

Department of Fire and Emergency Services

# Disability Access and Inclusion Plan 2020–2025



[dfes.wa.gov.au](http://dfes.wa.gov.au)



**DFES**  
Department of Fire &  
Emergency Services

FOR A SAFER STATE

# Acknowledgements

- **Acknowledgement of Country:** The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders past, present and emerging.

The Department of Fire and Emergency Services (DFES) acknowledges the contribution received from our staff, emergency services volunteers and key stakeholders including members of the public. This feedback has been invaluable in the preparation of the Department of Fire and Emergency Services (DFES) *Disability Access and Inclusion Plan 2020-2025* and providing direction for the work we have ahead.

We also thank the Disability Services, Department of Communities for the guidance and support that they provide to public sector organisations.

## Preparation of our Disability Access and Inclusion Plan 2020-2025

To prepare this DFES *Disability Access and Inclusion Plan 2020-2025*, we reviewed our most recent *Disability Access and Inclusion Plan 2015-2020*. The review included the DFES Disability Access and Inclusion Plan Committee minutes, staff, emergency services volunteers and community consultation, examination of our progress reports, potential alignment with key internal and external documents including our new DFES *Strategic Plan 2020-2024* and the DFES *Workforce and Diversity Action Plan 2020-2022*, and notable up-to-date developments and best practice in access and inclusion.

Through this process, we trust that DFES demonstrates its ongoing leadership and commitment to people with disability through the delivery of our services and information, and access to our facilities. The review also identified opportunities and some challenges for DFES to overcome to enhance its access and inclusion for people with disability.

## Accessibility

Copies of this document are available in alternative formats upon request.

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# Commissioner's Message

The Department of Fire and Emergency Services (DFES) is committed to ensuring that people with disability, their families and carers, can access emergency services, information and facilities throughout the State without barriers - safeguarding that no individual is discriminated either directly or indirectly.

My leadership team and I are committed to ensuring our workplace and the services provided are accessible and inclusive to all Western Australians. Our highly skilled and capable staff and emergency services volunteers are here to help protect and keep WA safe. We have a proud and strong sense of duty and care to be there for anyone when an emergency arises. We recognise that often it is not an individual's impairment that limits an individual's ability to fully participate, rather the barriers that exist in the community create the disabling environment.

Professionally and personally, disability affects all of us - our families, our friends and the communities we live in. Focusing on accessibility and inclusion is the right thing to do and benefits everyone in multiple ways.

Our DFES *Workforce and Diversity Action Plan 2020-2022* sets targets for the employment of people with disability with an emphasis on building longer-term career opportunities. Recently, we have partnered and collaborated with several State and Commonwealth disability organisations and service providers to reflect our shared goal to support and empower people with disabilities to participate in every aspect of social, economic, and cultural life.



To advance this goal and realise our commitment, I am pleased to present the DFES *Disability Access and Inclusion Plan 2020-2025*. This plan outlines key strategies to progress and improve our organisational accessibility and inclusivity for people with disability.

This plan also guides the department's dedicated efforts to provide people with disability the same opportunities to access the department's services, information, employment, facilities and events. To date, each of our plans has brought about notable incremental improvements - yet there is more to do.

This is a dynamic document, so I encourage you to provide ongoing feedback to our department to help improve our accessibility and inclusivity for people with disability, and to strive deliberately to achieve the outcomes set out in this plan.

**Darren Klemm** AFSM  
**Commissioner**

## About Us

Established 1 November 2012, the Department of Fire and Emergency Services (DFES) performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Working in collaboration with Western Australian communities and an array of government agencies, DFES helps prevent, prepare for, respond to and recover from diverse hazards including fires, cyclones and floods to name a few.

DFES operational and corporate staff and emergency services volunteers work closely with the Western Australia Police Force and St John Ambulance, helping to coordinate and carry out search and rescue missions on land and at sea, and assist at road and traffic emergencies across the State. Additionally, DFES provides advice on emergency management issues to various local, State and national stakeholders.

Comprising of 1691 operational and corporate personnel and supported by an extensive network of more than 28,278 emergency services volunteers, the workforce is engaged in the delivery of emergency services across the State.

