

A young boy with short brown hair, wearing a black t-shirt and olive green cargo pants, is seated in a black wheelchair. He is leaning forward, resting his hands on a red, cylindrical play structure that has a mesh screen on its side. The wheelchair has a 'VIGOR' logo on the side. The background shows a park setting with green trees and a blurred figure of another child in the distance.

# Moreton Bay Regional Council Disability Access and Inclusion Plan

2018-2022

### **Disclaimer**

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such. This is a strategic document which deals with technical matters in a summary way only. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document

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# Mayor's Message



Moreton Bay Regional Council is one of Australia's fastest growing regions; with our population to increase by more than 40 per cent to around 645 000 people by 2036.

Council is committed to achieving the community's vision for a thriving region of opportunity where our communities enjoy a vibrant lifestyle. This includes a safe, strong and inclusive community. That's why I am pleased to present The Disability Access and Inclusion Plan 2018-2022.

The plan outlines council's commitment to improving the accessibility and inclusiveness of information, services and facilities available in the Moreton Bay Region. It has been developed in consultation with our community.

It contains information about the work already under way to improve our infrastructure, services and information. It also outlines a number of proposed actions over the next five years to improve accessibility and inclusiveness across a number of priority areas.

These include pedestrian mobility, parking and transport; buildings and facilities; parks and open space; events and programs; and council services and information.

The Disability Access and Inclusion Plan 2018-2022 will help to support a fair and inclusive Moreton Bay Region, now and into the future.

**Mayor Allan Sutherland**

Moreton Bay Regional Council

# Our Moreton Bay Vision

Council is committed to achieving the following vision for the Moreton Bay Region that was developed in partnership with the community.

*'A thriving region of opportunity where our communities enjoy a vibrant lifestyle.'*

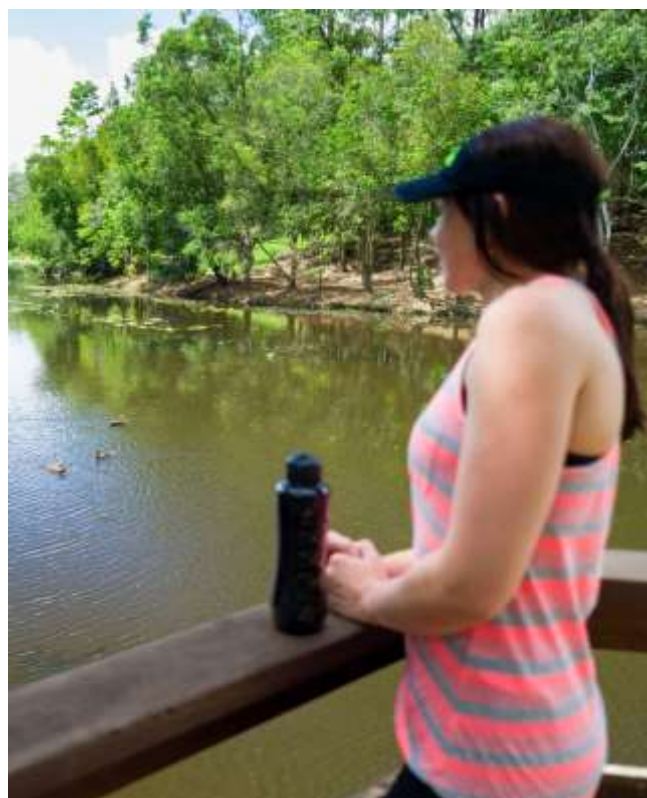
This vision is made up of the following three elements:

**Creating Opportunities:** A region of opportunity for all.

**Strengthening Communities:** A region with safe, strong and inclusive communities.

**Valuing Lifestyle:** A region that celebrates our vibrant lifestyle.

Council's Corporate Plan 2017-22 outlines the strategies it will focus on to achieve our community's vision. One of these strategies is to develop a strong and inclusive community.



# Disability Access and Inclusion Policy

As part of council’s commitment to develop a strong and inclusive community, it has adopted a Disability Access and Inclusion Policy.

Under this policy, council’s vision is for all residents and visitors to have full and equal access to the infrastructure, services and opportunities of the Moreton Bay Region. It acknowledges that in comparison to other members of the community, people with a disability may face additional challenges and barriers to participating in community life.

This policy also affirms council’s commitment to incorporating the principles of accessibility and anti-discrimination into all aspects of council’s functions, in addition to ensuring compliance with its legislative obligations.

Moreton Bay Regional Council’s Disability Access and Inclusion Plan 2018-2022 is a key initiative of the Disability Access and Inclusion Policy. This plan will guide council’s prioritisation of, and investment in, accessibility initiatives throughout the region.

*“If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is a society which handicaps me, far more seriously and completely than the fact that I have Spina Bifida.”<sup>1</sup>*



<sup>1</sup> Commonwealth of Australia, 2009, 'SHUT OUT: The Experience of People with Disabilities and their Families in Australia', p.12.

# Role of Local Government

As a key provider of community infrastructure, services and information, council acknowledges its important role in supporting the liveability of the Moreton Bay Region for people with disabilities.

The implementation of Council's Disability Access and Inclusion Plan 2018-2022 focuses on the infrastructure and service delivery responsibilities of local government, distinct to those of the Federal Government, State Government, private enterprise and the community services sector.

