



Government of **Western Australia**
Department of **Fire & Emergency Services**



DISABILITY ACCESS AND INCLUSION PLAN

2015-2020

29 October 2015

DFES Disability Access and Inclusion Implementation Plan 2015-2020

IMPLEMENTATION PLAN

The Implementation Plan itemises what DFES will be undertaking in 2015- 20 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline:

- the broad strategy that the individual tasks are supporting;
- individual tasks being undertaken;
- a timeline for completion of the individual tasks; and
- the officer position or part of DFES with responsibility for completing the individual tasks.

As outlined in DFES's DAIP, many of the broad strategies will not be completed in 2015-16; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2017-18 through the Implementation Plan.

Broad strategies that will not be achieved in 2017-18 will be supported by tasks outlined in future Implementation Plan.

DFES Disability Access and Inclusion Implementation Plan 2015-2020

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by DFES.			
Strategy	Task	Task Timeline	Responsibility
1.1). Establish a Disability Access Committee to guide the implementation of DAIP activities	Draft a proposal (including terms of reference, meeting schedule, membership) and DAIP plan for endorsement by the Chair	30-Apr-15	Assistant Commissioner Hazard Planning and Response
	Publicise the DAIP and call for community feedback	31-Aug-15	Director CE
1.2) Ensure that people with disabilities are provided with an opportunity to comment on access to services.	Convene DAIP Working Group to act as conduit for people with disabilities to make comment on access to DFES services	1-Jul-15	A/C HP&R
	Update DFES's contract documentation for evaluation or review of DFES services and/ or programs to make explicit the requirement for contractor to seek and consider comments on DFES services/programs by people with disabilities	30-Jun-16	Manager Strategic Procurement
	Update DFES evaluations and reviews to include mechanisms to assist and facilitate people with disabilities to comment on future reviews of services	30-Jun-16	Manager Strategic Procurement
	Update Contract Manager Briefing to include reference to consideration of disability requirements where appropriate	30-Jun-16	Manager Strategic Procurement

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Strategy	Task	Task Timeline	Responsibility
1.3) Incorporate the objectives of the DAIP into the DFES's strategic business planning, budgeting processes and other relevant plans and strategies.	Update business planning templates to ensure DAIP outcomes are considered in each command business plan	1-Oct-15	Governance and Strategy (Planning & Reporting)
	Enter all DAIP Tasks into IPRS in line with agreed IPRS Business Rules	1-Oct-15	Governance and Strategy (Planning & Reporting)
	Governance and Strategy Strategic Program Office updates all relevant SPO templates prompt authors to consider access and inclusion requirements according to DFES' DAIP	31-Dec-15	Governance and Strategy (Strategic Program Office)
	The current Policy for Policy Development is amended to include requirements for DAIP compliance	31-Dec-15	Governance and Strategy (Legal and Legislation)
1.4) Ensure that events are organised so that they are accessible to people with disabilities.	Expand DFES Events Policy to include specific reference and instructions on planning and delivering accessible events	31-Aug-15	Corporate Services Command (MCC)
	Update the Event Registration Process for events to ensure it allows people with a disability to specify their accessibility needs to attend an event (Auslan, ACROD, Hearing Loops)	30-Jun-16	Corporate Services Command (MCC)
	Review updates to the DSC creating accessible events checklist and ensure the latest copy is included in the Policy and on the Intranet	Semi-Annually (31 October & 30 April)	Corporate Services Command (MCC)
	NOTE: When meeting/consultation sessions are scheduled for internal and external stakeholders, consider the material utilised for the occasion/s is suitable for people with disabilities		

