

Disability Service Plan 2017-2020

Message from the Commissioner

The *Disability Services Act 2006* (the Act) took 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.

This is an important plan for QFES that supports diversity and inclusivity across government and within the community we serve.



Katarina Carroll APM

Commissioner

July 2017

About the Department

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

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 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 second implementation plan, *Driving Action 2015-2018*. 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; and health and wellbeing. *Driving Action 2015-2018* builds on the areas in the first NDS implementation plan and outlines four areas of increased national effort being (1) NDIS transition to full scheme; (2) improving employment outcomes for people with disability; (3) improving outcomes for Aboriginal and Torres Strait Islander people with disability; and (4) communication activities to promote the intent of the strategy throughout the community.
- DSPs and the State Disability Plan also complement Queensland transition to the National Disability Insurance Scheme (NDIS), with full implementation in 2019, as outlined in the Bilateral Agreement between the Commonwealth and Queensland. DSPs include actions the Queensland Government will take to support transition and also to ensure mainstream services are responsive and accessible to Queenslanders with disability.
- Additionally, DSPs and the state disability plan 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.

Policy Statement

QFES will seek to educate, inform and engage with Queenslanders with a disability to reduce the rate and impact of public safety incidents including road crashes, fires and weather events. QFES will work with Queenslanders with a disability to build ready and resilient communities and ensure community preparedness for disaster events. We will support our staff and volunteers to engage fully in the workplace.

Consultation

QFES consulted with the Queensland Disability Advisory Council through the Disability Service Plan Workshop 2017-2020 and the Department of Communities, Child Safety, and Disability Services in the development of the Disability Service Plan.

Monitoring and reporting

QFES will report annually on the implementation of the DSP and contribute 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 will also be 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 Strategic Policy and Legislation by emailing QFES.PolicyandLegislation@qfes.qld.gov.au.

Communities for all

Changing attitudes and breaking down barriers by raising awareness and capability				
Year 1 2017-2018 - Activities/success measure	Year 2 2018-2019 - Activities/success measure	Year 3 2019-2020 - Activities/success measure	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 DCCSDS 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"> Input provided as requested by DCCSDS 	<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 DCCSDS 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"> Information provided to DCCSDS as requested 	<ul style="list-style-type: none"> Strategic Policy and Legislation
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 DCCSDS 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"> Contribute to options development as requested by DCCSDS 	<ul style="list-style-type: none"> Human Capital Management

Accessible places and spaces				
Year 1 2017-2018 - Activities/success measure	Year 2 2018-2019 - Activities/success measure	Year 3 2019-2020 - Activities/success measure	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"> Guidance provided to staff about how to choose an accessible venue for an event or meeting 	<ul style="list-style-type: none"> Knowledge Management
Accessible information				
Year 1 2017-18 - Activities/success measure	Year 2 2018-19 - Activities/success measure	Year 3 2019-20 - Activities/success measure	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"> 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 Engagement

Action – Ensure websites meet contemporary Australian Web Content Accessibility Guidelines.				
<ul style="list-style-type: none"> Work with DSITI 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"> All new key website content is accessible and complies with guidelines 	<ul style="list-style-type: none"> Media, Communications and Engagement
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	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 Language Services Policy 	<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 	<ul style="list-style-type: none"> Whole of QFES

Employment

Leading the way – increasing opportunities in the Queensland public sector				
Year 1 2017-2018 - Activities/success measure	Year 2 2018-2019 - Activities/success measure	Year 3 2019-2020 - Activities/success measure	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 PSC 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"> The proportion of people with disability employed in the QFES workforce increases 	<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	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 material 	<ul style="list-style-type: none"> • Conduct subsequent program review 		<ul style="list-style-type: none"> • Review completed • Disability related information included 	<ul style="list-style-type: none"> • Community Engagement Unit
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"> • Ongoing 	<ul style="list-style-type: none"> • Subsidy available and appropriately administered 	<ul style="list-style-type: none"> • Community Engagement Unit
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	Overall measure	Responsible area
Action – Develop policy – Employees with a disability.				
<ul style="list-style-type: none"> • Develop and release Employees With a Disability policy 			<ul style="list-style-type: none"> • Employees With a Disability policy developed and published internally 	<ul style="list-style-type: none"> • Knowledge Management in conjunction with Human Capital Management

				Directorate
Action – Develop procedure – Use of Interpreters.				
<ul style="list-style-type: none"> Develop and release Use of Interpreters procedure 			<ul style="list-style-type: none"> Use of Interpreters procedure developed and published 	<ul style="list-style-type: none"> Knowledge Management in conjunction with Community Engagement and Partnership Management Branch
Action – Mapping of vulnerable persons facilities to enhance planning for emergencies and disasters.				
<ul style="list-style-type: none"> Revised mapping is included in the REDI-PORTAL for consideration in planning 	<ul style="list-style-type: none"> Updated as required 	<ul style="list-style-type: none"> Updated as required 	<ul style="list-style-type: none"> Ensure that vulnerable person facilities are current and displayed in REDI-PORTAL 	<ul style="list-style-type: none"> Bushfire Planning and Policy

Leadership and participation

Inclusion in consultation, civic participation and decision making and supporting leadership development				
Year 1 2017-2018 - Activities/success measure	Year 2 2018-2019 - Activities/success measure	Year 3 2019-2020 - Activities/success measure	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