This plan takes a practical and fiscally responsible approach to the development and implementation of strategic and operational priorities that improve the accessibility and inclusiveness of infrastructure, services and information over time.



# Guiding Concepts and Principles

Consistent with its Disability Access and Inclusion Policy, council will be guided by the following concepts and principles when implementing its Disability Access and Inclusion Plan 2018-2022.

## Access

Ensure that new infrastructure is built to the applicable accessibility standards and, where practical, progressively optimise the accessibility of existing infrastructure.

## Anti-discrimination

Ensure that all services are delivered free of discrimination based on an individual's level of ability.

## Inclusion

Ensure that services and information are designed and delivered to be inclusive of people with a disability.

## Participation

Foster an organisational culture that values the participation of people with a disability in services and programs.

## Engagement

Engage with the disability community to better understand key accessibility issues related to infrastructure, services and information.

## Respect

Promote greater awareness and understanding of disability and the barriers people with a disability face when participating in community life.

## Advocacy

Advocate to other levels of government to improve the accessibility of public infrastructure and services beyond council's control where appropriate.





# Universal Design

Universal Design can be defined as ‘the process of designing products and environments to be used by everyone, to the greatest extent possible, without the need for adaptation or specialised design. Universal design is a process, not an outcome. Universal Design assists everyone, not just people with a disability’.<sup>2</sup>

Moreton Bay Regional Council will apply, to the extent practicable, the seven principles of Universal Design to the planning, design and delivery of its infrastructure, services and information. These seven principles are:

- Equitable use;
- Flexibility in use;
- Simple and intuitive use;
- Perceptible information;
- Tolerance for error;
- Low physical effort; and
- Size and space for approach and use.<sup>3</sup>



<sup>2</sup> Sport and Recreation Victoria, 2017, 'Overview of Universal Design', p.1.

<sup>3</sup> Australian Local Government Association, 2012, 'Universal Design', p.1.

# Federal and State Policy Context

The strategic direction for disability planning and compliance in Australia is generally determined by the Federal and State Governments. Since the early 1990s, legislation, building standards, disability plans and strategies have guided the provision of accessible infrastructure, services and information at the local level. It is within this broader policy context that Moreton Bay Regional Council's Disability Access and Inclusion Plan 2018-2022 has been developed, and will be progressively implemented. An overview of this policy context is provided below:

## Federal Disability Discrimination Act 1992 (DDA)

The rights of people with a disability in Australia are enshrined in the Disability Discrimination Act (DDA) 1992. The DDA makes discrimination against people with a disability against the law in many areas of life, including through the provision of services typically provided by local governments.<sup>4</sup>

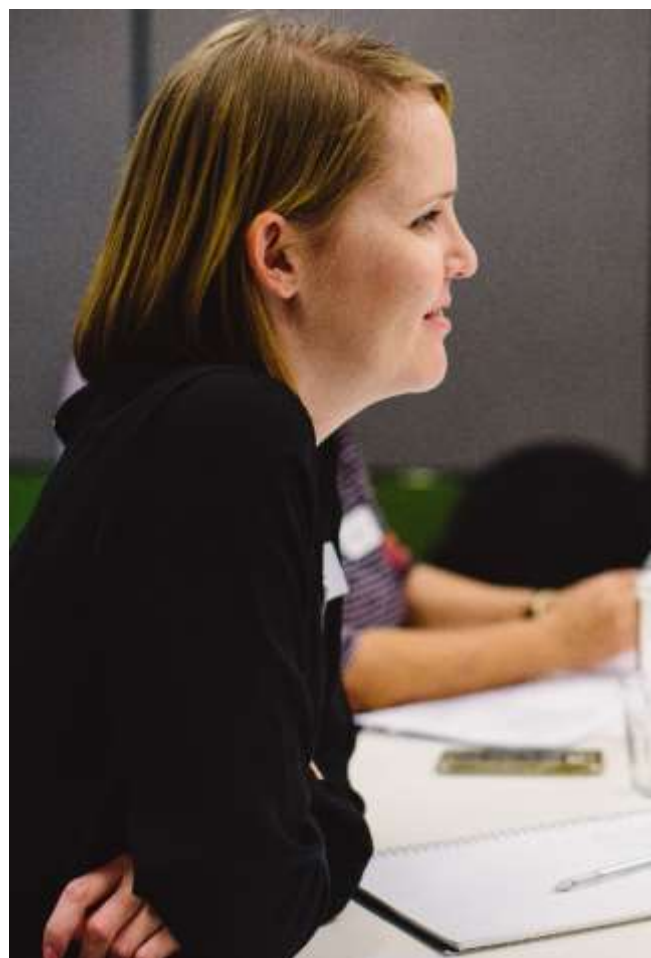


## Australian Standards for Access and Mobility

The Commonwealth Disability (Access to Premises - Buildings) Standards 2010 embody the principles of anti-discrimination within the DDA. Together with the Building Code of Australia (BCA), these standards set mandatory requirements which all local governments must comply with when undertaking any building works.<sup>5</sup>

## National Disability Strategy (NDS)

The National Disability Strategy (NDS) sets out a 10-year national plan for working towards an 'inclusive Australian society that enables people with a disability to fulfil their potential as equal citizens.'<sup>6</sup> Local governments have a strong role to play in the implementation of this strategy through developing policies and programs that impact on people with a disability, carers and families.