Our people have a wide range of experience and skills, and collectively they play an important part in making Western Australia a safer place to live. Together with our emergency management partners, we are responsible for delivering emergency management services for the largest jurisdiction in Australia, with a population of approximately 2.7 million.

DFES operates 24 hours per day, seven days per week, on land, in the air and by sea across 2.59 million square kilometres of our great State.

## Our Vision

All Western Australians working together for a safer State.

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## Our Purpose

To achieve a safer Western Australia by enabling and protecting the community before, during and after emergencies.

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## Our Values

The values that underpin our operations and corporate intent - in ourselves and those we work with are:

**Teamwork** means we are strongest when we work together. We value the skills and attributes each person brings to the emergency management environment and the important role we all play.

**Leadership** is how we lead by example, striving to be the best, adopt innovation and keep the community at the forefront of all our decisions.

**Trust** means that we rely on each other, always treat each other with respect and act with integrity.

**Commitment** shows we are dedicated to delivering the best possible outcomes for our community, and we go above and beyond to be prepared for the unexpected. These values provide guidance for our everyday interactions and collaborations with our valued emergency services partners and the community.

The above elements are all enshrined in DFES' *Strategic Plan 2020-2024* that includes our new corporate strategy, which will guide our delivery of services.

Our strategy is founded on three pillars, which include objectives and outcomes for **WA Communities**, **Our People**, and **Emergency Management**.

# Disability – did you know?

## Disability defined

A disability is defined as any continuing condition that restricts everyday activities. Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent or likely to be permanent and may or may not be of an episodic or chronic nature.

### Types of disability

**Sensory** - affecting vision and/or hearing.

**Neurological** - affecting a person's ability to control their movements for example, cerebral palsy.

**Physical** - affecting mobility and/or a person's ability to use their upper or lower body.

**Cognitive** - affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.

**Intellectual** - affecting a person's cognitive and adaptive behaviours. Typically, it impairs the ability to think and reason, as well as adaptive skills of independence, socialisation and language.

**Psychiatric** - affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and depression.

**Source:** Disability Service, Department of Communities.

## Legislation

People with disability, their families and carers have the same rights as others to access services, buildings and information within the community. Their rights are protected by State and Commonwealth legislation that make it unlawful to discriminate against a person with disability and to ensure they have the same opportunities and choices as the rest of the community.

Public authorities (State Government agencies and Local Government Authorities) in Western Australia are required to have a Disability Access and Inclusion Plan (DAIP) under the *Disability Services Act 1993* (amended 2004).

Other legislation underpinning access and inclusion includes the:

- *Equal Opportunity Act 1984* (amended 1988) (Western Australia)
- *Disability Discrimination Act 1992* (amended 2015) (Commonwealth)
- *Convention on the Rights of Persons with a Disability* (2007) (United Nations).

Additional legislation and policy relating to disability when planning for access and inclusion include the Building Code of Australia (BCA) that provides a set of minimum requirements for new buildings and renovations; and the Access to Premises Standard under the *Disability Discrimination Act* (DDA), that applies to new and upgraded public buildings.

The DDA provides protection to people with a disability by making it unlawful to discriminate against a person on the grounds of their disability. The definition of 'disability' in the DDA is very broad. It encompasses physical, intellectual, psychiatric, sensory, neurological and aural disorders, and physical disfigurement and the presence in the body of an organism causing disease.

The definition covers both temporary and permanent disability and includes:

- people who have had a disability in the past (such as an episode of mental illness)
- people who may have a disability in the future (for example, where there is a family history of disability)
- people who are believed to have a disability (for example, if someone is thought to have HIV-AIDS).

The DDA describes both direct and indirect discrimination.

- *Direct discrimination* occurs where a person is treated less favourably because of a disability.
- *Indirect discrimination* occurs where there is a requirement or practice that is applied equally to persons with and without disabilities, but more severely impacts on a person with a disability, and that requirement or condition is unreasonable.

Whether unlawful discrimination has occurred can only be decided with reference to all the circumstances of the case.

As an employer, DFES has essential obligations to people with disability that extends to recruitment and selection processes, terms and conditions, and access to benefits such as promotion and training. DFES is obliged to provide reasonable adjustments for a staff member with a disability to enable them to carry out the inherent requirements of the job, as far as practical and where possible.

