p> <p>In 2017–18, two QFES Corporate Induction Forums were held at Kedron with 67 new staff from across the state participating as part of the pilot for a new corporate induction program. The induction program is designed to provide new staff with the information they need on commencing employment with QFES. Participants learn about the services and capabilities that QFES provides to the community. It also provides an opportunity for new staff to hear about QFES' values, how their role contributes to the broader purpose and vision of QFES, the expectations of staff behaviour and the support services available to staff. The induction program included a session on Inclusion and Diversity.</p>
Access for people with disability is improved by considering the needs of people with disability when buildings and venues used by the Queensland Government are refurbished or leases renewed and where possible in choosing venues for Queensland Government run events and meetings.	Advice provided to staff on how to choose an accessible venue for an event or meeting	<p>All new and refurbished QFES facilities ensure accessibility for people with a disability.</p> <p>Building Safety Assessment audits conducted by QFES ensure that access and egress to buildings is clear for members of the community.</p> <p>Administration Reference Guide Procedure PD3.7 – Arrange Meetings, Workshops, Functions, Conferences, Ministerial Visits and Delegations (September 2015) is to be reviewed and updated by 31 December 2018, to include items for consideration for people with disability. The current procedure is available to staff via the staff intranet, the QFES Gateway.</p> <p>Appendix C to the procedure 'Arrange Ministerial Functions' includes the requirement to take into consideration people with a disability in coordinating parking arrangements.</p>
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats.	<ul style="list-style-type: none"> • Progressively review and update (where applicable) existing content • Ensure new key Queensland Government information/materials are provided in accessible formats 	<p>QFES is undertaking a review of and updating QFES administered website content with 70% of the audit completed in preparation for migration to a new website.</p> <p>In 2017-18, QFES committed funding to rebuild the department's website, making information and materials more accessible through device responsiveness, vision impaired screen readers and where applicable, sub-titles, transcripts and captions for hearing impaired.</p>