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Strategy	Task	Task Timeline	Responsibility	
1.5) Ensure that DFES staff, volunteers, agents and contractors are aware of the relevant requirements of the Disability Services Act.	Expand DFES' Events Policy to include specific reference to ensure event sub-contractors/agents are aware of their requirements under the Disability Services Act	31-Aug-15	Corporate Services Command (MCC)	
	Baseline awareness to be included in the initial Induction	30-Jun-16	Corporate Services Command (Recruitment and Payroll)	
	NOTE: When meeting/consultation sessions are scheduled for internal and external stakeholders, indicate that DFES actively participate in the delivery of Disability Access and Inclusion Plan initiatives. All agents and contractors should be provided with specific direction, observing the desired requirements			
	Prepare circular to all staff and volunteers advising of the new DAIP Plan and the upcoming amendments to the key policies listed in this document so as to ensure ongoing DAIP compliance	1-Nov-15	Office of the Commissioner	
	Update procurement processes to include the Australian Disability Enterprise Policy	30-Oct-16	Corporate Services Command (Business Services)	

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Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of DFES.				
Strategy	Task	Task Timeline	Responsibility	
2.1) Ensure that all buildings and facilities are physically accessible to people with disability by completing a buildings access audit including signage and signals.	Review and make modifications, as required, to ensure all staff with a disability have appropriate access to evacuation tools/equipment in the event of an emergency	31-Jul-15	Corporate Services Command (MCC)	
	Review and update the emergency evacuation plans of all DFES Facilities to ensure they take into account the needs of people with disability	30-Jun-16	Health and Safety Services (HSS)	
	Prepare a Minor Improvements Request Form for the following: <ul style="list-style-type: none"> · Install disability friendly Access Control from Elevator Areas and to Kitchen areas · Audit the front counter and make alterations to comply with wheelchair access and visibility including signage · Install at least one disability compatible sink on each floor · Conduct a feasibility assessment on the installation disability friendly vending machines · Install personal lockers within disability bathrooms · Install alternative seating in the DFES Reception area that meets the needs for carers and people with disability issues 	31-Aug-15	Corporate Services Command (CE) Corporate Services Command (Property Serv) Corporate Services Command (Property Serv) Corporate Services Command (Property Serv) Corporate Services Command (Property Serv) Corporate Services Command (Property Serv) Corporate Services Command (Property Serv)	
	Add the items listed in the Minor Improvements Request Form to the minor work list	30-Sep-16	Corporate Services Command (Property Serv)	
	Prepare a paper for CLT Approval making minor works to accommodate workers with a disability a funding priority and securing funding, beyond existing Property Services resources, to conduct a review of all DFES facilities (NOTE: this is for the audit, not the remedial action.)	30-Nov-15	Corporate Services Command (Property Serv)	

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Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of DFES.			
Strategy	Task	Task Timeline	Responsibility
2.2) Ensure that all future premises leased by the Authority are accessible.	<p>Ensure all property consultants are aware that future leases must be compliant with DAIP requirements</p> <p>NOTE: Contingent upon CLT funding approval for item 2.1, a scope for remediation of audit issues identified at all facilities will be prepared.</p>	<p>30-Jun-16</p> <p>TBA</p>	Corporate Services Command (Property Serv)
2.3) Ensure that all premises and other infrastructure related to transport facilities are accessible.	<p>Subject to the above CLT resource request, conduct an audit of all facilities to establish DAIP compliance gaps</p> <p>NOTE: Contingent upon CLT funding approval for item 2.1, a scope for remediation of audit issues identified at all facilities will be prepared.</p>	<p>30-Jun-16</p> <p>TBA</p>	Corporate Services Command (Property Serv)
2.4) Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	<p>Subject to the above CLT resource request, conduct an audit of all facilities to establish DAIP compliance gaps</p> <p>NOTE: Contingent upon CLT funding approval for item 2.1, a scope for remediation of audit issues identified at all facilities will be prepared.</p>	<p>30-Jun-16</p> <p>TBA</p>	Corporate Services Command (Property Serv)

