



Disability Service Plan 2025–2028

2025–26 progress report

Our service users

Our service users are the people who come into contact with QFD. We recognise our services must be safe, inclusive of all people and provide an excellent person-centred user experience. This is the responsibility of all QFD staff members and volunteers.

Action and details	Timing	Expected delivery date	Measures of Success	Status	Progress reporting for the period 1 July 2025 to 30 June 2026
QFD is committed to ensuring the needs of people with disabilities are priorities in the development and publication of community information and resources, as well as fostering an inclusive and supportive environment for all members of the workforce.		30/06/2028		Future start	
Review accessibility of online content, communication and engagement materials, and events:					
Conduct a comprehensive assessment of QFD's internal and public-facing content and communication and engagement materials (including digital content, PDFs, Word documents, images, video and audio) to evaluate accessibility.	Year 2-3	30/06/2028	Assessment of internal and public-facing content and materials is completed.	Future start	Commences 1 July 2026
Identify and implement improvements based on assessment findings, ensuring online content aligned with Web Content Accessibility Guidelines (WCAG) for digital communications.	Year 2-3	30/06/2028	Identified improvements are implemented to enhance accessibility and inclusivity. QFD maintains a minimum level AA conformance of the WCAG 2.1 with a view to achieving AAA conformance level.	Future start	Commences 1 July 2026
Contribute to a Community of Practice that addresses accessibility of digital communications and engagement material.					
Community of Practice will champion accessibility awareness across QFD.	Year 2	30/06/2027	Community of Practice is actively fostering accessibility awareness across QFD.	Future start	Commences 1 July 2026
Promote inclusion by embedding accessibility principles into online content, communication and engagement materials and events.	Year 2	30/06/2027		Future start	Commences 1 July 2026

Action and details	Timing	Expected delivery date	Measures of Success	Status	Progress reporting for the period 1 July 2025 to 30 June 2026
QFD will continue to deliver community resources and programs that are inclusive and accessible.		30/06/2028		On track	
Undertake an assessment of community education programs through consultation with disability and education subject matter experts to evaluate accessibility of program design, delivery in the community, digital information and content.	Year 1-3	30/06/2028	Review of community education programs is completed.	On track	The Road Attitudes and Action Planning (RAAP), Fight Fire Fascination (FFF), and Safe Home community education programs, and Fire Ed and Bushfire Ed programs have been reviewed with business improvements identified for implementation across an 18-month roadmap from 2027.
Continue to partner with the AEIOU Foundation (AEIOU) across Queensland to deliver Fire Education for Children with Neurodiversity.	Year 1-3	30/06/2028	Number of Fire Education for Children with Neurodiversity programs delivered in AEIOU centres across Queensland.	On track	During 2025-26, QFD continued to support and deliver Fire Ed for Children with Neurodiversity, a modified program developed to better meet the learning needs of children with neurodiversity. The program continues to be available for delivery to any early learning centres educating children with neurodiversity. <i>AEIOU Foundation is no longer operating with all centres closed (March 2026).</i>
Continue to partner with Deaf Connect for the provision of funding through the Deaf Connect Smoke Alarm Subsidy Scheme	Year 1-3	30/06/2028	Uptake of program and number of deaf and hard of hearing smoke alarms provided.	On track	In the event of a fire, the deaf and hard of hearing members of our community rely on specialised devices to notify them of the emergency. To make these lifesaving home fire-safety devices affordable, QFD sponsors the Smoke Alarm Subsidy Scheme through Deaf Services Limited. During 2025-26, 133 devices were funded through the subsidy scheme with Deaf Services Limited and Deaf Connect.
QFD will strengthen communication supports for people with disability when in contact with QFD.		Delivered: 30/06/2026		Completed	
Improve communication access to QFD services for people with disability through the National Relay Service (NRS).	Year 1	30/06/2026	Improvement strategies identified and implemented.	Completed: 30/06/2026	Improvement strategies to enhance communication access to QFD services for people with disability through the National Relay Service (NRS) were implemented.
Review QFD training processes and procedures to ensure that all fire communication centre officers are proficient with procedures related to the emergency telephone services and procedures provided under the NRS, relating to deaf, hearing or speech impaired communities. This includes ongoing audits of calls to ensure compliance with NRS protocols and to identify improvements for training delivery.	Year 1-3	30/06/2028	Training is reviewed and updated where required.	Completed: 30/06/2026	QFD training procedures were reviewed and updated to ensure fire communication centre officers are proficient with procedures related to the emergency telephone services and NRS telephone protocols for deaf, hearing or speech impaired communities. Ongoing audits of calls have been integrated into business-as-usual activities to maintain compliance with NRS protocols and to refine training delivery as required.