<sup>4</sup> Australian Human Rights Commission, 2017, 'D.D.A. guide: A responsible government'. p.1.

<sup>5</sup> Access Institute, 2017, 'The Why's of Access' - First Edition, p.4-5.

<sup>6</sup> Commonwealth of Australia, 2010, 'National Disability Strategy 2010-2020', p.8.

## National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS), scheduled to roll out in the Moreton Bay Region from 2019, will give people with a disability greater access to the resources and support they need to play a more active role as engaged citizens in their local community. Council is committed to playing its part to facilitate this outcome by ensuring that the infrastructure, services and information it delivers are accessible to everybody.

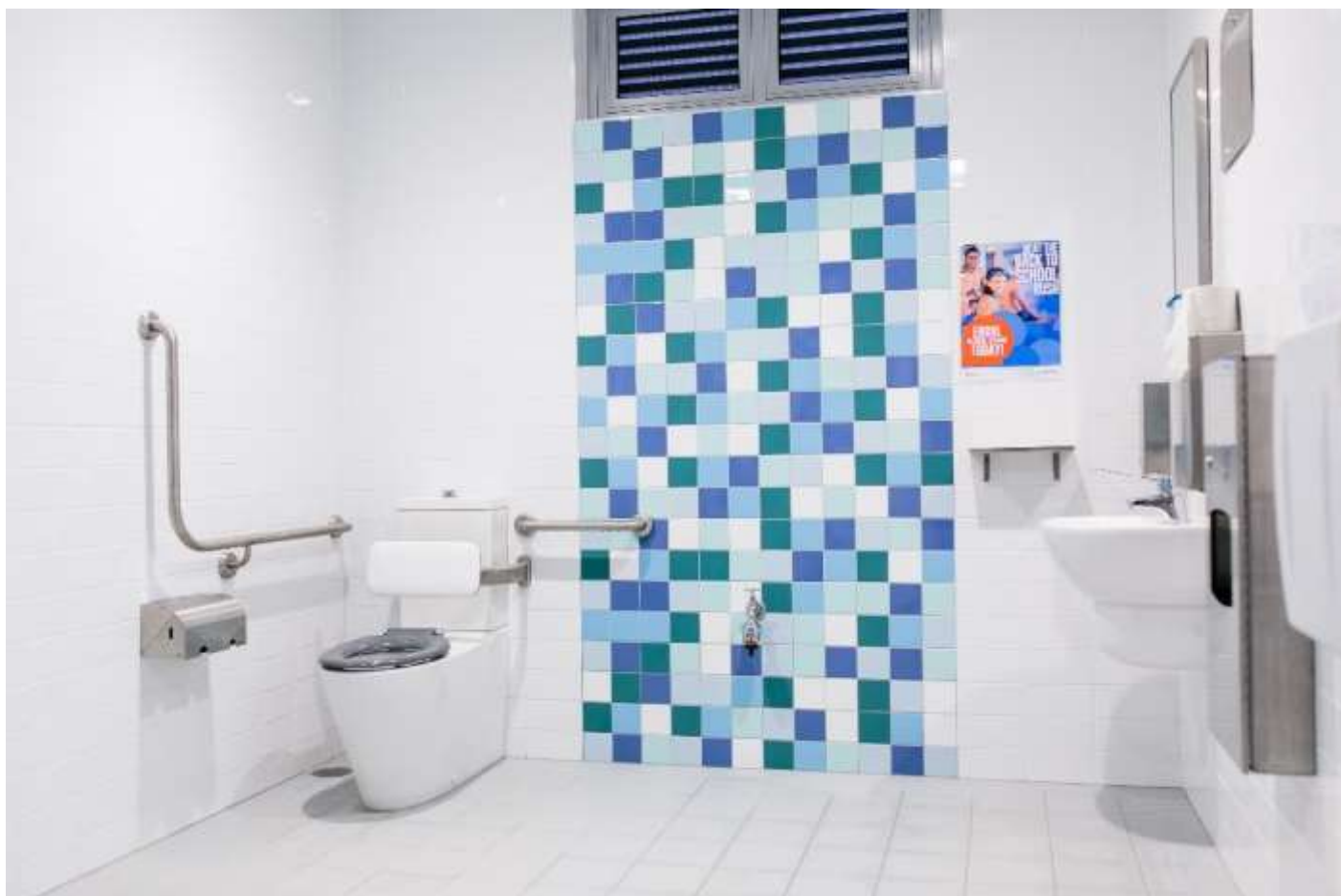
## Queensland Anti-Discrimination Act 1991

In Queensland, the Anti-Discrimination Act 1991 works in conjunction with the DDA to promote 'equality of opportunity for everyone by

protecting them from unfair discrimination.<sup>7</sup> This act safeguards the rights of people with a disability by making it unlawful to discriminate against a person on the grounds of an existing or previous impairment stemming from an illness, disease, injury or a condition at birth.<sup>8</sup>

## State Disability Plan

Queensland's State Disability Plan: 2017-2020 is closely aligned to the intent of the NDS. It outlines how the Queensland Government will work in partnership with its stakeholders, including local governments, to build a more inclusive Queensland where people with a disability, their families and carers can access opportunities on the same basis as everyone else.<sup>9</sup>



<sup>7</sup> Queensland Government, 'Queensland Anti-Discrimination Act 1991', p. 13.

