

Disability Service Plan 2017-2020

Refresh for 2020-21

Message from the Commissioner

The *Disability Services Act 2006* (the Act) came into effect on 1 July 2006 and continues to provide a strong foundation for promoting the rights of people with a disability and encouraging their participation in the community.

Queensland Fire and Emergency Services (QFES) supports the legislation, which requires every Queensland Government department to develop a Disability Service Plan (DSP) to identify and address issues regarding service delivery to people with a disability. The Act also requires Government departments to review their DSP every three years.

QFES recognises the significant contribution that all our staff and volunteers bring to the organisation through their skills, experiences, perspectives, and knowledge. As an employer, QFES acknowledges the right of people with disabilities to enter and participate in an equitable workforce.

The QFES DSP includes actions for the development and improvement of services that are responsive to the needs of clients and our own people with a disability and their families and carers. The DSP has been developed through internal and external consultation and identifies our continued commitment to provide a high standard of services for the Queensland community.

During 2020, responses to the global pandemic COVID-19 had impacts across all Queenslanders, and in particular services provided to persons with disability. In addition, a new National Disability Strategy, and new State Disability Plan were scheduled to be released during 2020, however this has been delayed as a result of impacts from COVID-19 response. All agencies have subsequently undertaken a refresh of their current plans to ensure they are relevant for an additional year, as recovery continues.

This updated document will enable QFES to continue to support diversity and inclusivity across government and within the community we serve.



Greg Leach
Commissioner
July 2020

About the Department

Queensland Fire and Emergency Services (QFES) encompasses the Fire and Rescue Service, disaster management services, the State Emergency Service (SES), and the Rural Fire Service (RFS). QFES protects persons, property and the environment through the provision of effective prevention, preparedness, response and recovery activities across a range of fire and emergency events including natural and human-induced disasters. QFES also supports other volunteer groups providing emergency response to Queenslanders.

About Disability Service Plans (DSPs)

Purpose of DSPs

The *Disability Services Act (Qld) 2006* (the Act) provides a foundation for promoting the rights of Queenslanders with a disability, increasing their wellbeing and encouraging their participation in community life. This legislation requires all Queensland Government agencies to develop and implement a DSP. The purpose of DSPs 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 a disability. DSPs aim to improve access to services across government for people with a disability, including more coordinated responses.

Context

- The State Disability Plan 2017-2020: *All Abilities Queensland: opportunities for all*, sets out the vision for disability access and services for the Queensland Government.
- 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 implementation plans and associated documents. 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
 - health and wellbeing.
- DSPs and the State Disability Plan also complement Queensland's participation in the National Disability Insurance Scheme (NDIS), as outlined in the Bilateral Agreement between the Commonwealth and Queensland. DSPs include actions the Queensland Government will take to ensure mainstream services are responsive and accessible to Queenslanders with disability.
- These DSPs and the State Disability Plan also 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, obliges 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 a disability and to promote respect for their inherent dignity.

- The release the COVID-19 All Abilities Recovery Plan 2020-21 (the Recovery Plan) will support agencies in providing services to persons with a disability whom have been impacted from the COVID-19 pandemic. In June 2020, DSPs were refreshed to consider the key priorities of the Recovery Plan.

Policy Statement

QFES seeks to educate, inform and engage with Queenslanders with a disability to reduce the rate and impact of public safety incidents such as road crashes, fires and disaster events. QFES is committed to working with Queenslanders with a disability to build ready and resilient communities and ensure community preparedness for disaster and significant events. We support our staff and volunteers to engage fully in the workplace and community.

Consultation

As part of its development of the 2017-2020 DSP, QFES consulted with the Queensland Disability Advisory Council via the Disability Service Plan Workshop 2017-2020. QFES consults with the Department of Communities, Disability Services and Seniors (DCDSS) in developing its Plans and participating in forums and information sharing opportunities.

Monitoring and reporting

QFES reports annually on the implementation of its DSP (refer www.qfes.qld.gov.au) and contributes 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 is 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

For further information, please contact QFES' Strategic Policy and Legislation Branch: QFES.PolicyandLegislation@qfes.qld.gov.au.

Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action - Support national communication strategies and activities to promote the <i>National Disability Strategy 2010-2020</i>.					
<ul style="list-style-type: none"> Work with DCDSS to identify opportunities to participate in and contribute to national communication strategies and activities 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Input provided as requested by DCDSS 	<ul style="list-style-type: none"> Strategic Policy and Legislation
Action – 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.					
<ul style="list-style-type: none"> Work with DCDSS to identify portfolio specific information for inclusion in Minister’s information pack 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Information provided to DCDSS as requested 	<ul style="list-style-type: none"> Strategic Policy and Legislation

Changing attitudes and breaking down barriers by raising awareness and capability (cont'd)

Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – 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.					
<ul style="list-style-type: none"> Work with DCDSS to investigate options for training 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Identify content from the QFES Learning Cache to be incorporated into induction and on-boarding material. Identify opportunities to support positive messaging that recognises the rights of persons with disability, such as Disability Action Week. 	<ul style="list-style-type: none"> Contribute to options development as requested by DCDSS, including liaison for whole-of-government awareness training packages. Key calendar events related to Queensland, national and international promotion of relevant subject matter is made available on QFES external and internal communication platform. 	<ul style="list-style-type: none"> Human Capital Management Media, Communications and Online in conjunction with Human Capital Management.