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<p>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 are available for newly created time-based media (i.e. pre-recorded video/audio).</p>	<p>Work with the Department of Housing and Public Works to ensure new key website content is accessible and complies with guidelines</p>	<p>QFES multi-media content accessed via online channels is produced using sub-titles and/or captions for hearing impaired, and is compatible with screen readers where applicable.</p> <p>QFES administered websites are Consistent User Experience (CUE) and accessibility compliant, achieving a AA accessibility rating.</p>
<p>Work towards ensuring all Queensland Government legislation, policies and programs are consistent with national commitments under international conventions, consider the needs or interests of people with disability and carers and promote and uphold the human rights of people with disability.</p>		<p>In January 2018, QFES released the Prevention, Preparedness, Response and Recovery (PPRR) Disaster Management Guideline which came into effect on 1 May 2018. The guideline gives state and local governments and emergency service agencies support to respond to natural and man-made events, by detailing the roles and responsibilities of all parties involved in disaster management. Following extensive consultation, the guideline provides end-to-end steps and procedures to be carried out in the event of a disaster, including prevention strategies, planning and preparation, and response and recovery arrangements.</p> <p>The PPRR Disaster Management Guideline and the State Disaster Management Plan consider the needs and interests of people with disability and carers and promote and uphold the human rights of people with disability, in line with the United Nations Convention on the Rights of Persons with Disabilities.</p> <p>These documents can be accessed via the Disaster Management website at www.disaster.qld.gov.au</p>
<p>Government services and funded non-government services provide access to language, translating and communication services.</p>	<p>Continue to provide translation services in accordance with the <i>Queensland Language Services Policy</i></p>	<p>The <i>Queensland Language Services Policy</i> reflects the Queensland Government's commitment to the development of whole-of-government communication strategies that address language barriers. The policy incorporates migrant and refugee languages, Aboriginal and Torres Strait Islander languages and Auslan.</p> <p>QFES provides Auslan interpreters when broadcasting severe weather storm safety information.</p> <p>The Triple Zero (000), Smoke Alarms and Fire Safety in Share Housing brochures have been translated in up to 15 languages for use in local communities. These brochures are available at www.qfes.qld.gov.au/community-safety/downloadlibrary/Pages/default.aspx</p> <p>QFES uses the National Relay Service to assist callers who are deaf or have a hearing or speech impairment. The service includes the functionality of the Triple Zero (000) emergency service and is accessible by teletypewriter, internet relay, voice carry over and hearing carry over.</p> <p>QFES Far Northern Region is engaging with Deaf Services Queensland to implement at incident interpreter support if required by crews attending incidents.</p> <p>QFES continues to promote opportunities for Queenslanders with disabilities that assist in the provision of translation and communication services to non-English speaking clients, e.g. compliance and prosecution cases and Budget Accommodation Building Owner/Occupiers.</p>
<p>Implement strategies to reach the Queensland Government target that, by 2022, eight per cent of the Queensland Public Sector workforce will be people with disability, across attraction, recruitment, retention and career progression and development, for example flexible work practices and inclusion of people with disability in the government employer brand.</p>	<p>Work with the Public Service Commission to implement strategies to reach the Queensland Government target of eight percent of the workforce will be people with a disability by 2022</p>	<p>Understanding the department's workforce profile ensures QFES has the right programs in place to support its workforce. By having a diverse and inclusive workplace, QFES can benefit from the different talents, experiences and perspectives of all members of its workforce, both paid and volunteer. Attracting and retaining a talented and diverse workforce and providing safe, healthy and inclusive workplaces are key strategies which sit within the QFES organisational objectives.</p> <p>QFES is endeavouring to improve the response rate for diversity data with the implementation of a new human capital management system, Nexus, which went live in December 2017.</p> <p>The June 2017 quarter Minimum Obligatory Human Resource Information (MOHRI) data reflected an increase in People with Disability compared to December 2015 – 4.20 per cent to 4.82 per cent. (Data for June 2018 is not available at the time of publication.)</p>
<p>Promote information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment process more accessible to improve opportunities for people with disability to participate in employment.</p>		<p>In February 2018, QFES launched a recruitment attraction campaign 'ALL IN. ALL FRONTS.' to attract new members to the workforce and promote QFES as an employer of choice. The campaign website contains detailed information on a variety of roles, a tool to help members of the public find a role that suits their skills, abilities and experience and a range of videos featuring QFES members. The website can be accessed at www.qfes.qld.gov.au/employment/index.html</p> <p>Good news stories including examples of where candidates identifying as having a disability have been successful in gaining employment, are also shared on social media and job search sites such as LinkedIn and Work180.</p>

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PRIORITY FOR ACTION: LEADERSHIP AND PARTICIPATION		
Consultation and engagement processes are offered in a range of ways, including the use of technology, which maximise the participation opportunities for people with disability their families and carers.		<p>QFES is dedicated to the removal of barriers presented to people with disabilities, ensuring the creation of equal opportunities, and ensuring that frontline staff are aware of, and advise the community of the department's website with interactive engagement tools.</p> <p>The Rural Fire Service communicates with its volunteers and members of the public in a number of ways, including face-to-face, electronic, and print media methods. Electronic methods cover email to personal email addresses and/or QFES provided email addresses via Office 365, the Volunteer Portal, and the public website.</p> <p>With the recent consultation with volunteers undertaken for the Legal Status of Rural Fire Brigades project, volunteers were able to provide their feedback through face-to-face consultation meetings, written submissions (email and post), and also over the telephone.</p> <p>The State Emergency Service (SES) provides its volunteers with the opportunity to access relevant information and partake in consultation via Office 365 and the SES Volunteer Portal. SES volunteers are also provided with the opportunity for consultation and feedback via their attendance at regular training nights.</p>
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions.	Consult with Queensland Disability Advisory Council through the Disability Service Plan Workshop 2017-2020	<p>QFES attended whole-of-government workshops on the Disability Service Plan, facilitated by DCDSS and the Queensland Disability Advisory Council (QDAC), on 5 December 2017 and 29 May 2018.</p> <p>These workshops enabled QFES to consult with QDAC and other agencies on the development and implementation of actions in its DSP.</p>
Existing leadership programs are accessible and inclusive of Queenslanders with disability.		<p>QFES ensures access to application and assessment processes for leadership programs is open, easy and multichannel, and participants are reflective of the QFES workforce demographics.</p>