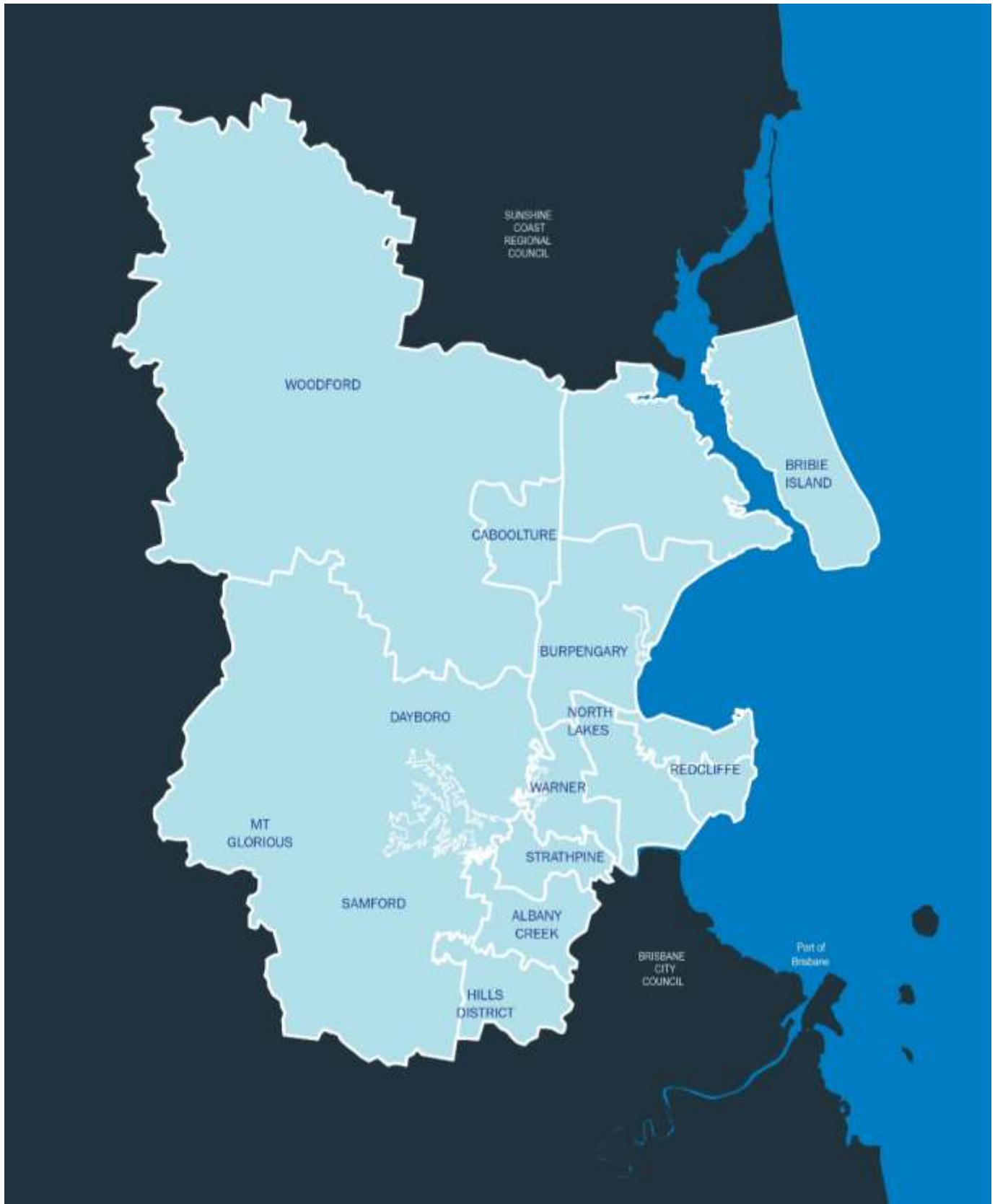
<sup>8</sup> Queensland Government (Department of Education and Training), 2017, 'Information Sheet 4: Anti-Discrimination Act 1991 (Qld)', p.1-2.

<sup>9</sup> Queensland Government, 2017, 'All Abilities Queensland: Opportunities For All', p.1.

# Our Region

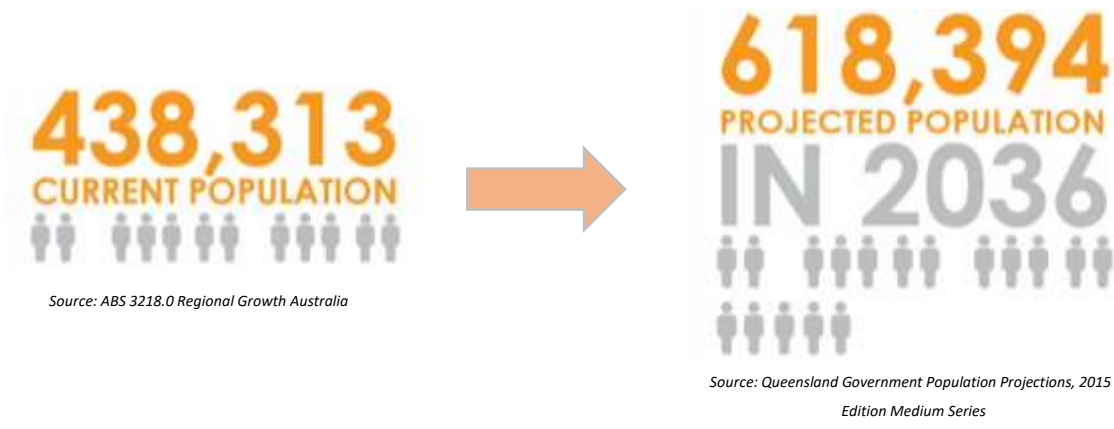
## Population Growth and Change

The Moreton Bay Region has the third largest population of any local government area in Australia.