Accessible places and spaces					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action - 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.					
<ul style="list-style-type: none"> • Advice provided to staff on how to choose an accessible venue for an event or meeting 			<ul style="list-style-type: none"> • Ongoing 	<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"> • Knowledge Hub
Accessible information					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action - 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 	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • Ongoing 	<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"> • Media, Communications and Online

Accessible information (cont'd)					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – Ensure websites meet contemporary Australian Web Content Accessibility Guidelines.					
<ul style="list-style-type: none"> Work with the Department of Housing and Public Works – Queensland Government Customer and Digital Group to ensure new key website content is accessible and complies with guidelines 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> All new key website content is accessible and complies with guidelines 	<ul style="list-style-type: none"> Media, Communications and Online
Respecting and promoting the rights of people with disability and recognising diversity					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – Government services and funded non-government services provide access to language, translating and communication services.					
<ul style="list-style-type: none"> Continue to provide translation services in accordance with the <i>Queensland Language Services Policy</i> Develop and release Use of Interpreters procedure 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 		<ul style="list-style-type: none"> Language, translating and communication services are available to Queenslanders with disability when accessing QFES provided and funded services. Use of Interpreters procedure developed and published. 	<ul style="list-style-type: none"> Whole of QFES Community Engagement and Partnership Management

Employment

Leading the way – increasing opportunities in the Queensland public sector					
Year 1 2017-18- Activities/success measure	Year 2 2018-19- Activities/s uccess measure	Year 3 2019-20- Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action - 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.					
<ul style="list-style-type: none"> Work with the Public Service Commission to implement strategies to reach the Queensland Government target of 8 per cent of the workforce will be people with a disability by 2022 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Review of recruitment and workforce information material (such as ALL IN. ALL FRONTS.) to include promotion and support of persons with a disability in QFES workforce. Review QFES Fairness, Equity and Inclusion Framework. Establishment of a variety of flexible work practices across QFES roles. 	<ul style="list-style-type: none"> The proportion of people with disability employed in the QFES workforce increases Workforce information is reflective of current Queensland Government policies and includes positive messaging relating to employment opportunities for persons with disability. References to relevant legislation and plans are current and easy to access via links or website addresses. Flexible working arrangements guidelines and tools for managers and staff are implemented. 	<ul style="list-style-type: none"> Human Capital Management

Everyday services

Justice and community safety					
Year 1 2017-18- Activities/success measure	Year 2 2018-19- Activities/success measure	Year 3 2019-20- Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – Undertake a review of the QFES Safehome program ensuring it incorporates information for people with a disability					
<ul style="list-style-type: none"> Completion of review and update of program 	<ul style="list-style-type: none"> Conduct subsequent program review 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Review QFES engagement material related to Safehome, with consideration of information specific to the needs of persons living with a disability. 	<ul style="list-style-type: none"> Review completed Disability related information included 	<ul style="list-style-type: none"> Emergency Management, Volunteerism, and Community Resilience
Action – 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"> Enabling subsidy program 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ending 30 June 2021 	<ul style="list-style-type: none"> Review of needs/future requirements to be considered 	<ul style="list-style-type: none"> Subsidy available and appropriately administered Recommendations on future of subsidy program proposed 	<ul style="list-style-type: none"> Emergency Management, Volunteerism, and Community Resilience

Other services – agency specific					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20- Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – Increased engagement of Allies of Inclusion and Connected Conversations and Safer Workplaces					
			<ul style="list-style-type: none"> • ‘Reboot’ of QFES Allies of Inclusion activities 	<ul style="list-style-type: none"> • Establishment of Workforce Resource Groups, including membership across QFES regions and directorates • QFES Executive Leadership Team members champion identified Allies of Inclusion groups 	<ul style="list-style-type: none"> • Whole of QFES with support from Human Capital Management
Action – Diversity Data Drive					
			<ul style="list-style-type: none"> • Seek to improve the response rate for completion of diversity data information 	<ul style="list-style-type: none"> • Increased diversity data information received via use of Employee Self Service 	<ul style="list-style-type: none"> • Human Capital Management
Action – Support local implementation of the Queensland Disability-Inclusive Disaster Risk Reduction (DIDRR) Framework and Toolkit					
			<ul style="list-style-type: none"> • Regions to support local implementation of Phase 2 of the DIDRR Framework and Toolkit, where applicable 	<ul style="list-style-type: none"> • Phase 2 of DIDRR Framework and Toolkit implemented 	<ul style="list-style-type: none"> • Emergency Management, Volunteerism and Community Resilience

Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development					
Year 1 2017-18 Activities/success measure	Year 2 2018-19 Activities/success measure	Year 3 2019-20 Activities/success measure	2020-21 Refresh Activities	Overall measure	Responsible area
Action – Queensland Government agencies consult with people with disability when either developing a Disability Service plan or implementing Disability Service Plan actions.					
<ul style="list-style-type: none"> Consult with the Queensland Disability Advisory Council through the Disability Service Plan Workshop 2017-2020 				<ul style="list-style-type: none"> This plan includes consultation details 	<ul style="list-style-type: none"> Strategic Policy and Legislation