## Disability prevalence

**17.8%**  
females

**17.6%**  
males

## Key statistics

According to the latest figures from the *Australian Bureau of Statistics (2019)*:

- in 2018, there were 4.4 million Australians with disability, 17.7% of the population, down from 18.3% in 2015
- the prevalence of disability increased with age - one in nine (11.6%) people aged 0-64 years and one in two (49.6%) people aged 65 years and over had disability
- disability prevalence was similar for males (17.6%) and females (17.8%)
- approximately 6% of all Australians had a profound or severe disability
- almost one-quarter (23.2%) of all people with disability reported a mental or behavioural disorder as their main condition, up from 21.5% in 2015.

Of those with disability (living in households):

- one-third (33.4%) of those aged 15 years and over had completed year 12 or equivalent, up from 31.4% in 2015
- one in six (16.1%) aged 15 years and over had a Bachelor degree or above, up from 14.9% in 2015

- 37.9% of those aged 15-64 years said their main source of personal income was a government pension or allowance, down from 41.9% in 2015
- 59.7% of people had their need for assistance fully met, down from 62.1% in 2015
- one in 10 (9.6%) aged 15 years and over had experienced discrimination in the previous 12 months because of their disability, up from 8.6% in 2015
- labour force participation for those aged 15-64 years has remained stable since 2015 at 53.4%, in contrast to an increase in the participation rate for people without disability (84.1%)
- 11.4% of those with a profound or severe disability (aged 15-64 years) were working full-time up from 7.9% in 2015.

## Employment characteristics of people with disability

### Labour force participation

Labour force participation for people with disability has remained stable since 2015, in contrast to an increase in the participation rate for people without disability.

In 2018, 2.1 million people with disability living in households were of working age (15-64 years). Of these:

- over half (53.4%) were in the labour force, compared with 84.1% of those without disability
- almost half (47.8%) were employed, compared with 80.3% of people without disability
- 46.6% were not in the labour force, compared with 15.9% of those without disability.

### Labour force participation by sex

Labour force participation was higher among men with disability than women with disability:

- 56.1% of men with disability compared with 50.7% of women with disability
- 31.0% of men with a profound or severe limitation compared with 23.6% of women with a profound or severe limitation.

### Labour force participation by disability status

Labour force participation declined with the severity of limitation:

- 59.3% of those with a mild limitation
- 45.6% of those with a moderate limitation
- 27.2% of those with a profound or severe limitation.

#### Definitions:

- **Employment characteristics** - all data in this section refers to people with disability aged 15-64 years, living in households.
- **Labour force participation** - refers to people who were employed or unemployed.
- **Unemployment rate** - the number of unemployed people of any group as a proportion of the labour force in the same group.

**Source:** Australian Bureau of Statistics Key statistics 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2018 LATEST ISSUE Released at 11:30 AM (CANBERRA TIME) 24/10/2019.

# Reasonable Workplace Adjustments

DFES will provide staff and emergency services volunteers with reasonable workplace adjustments, to ensure that all individuals have equal opportunity to participate in all aspects of workplace life such as:

- recruitment processes
- performance of duties
- employment benefits and conditions
- professional and career development
- physical access to buildings and facilities
- information access
- a safe working environment.

## Exceptions

DFES will implement all necessary measures and reasonable adjustments to enable equal access and opportunities for staff and emergency services volunteers with disabilities except in the following instances where:

- provision of adjustments or measures would impose unjustifiable hardship on the department
- even with the provision of all reasonable adjustments, the individual remains unable to fulfil the inherent requirements of the position
- the individual with a disability has an infectious disease or other condition that requires isolation to protect their health and welfare or the health and welfare of others.

In determining 'unjustifiable hardship', all relevant circumstances of the case will be considered, as prescribed by the *Disability Discrimination Act 1992*.

'*Inherent requirements*' can be defined as:

- the ability to perform the tasks or functions which are a necessary part of the course/ job
- productivity and quality requirements
- the ability to work effectively in the team or other type of work organisation concerned
- the ability to work safely.

# Our Challenge

Our challenge is to minimise the impact of disability and disadvantage by ensuring that DFES is accessible and inclusive to all Western Australians.