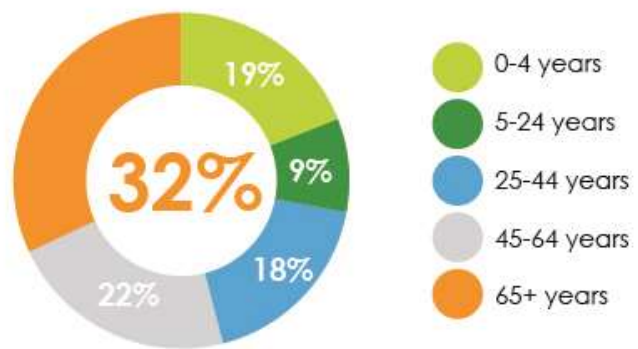
## Population Growth in the Moreton Bay Region

In the five years to 2016, our population has grown at a faster rate than the Queensland average. By 2036 it is projected that an additional 180,000 people will call the Moreton Bay Region home.



People aged 65+ have accounted for the largest portion of this recent population growth; accounting for 32% of all growth. This trend will continue over the next two decades as the younger baby boomers and older members of Generation X approach and move into retirement age.

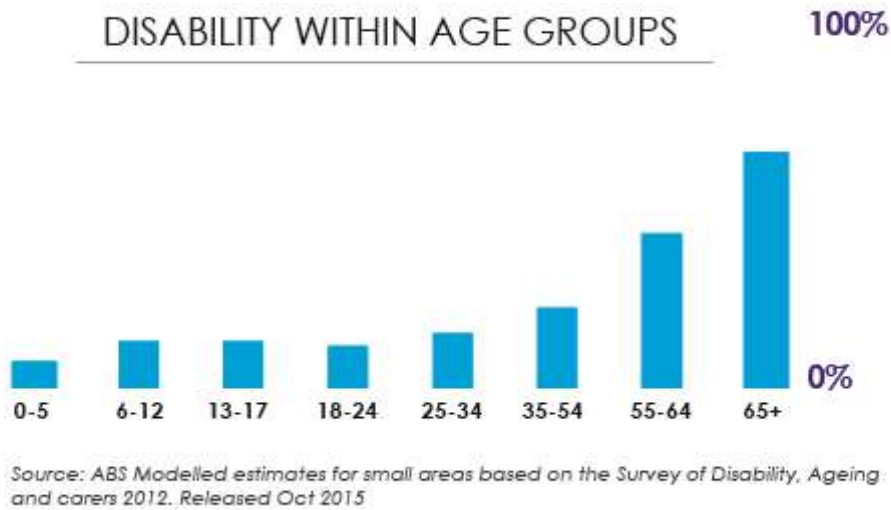
### Population Growth Across All Age Groups 2016



Source: ABS 3235.0 Population by Age and Sex, Regions of Australia, 2014, 3235.0

## Disability in the Moreton Bay Region

As disability increases with age, our ageing population has significant implications for future rates of disability in the Moreton Bay Region. As illustrated below, rates of disability increase significantly above the age of 55. Current and projected growth in these demographics, together with a rise in the number of younger people being born with or acquiring a disability, will result in more people with a disability living in the Moreton Bay Region in the coming years.



The Moreton Bay Region has a higher incidence of disability than the Queensland average, with 1 in every 17 people having a severe or profound disability requiring assistance. Since 2011, this cohort has grown at twice the general population growth rate (2.4%) of the Moreton Bay Region..

