

QUEENSLAND FIRE AND EMERGENCY SERVICES
DISABILITY SERVICE PLAN (DSP) 2017-2020
PROGRESS REPORT - 1 JULY 2018 TO 30 JUNE 2019 (YEAR 2)

WHOLE-OF-GOVERNMENT ACTIONS (As detailed in All Abilities Queensland (AAQ) - Queensland Government Actions)

Action <i>AAQ commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Agency-specific products or activities to support this action</i>	Progress/Achievements	Status
Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i> (AAQ whole-of-government, Department of Communities, Disability Services and Seniors (DCDSS) lead)	<ul style="list-style-type: none"> Queensland participates and contributes to national communication strategies and activities 	<ul style="list-style-type: none"> Work with DCDSS to identify opportunities to participate in and contribute to national communication strategies and activities 	<p>QFES continues to engage with DCDSS as part of inter-governmental liaison and undertakes actions as required to support the <i>National Disability Strategy 2010-2020</i> where appropriate.</p> <p>QFES actively promotes annual events including Disability Action Week (annually in September) and International Day of People with Disability (3 December each year) as part of its internal communications activities.</p>	Ongoing
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 (AAQ whole-of-government, DCDSS lead)	<ul style="list-style-type: none"> Information pack provided to Ministers to support development of partnerships 	<ul style="list-style-type: none"> Work with DCDSS to identify portfolio specific information for inclusion in Minister's information pack 	<p>QFES continues to engage with DCDSS as part of inter-government liaison on this matter and provides support and advice to the Minister for Fire and Emergency Services as required.</p>	Ongoing
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 (AAQ whole-of-government, DCDSS lead)	<ul style="list-style-type: none"> Disability awareness training program developed and piloted with DCDSS staff and in DCDSS induction programs Explore options for disability awareness training to be progressively rolled out to staff of other Queensland Government departments and induction programs 	<ul style="list-style-type: none"> Work with DCDSS to investigate options for training 	<p>QFES is continuing to work with DCDSS to identify training options, compatibility with QFES platforms and preferred training providers for the provision of disability awareness training.</p> <p>Learning material available on the QFES Learning Cache (QFES' on-line learning platform) is continuing to be reviewed to assess content as an interim measure, such as Inclusion and Diversity.</p> <p>The QFES <i>Think. Say. Do.</i> awareness package, available to all QFES personnel (staff and volunteers), was launched in August 2018. The package is designed to influence and inform QFES personnel in relation to community and government expectations of standards of behaviour including Inclusion and Diversity. The package combines workplace behaviour and Code of Conduct awareness training into one, easy to follow interactive package. Modules include Code of Conduct, Ethical decision making, Positive workplace behaviours, Complaint management and reporting, Financial management, Conflicts of interest, Diversity and inclusion, and Social media.</p> <p>A total of 3,818 QFES personnel completed the awareness package during 2018-19 and the package continues to be promoted across the department. The package will be augmented with a series of publications and materials to remind personnel of the department's expected standards of performance and behaviour.</p> <p>In 2018-19, three QFES Corporate Induction Forums were held at the Emergency Services Complex at Kedron with 163 new staff from across the state participating. 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 forums include an Inclusion and Diversity session.</p>	Ongoing



Action AAQ commitments for 2017-2020	Action success measure How we know we have completed these actions and activities	Products/Activities Agency-specific products or activities to support this action	Progress/Achievements	Status
<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</p> <p>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> Guidance provided to staff about how to choose an accessible venue for an event or meeting 	<ul style="list-style-type: none"> 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 under review and will 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>	Ongoing
<p>Government services and funded non-government services provide access to language, translating and communication services</p> <p>(AAQ whole-of-government, Department of Local Government, Racing and Multicultural Affairs lead)</p>	<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing Queensland Government provided and funded services 	<ul style="list-style-type: none"> Continue to provide translation services in accordance with the <i>Queensland Language Services Policy</i> 	<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 fire and emergency 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 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>	Ongoing
<p>Work towards ensuring all Queensland Government information is accessible and provided in multiple formats</p> <p>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated 	<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 rebuilding 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> <p>As an example, QFES' Strategy 2030 is published in a compliant accessible format. The strategy ensures QFES can adapt to meet the future needs of Queenslanders before, during and after emergency and disaster events. Strategy 2030 can be accessed at www.qfes.qld.gov.au</p>	Ongoing
<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>(AAQ whole-of-government, DHPW support)</p>	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines Increase in the number of government websites that meet guidelines 	<ul style="list-style-type: none"> Work with the Department of Housing and Public Works to ensure new key website content is accessible and complies with guidelines 	<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 AA accessibility rating. The new organisational website currently under development will also align to CUE and accessibility compliance.</p>	Ongoing



