

QUEENSLAND FIRE AND EMERGENCY SERVICES

Disability Service Plan (DSP) – 2017-2020

Progress Report – 1 July 2019 to 30 June 2020 (Year 3)

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>	2019-20 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 	N/A	Completed
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 	A review of the Queensland Fire and Emergency Services DSP 2017-2020 was undertaken in June 2020. The review considered the draft <i>COVID 19 All Abilities Recovery Plan 2020-21</i> provided by DCDSS. The QFES DSP Refresh for 2020-21 is expected to be finalised by July 2020 and will be provided to the Minister for Fire and Emergency Services and Minister for Aboriginal and Torres Strait Islander Partnerships.	On track
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 	N/A	Completed
Encourage Local Governments, non-government organisations and businesses to develop disability access and inclusion plans and use processes to engage with people with disability in the design and delivery of services (AAQ whole-of-government, DCDSS lead).			N/A	On track
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 (AAQ whole-of-government, DCDSS lead).	<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 	N/A	Completed

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>	2019-20 Progress/Achievements	Status
Government services and funded non-government services provide access to language, translating and communication services (AAQ whole-of-government, Department of Local Government, Racing and Multicultural Affairs (DLGRMA) lead).	<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> 	N/A	Completed
Work towards ensuring all Queensland Government information is accessible and provided in multiple formats (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> All new key Queensland Government information/materials are provided in accessible formats Existing content progressively reviewed and updated 		N/A	Completed
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) (AAQ whole-of-government, Department of Housing and Public Works (DHPW) support).	<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 DHPW to ensure new key website content is accessible and complies with guidelines 	N/A	Completed
Promote uptake of the Companion Card Program by businesses, including Queensland Government venues and events (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Number of businesses, offering the Companion Card Scheme 		N/A	Completed
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 (AAQ whole-of-government, DCDSS lead).	<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 		N/A	Completed
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 (AAQ whole-of-government, Public Service Commission (PSC) lead).	<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 PSC to implement strategies to reach the Queensland Government target of eight percent of the workforce will be people with a disability by 2022 	N/A	Completed

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>	2019-20 Progress/Achievements	Status
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 (AAQ whole-of-government, DCDSS lead).	<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). 	N/A	Completed
Work with the National Disability Insurance Agency to provide a smooth transition to the National Disability Insurance Scheme (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> All existing eligible clients transition and access services through the NDIS by 30 June 2019¹ 		N/A	Completed
Promote inclusion of people with disability on State Government boards, steering committees and advisory bodies to foster 'change from within' (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Application and appointment processes for Queensland Government boards, steering committees and advisory bodies are accessible to Queenslanders with disability 		N/A	Completed
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 (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Increased participation of people with disability in consultation Options for engagement promoted 		N/A	Completed
Queensland Government agencies consult with people with disability when either developing a Disability Service Plan or implementing Disability Service Plan actions (AAQ whole-of-government, DCDSS lead).	<ul style="list-style-type: none"> Queensland Governments Disability Service Plans 2017-2020 include 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 	N/A	Completed
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 		N/A	Completed

¹ Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme takes effect from 1 July 2020

QUEENSLAND FIRE AND EMERGENCY SERVICES

Disability Service Plan – 2017-2020

Progress Report – 1 July 2019 to 30 June 2020 (Year 3)

ADDITIONAL QFES SPECIFIC ACTIONS

Action <i>Additional actions in the QFES DSP which are not detailed in the Action Plan</i>	Action success measure How we know we have completed these actions and activities	Products/Activities	2019-20 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>In 2019-20, the review of the Safehome program was completed. All Safehome visits are tailored to resident needs, vulnerabilities (including disabilities) and specific hazards. A comprehensive information pack is provided to the resident.</p>	Completed in 2019-20
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 2019-20, 219 deaf and hard of hearing smoke alarms were provided. A total of 2,548 have been provided (as at 30 June 2020) 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>	On-going
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"> Develop and release Employees with a Disability Policy 	N/A	Completed in 2018-19
Develop procedure - Use of Interpreters	<ul style="list-style-type: none"> Use of Interpreters procedure developed and published 	<ul style="list-style-type: none"> Develop and release Use of Interpreters procedure 	<p>The <i>Queensland Language Services Policy</i> outlines the Queensland Government's commitment to use interpreters and translated information to improve access to the full range of government and government-funded services for people with difficulty communicating in English. The <i>Queensland Language Services Guidelines</i> provide Queensland Government agencies with information and examples of how to implement the <i>Queensland Language Services Policy</i>.</p> <p>QFES provides and uses interpreters in accordance with the Queensland Government's policy and guidelines and discloses information on the Open Data portal relating to the use of interpreters in accordance with the <i>Annual report requirements for Queensland government agencies</i>.</p>	Superseded (2019-20)

Action <i>Additional actions in the QFES DSP which are not detailed in the Action Plan</i>	Action success measure How we know we have completed these actions and activities	Products/Activities	2019-20 Progress/Achievements	Status
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 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. 	<p>All REDI-PORTAL functionality has now ceased.</p> <p>There are various other resources and tools utilised that assist with planning and mapping, including vulnerable persons' facilities.</p> <p>The Queensland Emergency Risk Management Framework program provides access to spatial systems, enabling data visualisation and interrogation.</p> <p>Additionally, the establishment of a Queensland Disaster Management Arrangements – Data Sharing Group, through ArcGIS Online (cloud-based mapping software that connects people, locations and data using interactive maps), enables access to a range of data sets relevant to mapping of vulnerable persons facilities, including:</p> <ul style="list-style-type: none"> Australian Bureau of Statistics 2016 census data for population and demographic indexes Queensland hospitals residential aged care facilities Queensland education facilities. 	On-going