IN MORETON BAY REGION

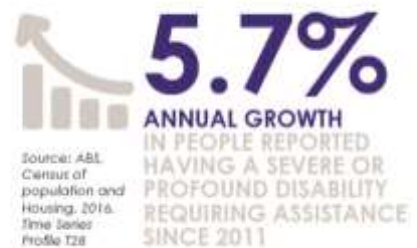


IN QUEENSLAND



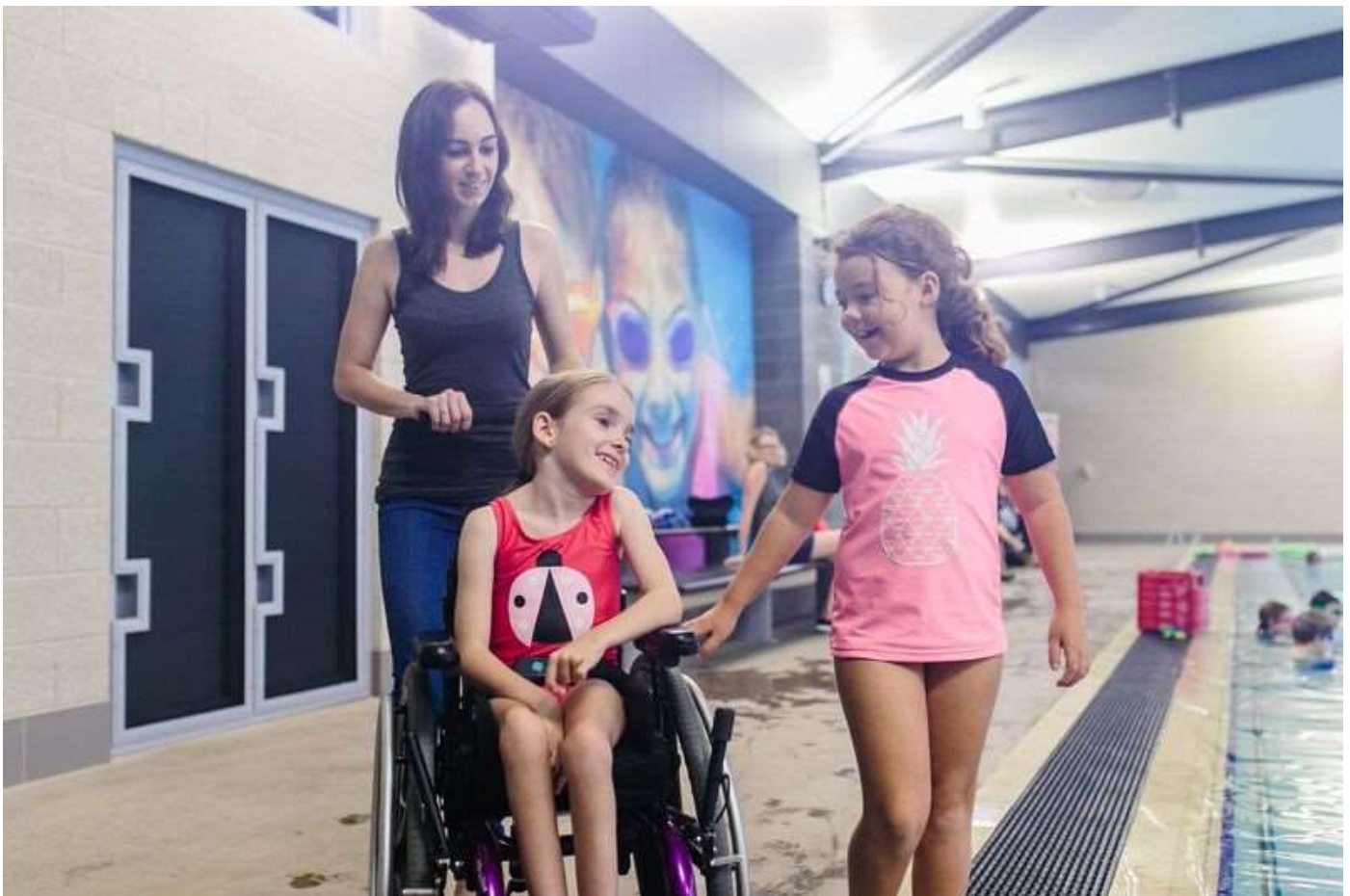
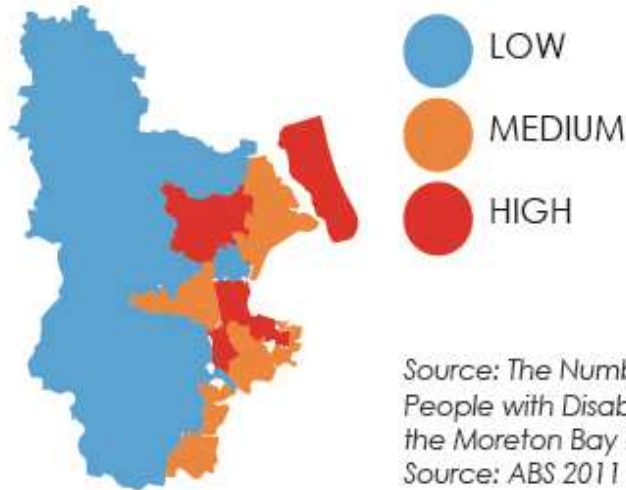
**PEOPLE REPORTED HAVING A SEVERE OR PROFOUND DISABILITY REQUIRING ASSISTANCE IN 2016**

*Source: ABS  
3218.0 Regional  
Population  
Growth Australia*



While the incidence of people living with a disability is spread right across the region, the highest concentrations are found in Caboolture, Deception Bay, Morayfield, Kallangur and on Bribie Island.

### NUMBER OF PEOPLE WITH NEED FOR ASSISTANCE



# Listening to Our Community

Council's Disability Access and Inclusion Plan 2018-2022 has been developed in partnership with the local community through various community consultation activities.

These activities were designed to ensure that they were inclusive and accessible to people with a disability.

A community survey was first undertaken to understand how people with a disability access council infrastructure, services and information, and to identify any barriers to increasing their involvement in community life.

Following the survey, seven focus groups were held throughout the region to give residents the opportunity to provide a greater level of feedback and input into the development of the Disability Access and Inclusion Plan 2018-2022.





Over 190 people participated in the community consultation activities. Of those participants, approximately 55% identified as people with a disability and 30% were carers, family members, or friends. The remaining participants comprised service providers and interested residents.

The age groups that were most represented in the community consultation activities were 45-64 years, followed by 25-44 years and 65+ years.

Women accounted for two-thirds of all participants. While only a small number of children and young people with a disability participated, their experiences and opinions were heard via the involvement of carers, family members and friends.