Action <i>AAQ commitments for 2017-2020</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities <i>Outline agency-specific products or activities to support this action</i>	Progress/Achievements	Status
<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>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> New Queensland Government legislation, policies and programs demonstrate they have considered the needs of people with disability and carers in development and implementation 		<p>QFES considers the needs of people with disability and carers in the development and implementation of legislation, policies and programs, such as 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 human-induced 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>	Ongoing
<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>(AAQ whole-of-government, Public Service Commission (PSC) lead)</p>	<ul style="list-style-type: none"> The proportion of people with disability employed in the Queensland Public Sector workforce increases towards eight per cent by 2022 	<ul style="list-style-type: none"> Work with the Public Service Commission to implement strategies to reach the Queensland Government target of eight per cent of the workforce will be people with a disability by 2022 	<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 initiatives in the 2018-2022 strategic plan. Promoting inclusion and valuing the diversity of our people is a 2019-2023 key initiative.</p> <p>The June 2019 quarter Minimum Obligatory Human Resource Information (MOHRI) data reflected a decrease in People with Disability compared to June 2018 - 4.52 per cent to 3.84 per cent (reflects non-operational staff excluding casuals). The percentage decrease was a result of a slight drop in employees identifying with a disability. QFES is endeavouring to improve the response rate for diversity data.</p> <p>QFES continued embedding its 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>QFES implemented the Fairness, Equity and Inclusion Framework in May 2019. The framework supports a whole-of-government effort to improve diversity and inclusion across several priority areas to promote and support safe, healthy and inclusive workplaces. The framework sets the foundation for specific annual plans and programs to promote and support greater diversity in the department.</p> <p>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.</p>	Ongoing



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<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>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> Information, resources and good practice case studies uploaded to the dedicated website 	<ul style="list-style-type: none"> Work with the PSC to promote the benefits of employing people with an impairment (disability). 	<p>QFES continued embedding its 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>In addition, to the 'ALL IN. ALL FRONTS.' recruitment campaign, QFES has delivered selection panel training which includes reasonable adjustment, with reference to the PSC knowledge centre.</p> <p>Good news stories, incorporating visible and invisible diversity, including examples of the paid and volunteer workforce, identifying as having an impairment (disability), are shared in QFES Response Magazine, (QFES' official magazine), on social media and job search sites such as LinkedIn and Work180. Examples include:</p> <ul style="list-style-type: none"> Response edition 25 (June 2019) – QFES thanks volunteers during national week of celebration – image included a volunteer in a wheelchair Response edition 24 (April 2019) – Around the State: Brisbane Region – Sandgate crew catches up with Groover. Story about firefighters at annual catch-up with former firefighter colleague who is in a wheelchair. Response edition 24 (April 2019) - Around the State: Brisbane Region – Doctor's inspirational story sparks friendship. Story about catch up between firefighters who attended a serious accident that injured Dr Dinesh Palipana, who became a quadriplegic as a result. After the accident Dr Palipana completed his medical degree. He regularly speaks to recruits who have completed their road crash rescue training to offer his insights. 	<p>Ongoing</p>
<p>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> <p>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted 		<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>To maximise participation opportunities, consultation and engagement processes were offered during the reporting period using varied platforms including, the QFES Gateway Notice Board, online surveys, face-to-face workshops and social media.</p> <p>In addition, the QFES Engagement Strategy, approved in June 2019 following a department-wide consultation process, delivers on QFES' commitment to achieve accepted outcomes through engagement with its people, partners and communities.</p> <p>By using a place-based approach, QFES can ensure stakeholder engagement is about matters that are important to them and are delivered through suitable channels at appropriate times.</p> <p>The strategy also values a coordinated approach including aligning engagement efforts and sharing and pooling information and resources.</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.</p> <p>The State Emergency Service provides its volunteers with the opportunity to access relevant information and partake in consultation via Office 365 and the QFES Gateway page. SES volunteers are also provided with the opportunity for consultation and feedback via their attendance at regular training nights.</p>	<p>Ongoing</p>
<p>Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions</p> <p>(AAQ whole-of-government, DCDSS lead)</p>	<ul style="list-style-type: none"> Queensland Government's Disability Service Plan 2017-2020 includes details of consultation with people with disability or details of consultation with people with disability in the implementation of actions is reflected in reporting 	<ul style="list-style-type: none"> Consult with the Queensland Advisory Council through the Disability Service Plan Workshop 2017-2020 	<p>QFES attended a whole-of-government workshop on the Disability Service Plan, facilitated by DCDSS and the Queensland Disability Advisory Council (QDAC) on 22 May 2019.</p> <p>This workshop enabled QFES to consult with QDAC and other agencies on the development and implementation of recruitment and retention actions in its DSP.</p>	<p>Ongoing</p>