Our People

Our people are QFD staff members and volunteers. We recognise and value the social and economic participation by people with disability in creating a safe, capable and inclusive workforce for both our staff and volunteers that is representative of the communities we serve.

Action and details	Timing	Expected delivery date	Measures of Success	Status	Progress reporting for the period 1 July 2025 to 30 June 2026
QFD will promote disability awareness and encourage participation of people with disability in creating a safe, capable and inclusive workplace where everyone is valued and enabled to fully participate.		30/06/2028		On track	
Roll out and embed the “Everyday Respect Framework”.	Year 2	30/06/2027	- Everyday respect council (chaired by the Commissioner) and communities of inclusion have been established. - An increase in positive responses in Working for Queensland Survey results.	On track	The Everyday Respect Framework, introduced in February 2025, brings together programs, strategies, and policies to promote safety, inclusion, and belonging across the Queensland Fire Department (QFD) and is complemented by tools, resources and employee portals. The Framework is supported by three key pillars: - Everyday Respect Council – provides strategic oversight and governance for QFD to embed respect, inclusion and diversity across the department. - Communities of Inclusion (CoI) – aim to empower diverse employee voices to contribute directly to cultural reform initiatives. The CoI represent Gender, Regional and Remote, First Nations, and People with Disability and meet monthly to develop and implement targeted workplans that align with the Framework. By fostering collaboration, reviewing progress and driving initiatives that promote equity and inclusion, the CoI help embed a culture of respect, ensuring that the department evolves to meet the needs of its people. - Courageous Respect Everyday – an inclusive leadership development program, introduced in November 2025, that aims to embed behaviour and culture change. The program seeks to foster a mindset that drives positive behavioural and cultural transformation across all levels of leadership. Complementing these efforts is the QFD Inclusion Curriculum, a comprehensive suite of training and development resources designed to build awareness, knowledge and skills around inclusion and diversity. The curriculum aligns with the Framework by embedding inclusive practices into daily operations and fostering a shared understanding of the importance of diversity and equity.
Establish the People with Disability Communities of Inclusion group with a work plan to foster awareness bringing forward the voice of those with lived experience and celebrate the groups they represent.	Year 1-3	30/06/2028	The People with Disability Community of Inclusion is established, has developed a work plan and is meeting regularly to network, build capacity and promote respect and inclusion across QFD.	Completed: 30/06/2026	The People with Disability Community of Inclusion is established, comprising employees with shared lived experiences, who will support the Everyday Respect Council. The Community of Inclusion work plan has been endorsed by the Everyday Respect Council. The Community of Inclusion is meeting regularly to network, build capacity and promote respect and inclusion across QFD.
Explore training opportunities to provide improved disability awareness training.	Year 1	30/06/2026	Training opportunities identified and implemented.	Completed: 30/06/2026	Disability awareness content has been embedded within the QFD Inclusion Curriculum, based on the SBS program (SBS is Australia’s multicultural and multilingual national public broadcaster). This content supports improved awareness of visible and non-visible disability, inclusive language, respectful communication, workplace barriers, accessibility, and reasonable adjustments. The QFD Inclusion Curriculum is available to frontline and non-frontline staff through aXcelerate, the department’s student management system.

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Promote and encourage staff to participate in and engage with messaging and activities during important disability awareness events or dates.	Year 1-3	30/06/2028	Positive good news stories are identified and promoted to raise awareness and promote inclusion.	On track	QFD promotes and encourages staff to participate in and engage with messaging and activities during disability awareness events or dates.
Continue to grow the Allies of Inclusion program to provide a visible, distributed network of people from across the department, including volunteers who are committed to workplaces which are respectful and inclusive, where experiences and perspectives are invited and respected, and a culture of belonging is fostered.	Year 1-3	30/06/2028	Increase in members of the Allies for Inclusion network.	On track	The Allies of Inclusion program continues to expand across the department, strengthening a visible and distributed network of staff and volunteers who champion respectful, inclusive and safe workplaces. The program is helping to foster a stronger culture of belonging by encouraging diverse perspectives, promoting inclusive behaviours, and supporting local conversations and initiatives across the department.
QFD will enhance inclusivity and accessibility across recruitment, onboarding, and workplace practices to attract, recruit, on-board, support and retain employees and volunteers with disabilities.		30/06/2028		On track	
Appropriate roles are advertised through inclusion and diversity networks to attract people with disabilities.	Year 1-3	30/06/2028	- Number of roles advertised through inclusion and diversity networks - An increase in positive responses in Working for Queensland Survey Results.	On track	Advertising options are considered as opportunities arise.
The Recruitment and Selection Guide for Hiring Managers is updated to include information about reasonable adjustment and inclusive recruitment practices.	Year 1-2	30/06/2027	Recruitment and Selection Guide is updated.	Completed: 30/06/2026	The Recruitment and Selection Guide for Hiring Managers has been updated and includes information about reasonable adjustment and inclusive recruitment practices.
Recruitment and Selection Panel Training is updated to ensure inclusive recruitment and selection practices.	Year 1-2	30/06/2027	- Recruitment and Selection Panel Training is updated and implemented. - Number of people who have undertaken the updated panel training.	On track	The updated Recruitment and Selection Panel Training is scheduled for implementation following finalising of related doctrine update.
Disability awareness training is included in induction and onboarding activities.	Year 1	30/06/2026	Disability awareness training is embedded into QFD's induction program and onboarding activities.	Completed: 30/06/2026	Disability awareness content has been embedded within the QFD Inclusion Curriculum, based on the SBS program (SBS is Australia's multicultural and multilingual national public broadcaster). This program and other relevant resources are included in QFD induction and onboarding plans, ensuring new and existing staff can access foundational learning on disability inclusion within their first 90 days of commencement. Embedding disability awareness within core learning and onboarding processes helps strengthen workforce capability, promote inclusive behaviours, and reinforce QFD's commitment to creating a safe, accessible and supportive workplace for employees and volunteers with disability. The QFD Inclusion Curriculum is available to frontline and non-frontline staff through aXcelerate, the department's student management system.
Development of fit for purpose (all size) uniform and Personal Protective Clothing (PPC).	Year 1	30/06/2026		Completed: 30/06/2026	This action is implemented through QFD's sourcing arrangements when tendering for personal protective equipment (PPE)/PPC. In addition, there is existing internal procedures and policies in place for people who require fit for purpose tailored and/or alternative fitment options for PPE/PPC.