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Outcome 3: People with disabilities receive information from the DFES in a format that will enable them to access the information as readily as other people.			
Strategy	Task	Task Timeline	Responsibility
3.1) Ensure community warnings and alerts are delivered in alternative mediums	Periodically review community warnings and alerts to ensure content is in simple and plain language for all audiences to understand and action	Semi-Annually (31 October & 30 April)	Corporate Services Command (MCC)
	Annually review emerging technologies to enhance delivery of warnings and alerts in alternative mediums (current Telephone Warning system operated by SAO has text & voice messages only) NOTE incoming emergency request currently can be handle by National Relay Service (langue difficulties)	Annually (30 June)	Corporate Services Command (MCC)
3.2) Improve community awareness that DFES information can be made available in alternative formats as appropriate.	Add the following items to the relevant policy or checklist regarding the production or purchase of future public information: <ul style="list-style-type: none"> · DVD productions include captioning · Online training modules include voice-overs · All DFES' videos upload on YouTube have captioning, where appropriate 	30-Nov-15	Corporate Services Command (MCC)
	Upload on DFES Web instructions on costs and process to organise translation/captioning services for DFES' videos	1-Dec-15	Corporate Services Command (MCC)
	Contact disability support organisations to advise and invite them to be included on DFES' distribution list to receive alerts and warnings	1-Dec-15	Corporate Services Command (MCC)

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Outcome 3: People with disabilities receive information from the DFES in a format that will enable them to access the information as readily as other people.			
Strategy	Task	Task Timeline	Responsibility
3.3) Improve staff awareness of accessible information needs and how to obtain information in other formats.	Develop a Disability and Awareness Online Training package to be embedded in Pathways induction for new and existing staff: Content to cover:	30-Jun-19	Capability Command (Human Resources)
	<ul style="list-style-type: none"> · What is the DFES DAIP and where can I find it? · Planning for Public Events or Public Consultations · What to do if you receive a request for information in an alternative formats or hearing interpreters · Utilising accessibility compatible templates for external documents · How to appropriately engage · Provide reference cards to all operational areas on how to comply with a request for information in an alternative format. 		
	<ul style="list-style-type: none"> · Development of a checklist for compliance W3C compliance for all external facing publications and sites 	30-Jun-16	Capability Command (Built Environment Branch)
	Review/Assess electronic features utilised for electronic submissions from Building Industry stakeholders to ensure they are accessible to people with disabilities		
	Review system capability to ensure it can provide alternative (historic) procedures to submit material	Annually (30 January)	Capability Command (Built Environment Branch)

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Outcome 3: People with disabilities receive information from the DFES in a format that will enable them to access the information as readily as other people.			
Strategy	Task	Task Timeline	Responsibility
3.4) Ensure that DFES' online systems meet contemporary best practice in regards to accessibility.	Audit all DFES online systems including the public-facing website, Intranet and Extranet Portals to ensure they adhere to current W3C Web Content Accessibility Guidelines (WCAG) Version 2.0 Level AA requirements. These requirements are outlined in the WA State Government's Website Accessibility requirements and overseen by the Department of Finance	Annually (30 September)	Corporate Services Command (ICT: Online Services, Solutions Development)
	<p>Specific tasks for next period:</p> <ul style="list-style-type: none"> · Support MCC in ensuring that all video content has captioning option available · Update Accessibility information page on DFES website to align with requirements of the DAIP (e.g. promote the availability of alternate formats upon request) · Use specific findings of recent accessibility audit of current DFES website to upgrade numerous design and navigation components as required, including link colours, colour contrast, link purpose, and pause options on moving imagery · Ensure that all new web development activities adhere to the relevant standards 	30-Jun-16	
	Add W3C 2.0 Level AA requirements to the design specifications of the DFES Volunteer Portal redevelopment	31-Dec-15	Corporate Services Command (Volunteer and Youth Services)