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Existing leadership programs are accessible and inclusive of Queenslanders with disability (AAQ whole-of-government, DCDSS lead)	<ul style="list-style-type: none"> Application and assessment processes for Queensland Government leadership programs are accessible Participant demographics for Queensland Government leadership programs are representative of the community 		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.	Ongoing

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ADDITIONAL QFES SPECIFIC ACTIONS

Action <i>(Additional actions in QFES DSP which are not already detailed in the Action Plan)</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities	Progress/Achievements	Status
Undertake a review of the QFES Safehome program ensuring it incorporates information for people with a disability.	<ul style="list-style-type: none"> Review completed Disability related information included 	<ul style="list-style-type: none"> Conduct subsequent program review 	<p>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.</p> <p>Further information is available at: www.qfes.qld.gov.au/community-safety/freeprograms/Pages/safehome.aspx</p> <p>The audit and review of QFES engagement collateral has commenced and will be updated to include disability information.</p>	Underway
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.	<ul style="list-style-type: none"> Subsidy available and appropriately administered 	<ul style="list-style-type: none"> Enabling subsidy program 	<p>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 DSQ.</p> <p>In 2018–19, 370 deaf and hard of hearing smoke alarms were provided. A total of 2,329 have been provided (as at June 2019) since the commencement of the scheme in June 2013.</p> <p>Information about the subsidy scheme is available at: www.qfes.qld.gov.au/community-safety/smokealarms/Pages/Deaf-Services-Qld-Subsidy-Scheme.aspx</p>	Ongoing
Develop policy - Employees with a disability.	<ul style="list-style-type: none"> Employees with a disability policy developed and published internally 	<ul style="list-style-type: none"> QFES Inclusion and Diversity Policy 	<p>QFES is strongly committed to implementing and embedding practices which comply with legislative requirements for employment equity, ethical behaviour, anti-discrimination and human rights to support people with impairment (disability), as well as other diverse groups.</p> <p>Based on the Queensland Government's commitment to building an inclusive and diverse workforce, as well as recognising the needs of its diverse communities to be able to deliver better services, QFES released its Inclusion and Diversity Policy in May 2019.</p> <p>This policy provides direction to QFES staff and volunteers on the requirements for how QFES engages with communities and partners; and how the QFES workforce engages with each other.</p>	Completed



Action <i>(Additional actions in QFES DSP which are not already detailed in the Action Plan)</i>	Action success measure <i>How we know we have completed these actions and activities</i>	Products/Activities	Progress/Achievements	Status
Develop procedure - Use of Interpreters	<ul style="list-style-type: none"> Use of Interpreters procedure developed and published 	<ul style="list-style-type: none"> QFES Language Services: Interpreters/Translators procedure 	The QFES Language Services: Interpreters/Translators procedure is under development with completion expected by 31 December 2019 (revised from 31 December 2018).	Underway
Mapping of vulnerable persons facilities to enhance planning for emergencies and disasters.	<ul style="list-style-type: none"> Ensure that vulnerable person facilities are current and displayed in REDI-PORTAL <p>Note: As of 30 June 2018, all REDI-PORTAL functionality will be migrated to the QFES enterprise system.</p> <p>The migration does not affect functionalities supporting the QFES Disability Services Plan 2017-2020. Rather, it allows significant cost savings and system interoperability improvements.</p>	<ul style="list-style-type: none"> Revised mapping is included in the REDI-PORTAL for consideration in planning. 	Mapping layers and updates for vulnerable persons facilities are 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.	Ongoing