People from all over the region participated in the community consultation activities. The areas most represented included; Bribie Island, Caboolture and Redcliffe. Participants discussed a variety of issues relating to the inclusion of all people throughout the region.



The tables below provide a summary of the key outcomes from the community consultation.

### Pedestrian Mobility, Parking and Transport

- **Footpaths** - Participants raised concerns about footpath gradients being too steep, too narrow, uneven, damaged or ending abruptly. Maintenance works without an accessible detour route and vehicles parking across footpaths were also identified as accessibility barriers.
- **Kerb Ramps and Crossings** - Participants, particularly those who use a wheelchair or other mobility device, identified instances where kerb ramps were too steep or led to a drop on to the road reserve. Crossings sometimes don't line up directly with kerb ramps and signalised pedestrian crossings often don't provide sufficient time to cross a road safely.
- **Tactile Ground Surface Indicators (TGSIs)** - Damaged TGSIs are a hazard to all pedestrians but particularly to people with a vision impairment who rely on them to navigate safely. TGSIs on kerb ramps can be a slip hazard for all users, particularly when wet.
- **Signage and Wayfinding** - Consistent, accessible signage is required to identify the location of accessible features such as public amenities, ramps and car parking. Participants recommended that council develop a region-wide accessibility map.
- **Parking** - People utilising accessible car parks without a valid permit was a source of great frustration to participants who rely on access to these spots. Accessible car parks can sometimes be too narrow, too steep or are located too far away from the entrance to a building, facility or park.
- **Transport** - Transport can be a major barrier for people with a disability having access to their community. Often people rely on public transport as their main mode of transport.

### Buildings and Facilities

- **Community Halls and Meeting Rooms** - Older halls have significant accessibility barriers and require upgrades.
- **Pools and Aquatic Centres** - Access to council pools is particularly important for people with a disability because they are often used for exercise, therapy and rehabilitation. Changing facilities need to be accessible and within close proximity to the pool's entrance/exit point.
- **Public Amenities** - All elements in public amenities need to be accessible. Doors need to be easy to open and close. Furthermore, taps and other accessories should require minimal effort to operate. 'Changing Places' public amenities mean that people with high care needs can go out into the community with the confidence that their needs will be met in a dignified manner.

### Parks and Open Space

- **Park Benches, Tables and Exercise Equipment** - The design of park benches, tables and exercise equipment needs to consider how people with a disability will use them.
- **Playgrounds** - Playgrounds need to be inclusive of children with a disability and facilitate interaction and play with children of all abilities.
- **Beaches** - People with a disability, particularly those who rely on wheelchairs and other mobility devices, want the same basic right to enjoy a day at the beach as any resident or visitor to our region.
- **Paths and Walking Tracks** - While participants recognised that not all walking tracks in the region could be made accessible, they wanted some level of access to paths and tracks in areas of high scenic and environmental value.

## Events and Programs

- **Non-Visual Sensory Elements** - Art and museum exhibitions which incorporate elements that are receptive to non-visual senses such as sound, touch and smell, are more accessible to people with a vision impairment.
- **Low Sensory Events and Programs** - Children and adults with a low tolerance to sensory stimulation require low sensory elements built into events and programs or quiet zones where they can retreat if they become overwhelmed.
- **Registration** - People want the ability to be able to indicate if they have a disability which requires additional assistance as part of the registration process for council events and programs.
- **Large Scale Events** - Large scale events need to have sufficient accessible parking, amenities and information about the accessibility of the event available in advance.

## Council Services and Information

- **Training and Awareness** - Access and inclusion training and awareness-raising would help council's frontline staff to understand and meet the needs and expectations of customers with a disability.
- **Waste Management** - People with a disability may have a reduced capacity to dispose of their household waste.
- **Disaster Management** - People with a disability are particularly vulnerable during disaster events.
- **Inclusive Marketing and Communication** - Council's marketing and communication material needs to be accessible to people with a disability and reflect the diverse abilities of residents.
- **Website Accessibility** - People with a disability are often more reliant on internet access to perform important functions such as payment of council rates. Recent technological advances enable people with a vision impairment to access the internet.
- **Employment** - Employment rates for people with a disability are below the remainder of the population. This impacts on their ability to participate in community life and achieve full economic and social participation.
- **Community Consultation and Engagement** - Consulting with people with a lived experience of disability can identify greater opportunities to make new developments, programs and council initiatives more accessible and inclusive.

# Priority Areas

Based on feedback from community consultation activities, council's Disability Access and Inclusion Plan 2018-2022 lists current and future actions to improve the accessibility and inclusiveness of its infrastructure, services and information under five priority areas:

1. Pedestrian Mobility, Parking and Transport;
2. Buildings and Facilities;
3. Parks and Open Space;
4. Events and Programs; and
5. Council Services and Information.





## Pedestrian Mobility, Parking and Transport

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# Pedestrian Mobility, Parking and Transport

The provision of footpaths, kerb ramps, road crossings, parking bays and bus stops enable residents and visitors to move around our region. This infrastructure connects people to employment, support services, social networks and opportunities to participate in community life.

However, people with a disability may experience unique challenges at any point along these networks. These challenges can make it difficult for people with a disability to move around the region, and may also exclude them from their local community.