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Outcome 3: People with disabilities receive information from the DFES in a format that will enable them to access the information as readily as other people.			
Strategy	Task	Task Timeline	Responsibility
3.5) Provide documentation about DFES's services, facilities and customer feedback in an appropriate format and using plain language.	Audit existing MCC publications and factsheets to ensure they comply with DAIP guidelines i.e. font size, type etc	Annually (30 September)	Corporate Services (MCC)
	Audit existing CE publications and factsheets to ensure they comply with DAIP guidelines font size, type etc	Annually (30 September)	HP&R Command (CE and MCC)
	Update the DFES Style Guide and checklists for new publications to ensure they are written in 'plain' English	31-Oct-15	Corporate Services (MCC)
	Develop a YouTube video that translates the Bushfire Warning System into Auslan	31-Oct-15	Corporate Services (MCC)
	Participate in a minimum of four (4) of the National Review of Alerts and Warnings events	Financial Year Annually (ongoing)	Corporate Services (MCC)
	Review of existing customer feedback mechanisms to improve access for people with disabilities	31-Dec-16	Office of the Commissioner (Ministerial Services)
3.6) Investigate and facilitate the use of interpreters to improve the accessibility of DFES meetings to people with a hearing impairment	Community Liaison Unit to utilise the use of AUSLAN interpreters during major emergencies when required for Community Meetings held in Evacuation Centres	1-Jan-16	Corporate Services and HP&R Command (CE and MCC)
	Make available on DFES' website a list of Auslan Interpreters	30-Nov-15	Corporate Services Command (MCC)
	Make available on DFES website information relating to National Relay Service	30-Nov-15	Corporate Services Command (MCC)

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Outcome 4: People with disabilities receive the same level and quality of service from the staff of the DFES as other people.			
Strategy	Task	Task Timeline	Responsibility
4.1) Continue to improve staff awareness of disability and access issues and improve skills to provide a good service to people with disability.	Source training opportunities for At-Risk Communities Program Officer / CE staff on engaging with people in the disability sector	30-Jun-16	HP&R Command (CE)
	Raise existing awareness across the Department by: <ul style="list-style-type: none"> · Promote and celebrate Disability Awareness Week · Undertake training on Better Hearing community needs · Standard presentation for use at Team Meetings D 	Annually (30 June)	DAIP Working Groups
4.2) Improve the awareness of staff about disability and access issues by holding lunch-time workshop sessions.	Hold 2 information sessions per annum inviting key guest speakers	Semi-Annually (30 November and 31 May)	DAIP Working Group
	Identify staff that can deliver training on disability issues (i.e.: Hannah on dementia)	30-Nov-15	DAIP Working Group
4.3) Further generate and sustain staff awareness of disability and access issues through quarterly workshops and other media's	Undertake an Awareness Survey of DFES staff on Access and Inclusion issues	31-Mar-16	DAIP Working Group
	Actively source story ideas for publication on News and Online Media on people with a disability that contribute to fire and emergency services in Western Australia	Quarterly (starting 30 September 2015)	Corporate Services Command (MCC)
	Send an email to all Directors reminding them to encourage staff to become DAIP Champions in their directorate/s	Semi-Annually (31 August and 28 February)	DAIP Working Group

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Outcome 4: People with disabilities receive the same level and quality of service from the staff of the DFES as other people.			
Strategy	Task	Task Timeline	Responsibility
4.4) Establish mechanisms to seek the opinions and experiences of people who consume the services and products of DFES around serving people with disability	<p>Investigate how other agencies report, and the mechanisms they might use for determining, how their customers perceive performance around disability and access inclusion.</p> <p>Prepare a report for the DAIP Working Group on the outcomes of the investigation of other agencies.</p> <p>NOTE: Risk Planning and Report will only conduct the investigation and report the results of other agency mechanisms. The Directorate will not be responsible for the selection and implementation of a mechanism or the conduct of any surveys of the recipients of DFES services.</p>	<p>30 June 2016 and a subsequent review by 30 June 2020</p> <p>30-Jun-16</p>	<p>Governance and Strategy (Risk Planning and Reporting)</p> <p>Governance and Strategy (Risk Planning and Reporting)</p>

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Outcome 5: People with disabilities have the same opportunities as other people to make complaints to DFES.			
Strategy	Task	Task Timeline	Responsibility
5.1) Evaluate current grievance mechanisms to make sure they are accessible for people with disability*	Review and improve existing grievance mechanism for people with disabilities.	30-Jun-16	Corporate Services
5.2) Improve staff knowledge so they can facilitate the receipt of complaints from people with or on behalf of a person with a disability	Provide specific training to staff in awareness of complaint mechanisms available and relay to relevant stakeholders.	30-Jun-16	Office of the Commissioner
5.3) Ensure that complaint mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability	Evaluate current complaint mechanisms to make sure they are accessible for people with disability' as per strategy 1.	1-Jan-17	Office of the Commissioner
	DFES actively promotes its customer complaint procedures to peak disability groups.	1-Sep-17	Corporate Services