QUEENSLAND FIRE AND EMERGENCY SERVICES DISABILITY SERVICE PLAN 2017-2020

PROGRESS REPORT - 1 JULY 2017 to 30 JUNE 2018 (Year 1)

QFES SPECIFIC ACTIONS

Departmental Actions (As identified in the QFES Disability Service Plan 2017-2020)	Products/Activities (1 July 2017 to 30 June 2018 (Year 1) QFES Disability Service Plan 2017-2020)	Progress/Achievements
Undertake a review of the QFES Safehome program ensuring it incorporates information for people with a disability.	Completion of review and update of program material	QFES is conducting preliminary work into the review of the Safehome program. Safehome material will be reviewed and updated in 2018-19 as part of a larger audit and review of QFES engagement collateral and disability has been identified as an area requiring further development. The Safehome program is designed to assist householders in recognising and eliminating fire and safety hazards in and around the home and provide information to support people in increasing fire and general safety measures. Further information is available at: www.qfes.qld.gov.au/community-safety/freeprograms/Pages/safehome.aspx
In partnership with Deaf Services Queensland (DSQ) manage a subsidy program, for hard of hearing or deaf people, to offset the cost of specialised smoke alarms.	Enabling subsidy program	During the reporting period, QFES continued to assist members of the deaf community or people who have hearing impairment to install specialised smoke alarms through the Smoke Alarm Subsidy Scheme, managed by Deaf Services Queensland. In 2017-18, 433 deaf and hard of hearing smoke alarms were provided with 1,959 (as at 30 June 2018) provided since the commencement of the scheme in June 2013. Information about the subsidy scheme is available at: www.qfes.qld.gov.au/community-safety/smokealarms/Pages/Deaf-Services-Qld-Subsidy-Scheme.aspx
Develop policy - Employees with a disability.	Develop and release Employees With a Disability Policy	QFES also released its Fairness, Equity and Inclusion Framework, which defines QFES' strategic direction and commitment to inclusion and diversity, and helps shape the department's culture of inclusion. Initiatives of the framework include QFES support of the Queensland Government's Inclusion Champions of Change and the National Council for Fire and Emergency Services (AFAC)-led Fire and Emergency Male Champions of Change programs. A key feature of the framework is the QFES Allies of Inclusion Network — a visible distributed network of QFES staff and volunteers committed to a workplace culture that is fair, equitable and inclusive. The Allies of Inclusion Network provides a ground up approach to engaging staff and volunteers as agents of positive change within their workplace by exercising their circle of control and influence to help build an inclusive culture. The QFES Inclusion and Diversity policy is under development with completion expected by 31 December 2018.
Develop procedure - Use of Interpreters	Develop and release Use of Interpreters procedure	The QFES Use of Interpreters procedure is under development with completion expected by 31 December 2018.
Mapping of vulnerable persons facilities to enhance planning for emergencies and disasters.	Revised mapping is included in the REDI-PORTAL for consideration in planning Note: As of 30 June 2018, all REDI-PORTAL functionality will be migrated to the QFES enterprise system.	Mapping layers and updates for vulnerable persons facilities are currently available to support QFES Geographic Information System (GIS) platforms, and in use across PPRR activities. QFES continues engagement across state agencies, local governments and industry groups to establish additional data sharing agreements for continuous improvement of mapping.