

QUEENSLAND FIRE AND EMERGENCY SERVICES (QFES)

Disability Service Plan 2017-2020

QFES Refresh for 2020-21

Progress Report – 1 July 2020 to 30 June 2021

QFES SPECIFIC ACTIONS

Action <i>Disability Service Plan commitments for 2020/2021</i>	Action success measure	Products/Activities <i>Outline agency-specific products or activities to support this action</i>	2020-21 Progress/Achievements	Status
Undertake a review of the QFES Safehome program ensuring it incorporates information for people with a disability.	Review QFES engagement material related to Safehome, with consideration of information specific to the needs of persons living with a disability.		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 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. A further review was undertaken in 2020-21 without any areas for improvement identified.	Completed
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.	Review of needs/future requirements to be considered.	Subsidy available and appropriately administered.	In 2020-21, QFES continued to assist members of the deaf community and people who have a hearing impairment to install specialised smoke alarms through the Smoke Alarm Subsidy Scheme managed by Deaf Services Queensland, with 154 deaf and hard of hearing smoke alarms provided. A total of 2,702 specialised smoke alarms have been provided (as at 30 June 2021) 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	In progress
Diversity Data Drive	Seek to improve the response rate for completion of diversity data information.		Internal stakeholder consultation is ongoing including QFES Media, Communications and Online to prepare for the Workforce Diversity Census drive and communications plan for August 2021 release.	In progress



Action <i>Disability Service Plan commitments for 2020/2021</i>	Action success measure	Products/Activities <i>Outline agency-specific products or activities to support this action</i>	2020-21 Progress/Achievements	Status
Increased engagement of Allies of Inclusion and Connected Conversations and Safer Workplaces	'Reboot' of QFES Allies of Inclusion activities.	N/A	<p>During 2020-21, QFES continued delivery of the Allies of Inclusion program which builds an internal network of staff and volunteers committed to their workplaces being safe, healthy and inclusive of everyone.</p> <p>A total of 83 new QFES Allies of Inclusion registered during the reporting period. At 30 June 2021, there are 323 Allies within QFES across the state.</p> <p>One hundred and twenty-four Allies of Inclusion are included in the AllAbilities@QFES Workforce Resource Group (WRG) within the Allies of Inclusion program.</p> <p>A new workforce resource group has been included at the request of a number of neurodiverse staff. The DifferentNotLess@QFES WRG provides a network within a network to discuss opportunities to inform QFES on issues affecting neurodiverse staff and volunteers. This new WRG will be socialised with existing Allies of Inclusion during the Allies Refresh project scheduled for 2021-22.</p>	In progress
Support local implementation of the Queensland Disability-Inclusive Disaster Risk Reduction (DIDRR) Framework and Toolkit	Regions to support local implementation of Phase 2 of the DIDRR Framework and Toolkit, where applicable.		The DIDRR Framework and Toolkit has been shared with stakeholders through the disaster management framework.	Completed

Queensland has an increasingly diverse population which QFES considers in the development and delivery of its programs and services to build safe and resilient communities and ensure community preparedness for disaster events. QFES values the inclusion of individuals who contribute to the department through their diverse skills, knowledge and experience.

During the reporting period, in addition to the actions, QFES:

- adapted the long-standing Fire Ed Program, in consultation with AEIOU Foundation for Children with Autism, to ensure an inclusive learning environment for children with autism. The program was updated to include modified language, adjustments to fire drill activities and a focus on physical props to ensure children with autism are prepared should a fire start in their home. Following a successful trial of this adapted Fire Ed program in April 2021, it will be rolled out through the AEIOU Foundation centres across Queensland.
- provided Auslan interpreters when broadcasting fire and emergency safety information
- collaborated with The University of Sydney and Queenslanders with Disability Network to promote the new Person-Centred Emergency Preparedness (P-CEP) Workbook. The workbook is a conversation guide that people with disability can use to tailor emergency preparedness planning to their strengths and support needs. The workbook covers the areas of social connectedness, transportation, assistive technology, management of health, personal support, communication, assistance animals and living situation
- conducted a pilot workshop, in collaboration with Guide Dogs Queensland, to support vision-impaired clients to better understand their disaster risks and be prepared for emergencies using the P-CEP toolkit.
- continued to provide translation services in accordance with the *Queensland Language Services Policy* and developed and released a Use of Language Services procedure. The procedure provides guidance to QFES staff on engaging language services including Auslan interpreters.