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Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by DFES.			
Strategy	Task	Task Timeline	Responsibility
6.1) Improve community awareness about consultation processes in place	Engage with disability sector when developing At-Risk Communities content across all hazards	31-Dec-16	HP&R Command (CE)
	Assess options to promote, via DFES Web, opportunities for people with disabilities to provide feedback in consultation processes	Annually (30 September)	Corporate Services (Online Services)
	Develop a Public Consultation Policy that ensures advocacy groups across the disability sector are included in consultation processes	30-Jun-16	Corporate Services (MCC)
6.2) Identify key disability groups to ensure engagement during consultation processes	Review the disability groups listed in the Public Consultation policy to ensure they are still active and the best advocacy group available for the stated disability NOTE: As part of initial circular advise all business areas to contact and invite the listed disability groups as part of any public consultation initiatives	Annually (30 June)	Corporate Services (MCC)
6.3) Ensure public consultation processes and channels are accessible for people with disabilities	Prepare a training module that will educate DFES staff in the accessibility tools and requirements to enable people with disabilities to participate in DFES consultations	31-Oct-17	Capability Command (Community Education)
	Deliver the training module via the induction and mandatory staff training processes	30-Jun-18	Capability Command (Human Resources)

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Outcome 7: People with a disability have the same opportunities as other people to obtain and maintain employment or volunteer with a public Authority.			
Strategy	Task	Task Timeline	Responsibility
7.1) Commit to using inclusive recruitment, selection and appointment practices	Align recruitment and selection processes and associated job placements to DAIP principles and requirements across DFES	30-Jun-16	Corporate Services (Recruitment and Payroll)
	Develop checklist to guide job owners on thinking creatively to encourage and accommodate people with disability to apply for employment with DFES	30-Jun-16	Corporate Services (Recruitment and Payroll)
	Establish a cadre of subject matter experts who can act as contact points to provide information, support and guidance to managers, workers, co-workers and contractors	30-Jun-17	Corporate Services (Recruitment and Payroll)
	Examine an opportunity to quarantined business traineeship for a person with a disability	Annually (30 April)	Corporate Services (Recruitment and Payroll)
7.2) Engage with key disability employment support providers.	Create a list of potential DFES disability employment support partners	30-Jun-16	Corporate Services (Recruitment and Payroll)
	Meet with disability employment support providers to discuss partnership opportunities	Annually (31 December)	Corporate Services (Recruitment and Payroll)

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Outcome 7: People with a disability have the same opportunities as other people to obtain and maintain employment or volunteer with a public Authority.			
Strategy	Task	Task Timeline	Responsibility
7.3) Provide support and training for supervisors, co-workers, management staff and volunteer leaders.	Update onboarding new employees training program for supervisors to include guidance on requirements and strategies for accommodating workers with disability	30-Jun-16	Corporate Services (Recruitment and Payroll)
	Train co-workers and managers in Mentoring Co-Workers with disability course within 3 months of a worker with a disability commencing	Quarterly (June, September, December, March)	Corporate Services (Recruitment and Payroll) (monitoring only)
	Update Volunteer Leadership Program (VLP) to include DAIP requirements	31-Dec-16	Capability Command (Professional Development)
	Update Volunteer Online Induction to include disability awareness	30-Jun-17	Corporate Services (Volunteer and Youth Services)
	Train Human Resource Directorate staff in the Supported Wage Scheme	31-Dec-16	Corporate Services (Recruitment and Payroll)
7.4) Ensure policies and procedures are regularly reviewed	Review and update employment related policies and procedures to reflect that primary carers of a person with disability are afforded special consideration in regard to their work arrangements so as to be able to accommodate care obligations, in particular medical and therapeutic requirement	Biennially (30 March 2016)	Corporate Services (Recruitment and Payroll)