**16.4%**  
of Western  
Australians identify  
themselves as  
having some  
form of  
disability

Disability affects one in five of the Western Australian population. A disability is any continuing condition that restricts everyday activities.

People with disability often have challenges accessing information, services, employment opportunities, facilities, and events. Research has shown that access and inclusion barriers are not exclusive to people with disability, and may be attributed to factors such as:

- low literacy levels
- low socio-economic status
- age
- discrimination in relation to gender, race and culture
- living in rural or remote areas.

According to the Australian Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers* (2018), nearly four and a half million people (17.7%) of Australians identify themselves as having some form of disability.

In Western Australia, this figure is 16.4% of the total population. The survey also found that approximately 11% of Australians are involved in caring for a person with a disability or an older person.

It is important that at DFES we do everything within our control to identify and remove the barriers, as many barriers as possible, that exclude people from accessing our services, information, employment and volunteering, facilities and events and therefore, minimise the impact of disability at many levels and layers. From an employment perspective, concerted effort by DFES to ensure appropriate workplace adjustments and services tailored to each person with disability are in place, will reduce the restrictions experienced by many people with disability.

## Our Consultation

### Consultation, Collaboration and Research

To inform the development of this *DFES Disability and Access Inclusion Plan 2020-2025*, consultation, collaboration and research took place. Feedback from our DFES staff and emergency services volunteers, internal and external stakeholders, and members of the public was gathered and included in this plan. We were especially grateful for the additional feedback received from our DFES staff and emergency services volunteers with lived experience.

To identify best practice in the disability planning and design, desktop research was undertaken to review relevant government and non-government disability and access inclusion plans as well as keystone documents that emphasised the importance of universal/inclusive design principles. Universal/inclusive design focuses on the wide spectrum of abilities. This approach aims to exceed minimum standards to meet the needs of the greatest number of people.

## Seven principles of universal design

**Principle 1:** Equitable Use

**Principle 2:** Flexibility in Use

**Principle 3:** Simple and Intuitive Use

**Principle 4:** Perceptible Information

**Principle 5:** Tolerance for Error

**Principle 6:** Low Physical Effort

**Principle 7:** Size and Space for Approach and Use

**Source:** Wolfgang F. E. Preiser, Elaine Ostroff, Universal Design Handbook (2010).

According to the University of Cambridge (2020):

*Every design decision has the potential to include or exclude customers.*

**Inclusive design** emphasises the contribution that understanding user diversity makes to informing these decisions, and thus to including as many people as possible. User diversity covers variation in capabilities, needs and aspirations.

An examination of our earlier DFES Disability and Access Inclusion Plans was undertaken to identify our strengths thus far and opportunities for development to support people with disability at work and in the community.

Our engagement and consultation process took place between August and October 2020 and included:

- a request for feedback:
  - a notification was published on the DFES intranet and the Volunteer Hub websites encouraging all DFES staff and emergency services volunteers to participate in an anonymous [DFES Diversity, Access and Inclusion Survey Feedback](#) on our accessibility and inclusivity for people with disability
  - an email was sent for circulation to each Command inviting staff and volunteers' feedback on the draft DFES *Disability and Access Inclusion Plan 2020-2025*.
- DFES staff and volunteers, and members of the public were encouraged to provide feedback to the Human Resource and Safety Directorate by telephone, email, in person or by submitting the DFES Diversity, Access and Inclusion Feedback Form.
- an advertisement was produced to invite comments from the public on how the DFES could improve access and inclusion for people with disability. The advertisement was distributed in various formats using social media. The advertisement was placed in *The West Australian* newspaper on Saturday 10 October 2020. All documentation was available in different formats upon request.

# Our Plan

**People with disability have the same rights as others to participate in all aspects of community life. This plan focuses on and reinforces the importance of being mindful in terms of the planning, consulting and delivery of services to people with disability.**

DFES strives to make sure that all people in Western Australia have equitable and inclusive access to our services, facilities, information, employment and volunteering opportunities and events regardless of an individual's abilities or differences. We are confident that with awareness raising activities, training opportunities and appropriate tools our DFES staff together with our extensive network of emergency services volunteers will cooperate and work together to achieve the goal of this plan.