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QFD will ensure the rights of people with disability are respected and promoted.		Delivered: 30/06/2026		Completed	
Implement human rights training to promote and uphold awareness of human rights.	Year 1	30/06/2026	- Mandatory Training - Human Rights has been implemented in QFD. - Percentage of staff who have completed training.	Completed: 30/06/2026	In October 2025, QFD introduced an online Mandatory Training Program that includes a dedicated module on human rights. The Mandatory Training Program is embedded in induction and onboarding plans, with all new starters required to complete this training within their first 30 days of employment. The completion rate for the Mandatory Training Program since its implementation is 65 per cent at 30 June 2026. QFD further strengthened its organisational culture by partnering with the Queensland Human Rights Commission through its 2026 Education Pilot Program, aimed at building knowledge, enhancing leadership capability and promoting a culture of respect.

Our Places

Our places are the places and spaces where we work and provide our services. It includes our online places - including websites, social media and engagement platforms, - and our online meeting places. We recognise that our places must be accessible and inclusive for all.

Action and details	Timing	Expected delivery date	Measures of Success	Status	Progress reporting for the period 1 July 2025 to 30 June 2026
QFD is dedicated to removing barriers to accessibility when developing and publishing digital communication engagement material.		30/06/2028		On track	
Accessibility is considered in the development of digital content, forms, communication and engagement material.	Year 1-3	30/06/2028	- QFD maintains a minimum level AA conformance of the WCAG 2.1 with a view to achieving AAA conformance level. - Promote the internal use of the Easy Read Style Manual.	On track	New QFD, Queensland Fire and Rescue and Rural Fire Service Queensland branded templates have been designed with a minimum AA conformance and in most cases a AAA conformance. Templates for corporate reports, fact sheets and generic word documents have an 'Accessibility' guide embedded and all link to the 'Queensland Government web writing and style guide' and the Public Sector Commission 'Create accessible Word Documents' guide. Training and guidelines on accessibility requirements for the department's intranet have been provided to content creators. Collateral for engagement toolkits relating to smoke alarms and bushfire preparedness that include simple English and closed captions for video have been developed.
QFD social media content is produced with consideration to accessibility such as alternative text options to images, captioning, simple language and colour choice.	Year 1-3	30/06/2028	A QFD Social Media strategy includes accessibility style guide information informed by best practice. This is promoted to the QFD social media administrators' network.	On track	The QFD Media team operational guide has been updated to outline the process for including alternative text options to images and captioning. Consideration is also given to the use of simple language and informed colour choices in the development of social media content. The QFD Social Media Strategy is under review.
QFD will ensure buildings and facilities to which staff, volunteers and service users with disability require access provide safe, suitable and dignified accessibility.		30/06/2028		On track	
Access for people with disability is improved by considering the needs of people with disability when constructing new QFD facilities or refurbishing existing facilities and when leases commence or are renewed.	Year 1-3	30/06/2028	QFD facilities are designed and constructed to provide suitable accessibility and meet legislative requirements and standards.	Completed: 30/06/2026	QFD facilities are built to code, and where leasing is the preferred option, QFD ensures the leased facilities meets the code requirements for accessibility. Further, as part of ongoing assessments of existing QFD owned infrastructure, where required and appropriate, QFD ensures relevant facilities meet compliance requirements as part of facilities and asset management practice.
Promote Queensland Government information and resources to ensure QFD events are accessible and inclusive of people living with disability and their carers wherever possible and respond to identified needs of participants and their guests, including the provision specialised support services (e.g. Auslan interpreters) as necessary.	Year 1-3	30/06/2028	Information and resources are identified and promoted	On track	Accessibility resource links are available to staff on the QFD staff intranet, referring users to the Queensland Government Easy Read style content guide, the Australian Government Disability Gateway website and the Queensland Government Accessible Events guide and Accessible Events checklist.