Our previous DFES *Disability Access and Inclusion Plan 2015-2020* resulted in a range of initiatives that lead to improved access to services, information and facilities for people with disability.

Providing equal and equitable access for people with disability to its information, services and facilities continues to be a high priority for DFES.

**People with disability have the same rights as others to participate in all aspects of community life**

This new DFES *Disability Access and Inclusion Plan*, effective from 1 December 2020 to 31 December 2025, will continue to ensure that our actions and not just our words, facilitate better inclusion and access for people with disability, their families and carers.

Our *Disability Access and Inclusion Plan 2020-2025* focuses on the ways that we will be mindful in terms of the planning, consulting and delivery of our services for people with disability. As DFES collaborates and consults with a broad range of subject matter experts, service providers and organised groups including advocates, unions, business and consumers to deliver our work, we will ensure that they too, understand the importance of accessibility and inclusivity.

Furthermore, this plan will guide and assist us to meet all our obligations under the *Disability Services Act 1993*, the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

Access and inclusion mean different things to different people. Several factors, including the degree and type of disability, which can vary considerably between individuals, affects a person's ability to access information, services and facilities. Therefore, processes and outcomes for access and inclusion cannot be prescriptive, and must consider the diverse needs of individuals and the nature, strengths, priorities and resources of a community. The common elements of access and inclusion are the removal or reduction of barriers to participation in the activities and functions of a community, by ensuring that information, services and facilities are accessible to people with various disabilities (Disability Services Commission 2016).

Our plan also compliments the DFES *Workforce and Diversity Action Plan 2020-2022* that emphasises specifically on improved participation, inclusion, employment and career development within our organisation by valuing workplace inclusion and diversity. The DFES *Workforce and Diversity Action Plan 2020-2022* is designed to build an inclusive culture where:

- individual differences are respected
- diverse skills and knowledge are valued and utilised
- opportunities are available for all
- engagement and partnership with stakeholders are effective
- the voice of our communities is represented.

The DFES *Workforce and Diversity Action Plan 2020-2022* focuses on a cohesive set of actions underpinned by enduring universal/inclusive principles. This Action Plan serves as a guide for DFES to realise good practices and systems of attracting, recruiting, retaining and developing our workforce of which people with disability are a key focal group.

## Our Commitment

Our overarching commitment is that anyone who seeks information, needs emergency services, visits, volunteers or works for DFES is provided with equal and equitable opportunities, and may assume the rights and responsibilities enjoyed by all people within the community. To help ensure that barriers to access and inclusion are identified and redressed as quickly as possible, we will consult and work with people with disability and relevant disability support to minimise the impact of these barriers. Furthermore, we will take all reasonable measures to ensure our plan is implemented purposefully and meaningfully.

We are committed to achieving seven desired outcomes as specified in Schedule 3 of the *Disability Services Act 1992*.

### **Disability Access and Inclusion Plan 2020-2025 outcomes:**

1. People with disability have the **same opportunities** as other people to access our services and any events organised by us.
2. People with disability have the same opportunities as other people to **access our buildings and other facilities**.
3. People with disability receive information from us in a format that will enable them to **access the information** as readily as other people can access it.
4. People with disability receive the **same level and quality of service** from our DFES personnel, as other people.
5. People with disability have the **same opportunities** as other people **to make complaints to us**.
6. People with disability have the same opportunities as other people **to participate** in any public consultation facilitated by us.
7. People with disability have the same opportunities as other people **to obtain and maintain employment with us**.

**People with disability receive the same level and quality of service from our DFES personnel, as other people**

# Our Actions

An extensive consultation process was undertaken to ensure that we included the views of our DFES staff, emergency services volunteers, key stakeholders and the community were included in this plan. Consequently, the following actions have been determined and will guide us to expand and enhance access to our services, information, employment and volunteering, facilities and events. The seven desired outcomes provide a framework for improving access and inclusion for people with disability.

## Outcome 1

**People with disability have the same opportunities as other people to access the services of, and any events organised by DFES.**

Actions	Timeline
Establish a Disability Access and Inclusion Working Group to guide the implementation and monitoring of the DFES <i>Disability and Access Inclusion Plan 2020-2025</i> to strengthen access and inclusion.	October 2020
Ensure that the intent of the DFES <i>Disability and Access Inclusion Plan 2020-2025</i> is incorporated into strategic business planning, policies, procedures, and budgeting processes.	Ongoing
Ensure that all staff, agents and contractors who provide services to DFES are aware of and conduct their business in accordance with the DFES <i>Disability and Access Inclusion Plan 2020-2025</i> and relevant legislation.	Ongoing
Ensure that people with disability are provided with an opportunity to comment on access to services and information.	Ongoing
Ensure staff and volunteer learning, induction and training strategies align to the DFES <i>Disability and Access Inclusion Plan 2020-2025</i> .	Ongoing
Ensure tender documentation for procurement and contracts includes information regarding disability access requirements as per the DFES <i>Disability and Access Inclusion Plan 2020-2025</i> .	Ongoing
Ensure that events are organised so that they are considerate of and accessible to people with disability and their carers.	Ongoing

**Please note:**

Timeline means in general terms:

- Ongoing – matters are actioned throughout the term of this DFES Disability Access and Inclusion Plan 2020-2025
- As required – actioned on a case by case basis
- Annually and six monthly – processes are in place.

## Outcome 2

People with disability have the same opportunities as other people to access DFES buildings and other facilities that are deemed reasonable and appropriate.

Actions	Timeline
Ensure that all buildings and facilities that are publicly available are physically accessible to people with disability by completing a buildings access audit including signage and signals.	Ongoing
Ensure that all future premises leased by the DFES are accessible to people with disability.	As required
Ensure that the needs of people with disability are considered prior to purchasing equipment such as furniture or any accommodation changes.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	As required
Ensure fire wardens are trained in the evacuation procedures for people with disability.	Ongoing
Ensure critical incident and evacuation procedures are in place and regularly reviewed for the safety of employees, volunteers and visitors with disability.	Six monthly
Ensure all DFES staff and volunteers are aware of the facilities available to people with disability.	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Annual
<p>Ensure that, when planning for people with disability, design and service provision considerations include:</p> <ul style="list-style-type: none"> <li>• need for clear signage</li> <li>• need for clear pathways through a building</li> <li>• provision of information with clear instructions</li> <li>• well-planned, uncluttered environments.</li> </ul>	Ongoing

## Outcome 3

People with disability receive information from DFES in a format that will enable them to access the information as readily as other people can access it.

Actions	Timeline
Ensure that the DFES internet and intranet websites meet Web Content Accessibility Guidelines - WCAG2.0 and are continually reviewed and updated to meet accessibility requirements.	Ongoing
Ensure community warnings and alerts are delivered in multiple formats and/or be available on request in alternative formats.	Ongoing
Ensure that training opportunities are in place to develop staff and volunteer skills in writing clearly and concisely (in plain English) and writing accessible content for the web.	Ongoing
Ensure information about disability access and inclusion at DFES is accessible to staff, volunteers and other internal stakeholders on DFES intranet websites.	Ongoing
Ensure that staff and volunteers are aware of the importance of understanding and complying with accessibility requirements when creating/writing publications and content for the web.	Ongoing
Ensure all DFES publications can be provided in alternative formats on request and promote widely this availability.	Ongoing
Provide documentation about DFES' services, facilities and customer feedback in an appropriate format and using plain language.	Ongoing

## Outcome 4

People with disability receive the same level and quality of service from staff and volunteers as compared with other people who receive services.

Actions	Timeline
Ensure that various disability awareness information and training is provided to DFES staff and volunteers in their induction and orientation process.	Ongoing
Continue to improve staff and volunteers awareness of the importance of access and inclusion and improve knowledge and skills to provide a quality service to people with disability.	Ongoing
Improve the staff and volunteers awareness about disability, access and inclusion matters by holding a variety of information sessions.	Ongoing
Ensure that the DFES' policies and practices are inclusive and address the needs of people with disability as relevant.	Ongoing
Ensure that all internal and external training consultants adhere to the principles of the <i>Disability Services Act 1992</i> and <i>Equal Employment Opportunity Act 1984</i> .	Ongoing
Establish mechanisms to seek the opinions and experiences of people who are consumers of our services and information.	Ongoing
Ensure awareness of disability issues/barriers in the recruitment and selection of new staff.	Ongoing

## Outcome 5

People with disability have the same opportunities as other people to make complaints to DFES.