Our Community

We recognise that the actions and activities of government and community-based organisations in all regions should be inclusive of the whole community. We will work with our community, stakeholders, and partners to build positive community attitudes towards people with disability

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QFD community resources will empower people with disability by providing them with information they need to prevent, prepare for, respond to, and recover from fire and a range of disaster and emergency incidents.		30/06/2028		On track	
Develop and implement targeted and risk-based community education and engagement programs.	Year 2	30/06/2027	Improvements are identified and implemented.	On track	In 2025-26, QFD delivered targeted engagement activities for people with disability, including information sessions, community events (e.g. Beach Day Out, My Disability Expo, and the Sunshine Coast Aged and Disability Expo), and children's activities. Engagement toolkits for the 2025 Home Fire Safety, 2025 Bushfire Safety, and 2026 Smoke Alarms campaigns were distributed to disability sector organisations and networks across Queensland to extend the reach of key safety messaging. The same approach will be taken for the upcoming 2026 Bushfire Safety campaign in August 2026.
Partner with key agencies/entities to target most at risk communities and community members.	Year 1-2	30/06/2027	Number of partnerships established with key agencies/entities.	On track	In the event of a fire, the deaf and hard of hearing members of our community rely on specialised devices to notify them of the emergency. To make these lifesaving home fire-safety devices affordable, QFD sponsors the Smoke Alarm Subsidy Scheme through Deaf Services Limited. During 2025–26, 133 devices were funded through the subsidy scheme with Deaf Services Limited and Deaf Connect. With all Queensland dwellings required to have interconnected, photoelectric smoke alarms installed by 1 January 2027 under legislative changes introduced in Queensland in January 2017, QFD created a Smoke Alarm Stakeholder Engagement Toolkit to amplify critical safety messaging. Informed by a targeted and risk-based engagement strategy, the kit supports stakeholders, including Caravanning Queensland, Bunnings Australia, RSL Queensland and the Insurance Council of Australia, to clearly and easily disseminate key messages, supported by a library of digital and print assets that are contemporary and accessible.
Undertake a gap analysis on inclusion and access to QFD prevention, preparedness, response and recovery activities within the community, including detailed stakeholder/audience mapping to understand the disability communities within Queensland.	Year 1-2	30/06/2027	Gap analysis is completed.	Completed: 30/06/2026	The gap analysis on inclusion and access to QFD prevention, preparedness, response and recovery activities within the community, including detailed stakeholder/audience mapping to understand the disability communities within Queensland has been completed.
Develop and implement the QFD Community Engagement Plan.	Year 1-3	30/06/2028	QFD Community Engagement Plan is developed and implemented.	On track	Development of the QFD Community Engagement Framework (retitled from Plan) has commenced.

Action and details	Timing	Expected delivery date	Measures of Success	Status	Progress reporting for the period 1 July 2025 to 30 June 2026
QFD will review and improve its DSP and related reporting activities.		30/06/2028		On track	
Explore ways to engage peak bodies in development, implementation, outcomes and reviews of the QFD DSP.	Year 1-3	30/06/2028	Options to improve engagement with peak bodies are identified and implemented.	On track	QFD is considering ways to engage peak bodies in development, implementation, outcomes and reviews of the QFD DSP.
Engage the QFD People with Disability Community of Inclusion and Queensland Disability Network to undertake a review and update of the QFD DSP in 2026–2027.	Year 2	30/06/2027	- Review of QFD DSP included in the People with Disability Community of Inclusion workplan. - Queensland Disability Network is engaged to review and provide feedback on the QFD DSP with feedback incorporated into an updated plan	Future start	Action commences 1 July 2026.
QFD will support the planning and delivery of a safe, secure and inclusive environment to host the 2032 Olympic and Paralympic Games for all.		30/06/2028		On track	
QFD will collaborate with partner agencies, community groups and other stakeholders to ensure inclusive principles and actions are embedded into QFD Brisbane Olympics and Paralympic 2032 Program.	Year 1-3	30/06/2028	Interagency, community and stakeholder partnerships established and consulted.	On track	The QFD Brisbane Olympics and Paralympic 2032 Program is progressing with the program scheduling and scope being reviewed.