Actions	Timeline
Ensure that complaint and feedback processes are readily accessible for people with disability.	Ongoing
Ensure DFES monitors complaints about access and inclusion and adjust strategies as required to improve our response.	Annually
Receipt of complaints from people with disability are handled with respect, utmost consideration to privacy, facilitated with due process and the complainant is contacted with an outcome.	Ongoing

## Outcome 6

People with disability have the same opportunities as other people to participate in public consultation conducted by DFES.

Actions	Timeline
Work with Commands and relevant business units across the department to raise awareness and promote the Community Engagement Framework and Volunteer Collaboration Toolkit.	Ongoing
Implement an assessment process to ensure there are no barriers, physical or otherwise that may impact on the public's ability to fully access and attend venues for participation purposes. Ensure all venues chosen for public participation have no access barriers, especially in terms of location and building layout.	Ongoing
Identify a broad range of stakeholder groups, including stakeholders with disability when planning engagement to ensure inclusive participation opportunities are considered.	Ongoing
Develop fully accessible formats and channels for consultation with and promotion to people with disability, their carers, advocates and the wider community.	Ongoing

## Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment and volunteering with DFES.

Actions	Timeline
Ensure that the systems and processes are in place within the DFES to build knowledge and understanding of inclusive employment / volunteer practices.	Ongoing
Engage with appropriate disability employment support providers.	Ongoing
Ensure that strategies to improve the attraction, recruitment and retention are inclusive and targeted to promote or encourage the employment and volunteering of people with disability.	Ongoing
Ensure all advertising and recruitment processes are in accordance with the <i>Equal Employment Opportunity Act 1984</i> .	Ongoing
Provide support and training for manager/supervisors to build knowledge and understanding of inclusive employment /volunteering practices.	Ongoing
Ensure workforce services' processes including recruitment policies and procedures are kept up to date, accessible and inclusive.	Ongoing
The DFES Disability Access and Inclusion Plan Working Group contributes to and supports inclusive employment/volunteer initiatives for improving employment/volunteering outcomes for people with disability.	Ongoing
Ensure strategies are developed to increase the retention of employees/volunteers with disabilities and for existing employees/volunteers who acquire a disability.	Ongoing
Ensure employment options provide flexibility for employees/volunteers with disability.	Ongoing
Promote harmonious workplace environments free of discrimination.	Ongoing
Improve and maintain workforce diversity data collection for all diversity groups including people with disability, for workforce planning.	Ongoing

## Our Responsibility

It is a requirement of the *Disability Services Act 1993* that public authorities must take all practical measures to ensure that Disability and Access Inclusion Plans are implemented by its officers, employees, volunteers and contractors.

To ensure the DFES achieves the outcomes outlined in the DFES *Disability and Access Inclusion Plan 2020-2025*:

- The **Commissioner** and the **Corporate Executive Committee (CorpEx)** are responsible for DFES' overall compliance with the *Disability Services Act 1993* and other relevant legislation.
- The **Human Resources and Safety Directorate** are responsible for overseeing the DFES *Disability and Access Inclusion Plan 2020-2025* planning and implementation process, as well as coordinating monitoring and review of the *DFES Disability and Access Inclusion Plan 2020-2025*.
- To ensure the DFES achieves the outcomes outlined in the DFES *Disability and Access Inclusion Plan 2020-2025*, each **Command** within the DFES is responsible for aligning and contributing to the DFES *Disability and Access Inclusion Plan 2020-2025*.

The **DFES Disability Access and Inclusion Plan Working Group** are responsible for contributing and supporting the actions and initiatives outlined in this DFES *Disability and Access Inclusion Plan 2020-2025* and will provide constructive feedback to our internal and external stakeholders to ensure DFES remains committed, focused and shows visible leadership in attaining the prescribed outcomes of the *Disability Services Act 1993*.

# Our Monitoring, Evaluation and Reporting

The Human Resources and Safety Directorate will coordinate the monitoring, evaluation and reporting of the *Disability Access and Inclusion Plan 2020-2025*.

Each Command within DFES will be required to contribute to the annual progress report by describing improvements and achievements at a local business level.

To assist with knowledge-sharing, our new monitoring and evaluation mechanisms such as the [\*DFES Diversity, Access and Inclusion Survey\*](#) that will collect feedback on our performance as an enabling work environment that takes account of and is inclusive of diversity and accessibility. This feedback will inform our planning, which in turn will enable us to address any issues that may arise and as a consequent, chart a course of continuous improvement.

DFES will report on the implementation of the *Disability Access and Inclusion Plan 2020-2025* through our DFES Annual Report and the prescribed Disability Services, Department of Communities progress report template by 30 June each year.

The progress report will outline the:

- progress towards the desired outcomes of our *Disability Access and Inclusion Plan 2020-2025*
- progress of its agents and contractors towards meeting the outcomes of our *Disability Access and Inclusion Plan 2020-2025*
- strategies used to inform its contractors of our *Disability Access and Inclusion Plan 2020-2025* through associated procurement and contract documentation.

If the DFES' current *Disability Access and Inclusion Plan 2020-2025* is amended, a copy of the amended plan will be lodged with the Disability Services, Department of Communities. The DFES *Disability Access and Inclusion Plan* will be reviewed at least every five years, in accordance with the *Disability Services Act 1993*.

# Disability Access and Inclusion Plan Feedback

DFES welcomes feedback on any access and inclusion issues the community, members of staff or contractors may have encountered with our services, information, employment or facilities.

## Contact us

### Coordinator, Diversity, Access and Inclusion Matters

Human Resources and Safety Directorate

**Telephone**

(08) 9395 9300

**Email**

Inclusion@dfes.wa.gov.au

**Postal address**

Department of Fire and Emergency Services  
GPO Box P1174  
PERTH WA 6844

**Location**

Department of Fire and Emergency Services  
Emergency Services Complex  
20 Stockton Bend  
COCKBURN CENTRAL WA 6164

**Website**

[DFES WA](http://dfes.wa.gov.au)

[www.dfes.wa.gov.au](http://www.dfes.wa.gov.au)

### National Relay Service (NRS) for the hearing impaired

**Telephone**

13 36 77

# DFES Feedback Form

## DFES Disability Access and Inclusion Survey Feedback

We welcome your feedback. Your feedback is important and directly helps to improve our DFES services, information and facilities for people living and working with disability. Your observations are valued and can make a positive difference. Please complete the following four questions in your choice of format. You may telephone, email, write to us or complete the questions through the DFES Diversity, Access and Inclusion Survey link:

<https://www.surveymonkey.com/r/DFESInclusionSurvey1>

The information provided will help us to improve our access and inclusion at DFES.

**Any personal information provide will be kept anonymous and confidential.**

**1. Thinking about disability access and inclusion at DFES, have you experienced any access barriers with any of our services, information or building facilities that you feel that we can improve?**

No

Yes, please describe the access or inclusion barriers experienced:

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**2. Thinking about disability access and inclusion at DFES, is there any initiative or aspect of our services that you would like to compliment us?**

No

Yes, please describe and tell us why:

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**3. Do you have any other comments or suggestions to help DFES improve inclusion and access to our services, information, consultation, employment opportunities or building facilities for people with disability?**

No

Yes, please comment and/or offer suggestions:

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**4. Which category best describes you?** (You may select more than one).

- I am a person with disability
- Advocate/Carer/Family member
- Disability service provider
- DFES stakeholder
- DFES employee
- Emergency Services volunteer
- DFES contractor
- Other, please describe \_\_\_\_\_

**If you want us to contact you, please complete your contact details:**

First name \_\_\_\_\_

Last name \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Mobile \_\_\_\_\_

**Please return your completed form to the:**

Coordinator, Diversity, Access and Inclusion Matters  
Human Resources and Safety Directorate

**Telephone**

(08) 9395 9300

**Email**

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***This feedback form is available in alternative formats on request***





**DFES**  
Department of Fire &  
Emergency Services

**FOR A SAFER STATE**

[dfes.wa.gov.au](http://dfes.wa.gov.au)