Improved accessibility to footpaths, kerb ramps and road crossings was the number one priority for residents who participated in the community consultation activities for this plan.

Moreton Bay Regional Council's Active Transport Strategy 2012-2031 guides the provision of council's active travel network and includes actions to improve the accessibility of footpaths and bikeways throughout the region.

The actions under this priority area complement this strategy by identifying further opportunities to enhance the accessibility of the region's pedestrian network as well as parking and public transport infrastructure.

Council makes a significant investment each year in improving the condition and connectivity of its pedestrian, parking and public transport networks. The tables below outline actions council will undertake to further improve accessibility.

*"Having a footpath in front of my house would make the world of difference in my quality of life and allow me to participate in our local community."  
- Sarah, Deception Bay*



## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to pedestrian mobility, parking and transport.

Footpath and Shared Pathway Networks	
Current actions	Outcomes
A region-wide inspection of the footpath network is undertaken annually. The scope of this inspection incorporates elements of footpath accessibility.	Footpath network inspection outcomes and customer request information enables council to prioritise works to improve accessibility.
Information from customer requests about footpaths, kerb ramps and road crossings is utilised to identify the need for works to improve access.	
Funds are allocated in council's annual budget for works that improve its footpath network. These funds are used to improve the accessibility of this infrastructure as required.	Council has an ongoing works program to improve the accessibility of its footpath network as required.
Footpaths are designed to fit site topography and meet accessibility standards.	When planning routes for footpaths, steep gradients are minimised to the extent practicable.
Review and prioritise the need for a new pedestrian crossings improvement works program to improve the condition and accessibility of existing pedestrian crossings	Pedestrian crossings are designed to provide ease of movement, especially for people with disabilities.
The following standard drawings are used in the design of footpaths, kerb ramps and road crossings. <ul style="list-style-type: none"> <li>• Installation of TGSi on Ramped Kerb Crossings;</li> <li>• Directional TGSi/Wayfinding Trails Permanent Clearances;</li> <li>• Typical Kerb Ramp and Traffic Signal Pedestal Location;</li> <li>• Pedestrian Facilities at Traffic Island Cut Through;</li> <li>• Pedestrian Refuge Offset Provision with Or Without Zebra Crossing;</li> <li>• Staged Pedestrian Crossing Refuge; and</li> <li>• Pedestrian Crossovers Tactiled.</li> </ul>	Accessibility is considered in the design of new and upgraded footpaths, kerb ramps and road crossings.
Standard drawings are used in the design of residential driveways.	New and upgraded driveways are designed to meet the road surface at level.
Stopping or parking across footpaths and shared pathways is regulated.	The instances where people may inadvertently restrict the use of footpaths and parking facilities by people with a disability are minimised.
The use and placement of A-frame signs on footpaths in retail precincts is regulated.	People with vision impairments, and people using wheelchairs and mobility devices can use council's footpaths in retail precincts more safely.

<b>Footpath and Shared Pathway Networks</b>	
<b>Current Actions</b>	<b>Outcomes</b>
Additional shared pathways are being provided throughout the region.	Council's growing shared pathway network enables people who use wheelchairs and other mobility devices to have access to safer and more direct routes of travel.
Chicane barriers that have been installed along shared pathways are being removed.	People with vision impairments, and people using wheelchairs and other mobility devices can use council's shared pathways more safely.
Road safety audits are undertaken to identify high priority locations where pedestrian safety improvements are required.	Road safety audit outcomes enable council to prioritise works to improve safety for pedestrians of all abilities.
Projects are undertaken in partnership with the State Government to improve the accessibility of the region's pedestrian network.	Council can access funding from the State Government to assist with improving the accessibility of the region's pedestrian network.

<b>Accessible Parking Facilities</b>	
<b>Current Actions</b>	<b>Outcomes</b>
Council provides and upgrades accessible car parking bays at on-street and off-street locations throughout the region.	People with a valid disability parking permit can access reserved parking on council controlled land throughout the region.
The use of accessible parking bays is regulated on council owned or controlled land.	A reduction in the use of accessible parking bays by people without a permit.
Accessible parking bays are positioned to enable ease of access to council buildings and facilities, parks and open space.	People requiring accessible parking are given priority access to council buildings, facilities, parks and open space.

<b>Bus Stops</b>	
<b>Current Actions</b>	<b>Outcomes</b>
Council is auditing 1,300 bus stops throughout the region for accessibility. Those which do not meet the required standard are being upgraded.	Council has an ongoing commitment to improving the accessibility of bus stops. Council is on track to complete this work by December 2022.
New bus shelters provided by council include a number of features designed to increase accessibility to public transport. Examples include: a designated wheelchair waiting bay; and directional and warning TGSIs	Accessibility is considered in the design of new and upgraded bus stops.

<b>Wayfinding and Signage</b>	
<b>Current Actions</b>	<b>Outcomes</b>
A wayfinding and signage style guide is being finalised for key commercial and retail precincts in the Moreton Bay Region.	The region's commercial and retail precincts will have a standard approach to the design and installation of signage and other wayfinding solutions that improves accessibility.
Council is working with higher education providers to explore the future role that technology will play in improving wayfinding for all users of council's parks and open space.	The Mill at Moreton Bay, council's university project is likely to be one of the first locations to trial these new technologies.



## Future Actions

Council will undertake the following actions to improve accessibility in relation to pedestrian mobility, parking and transport.

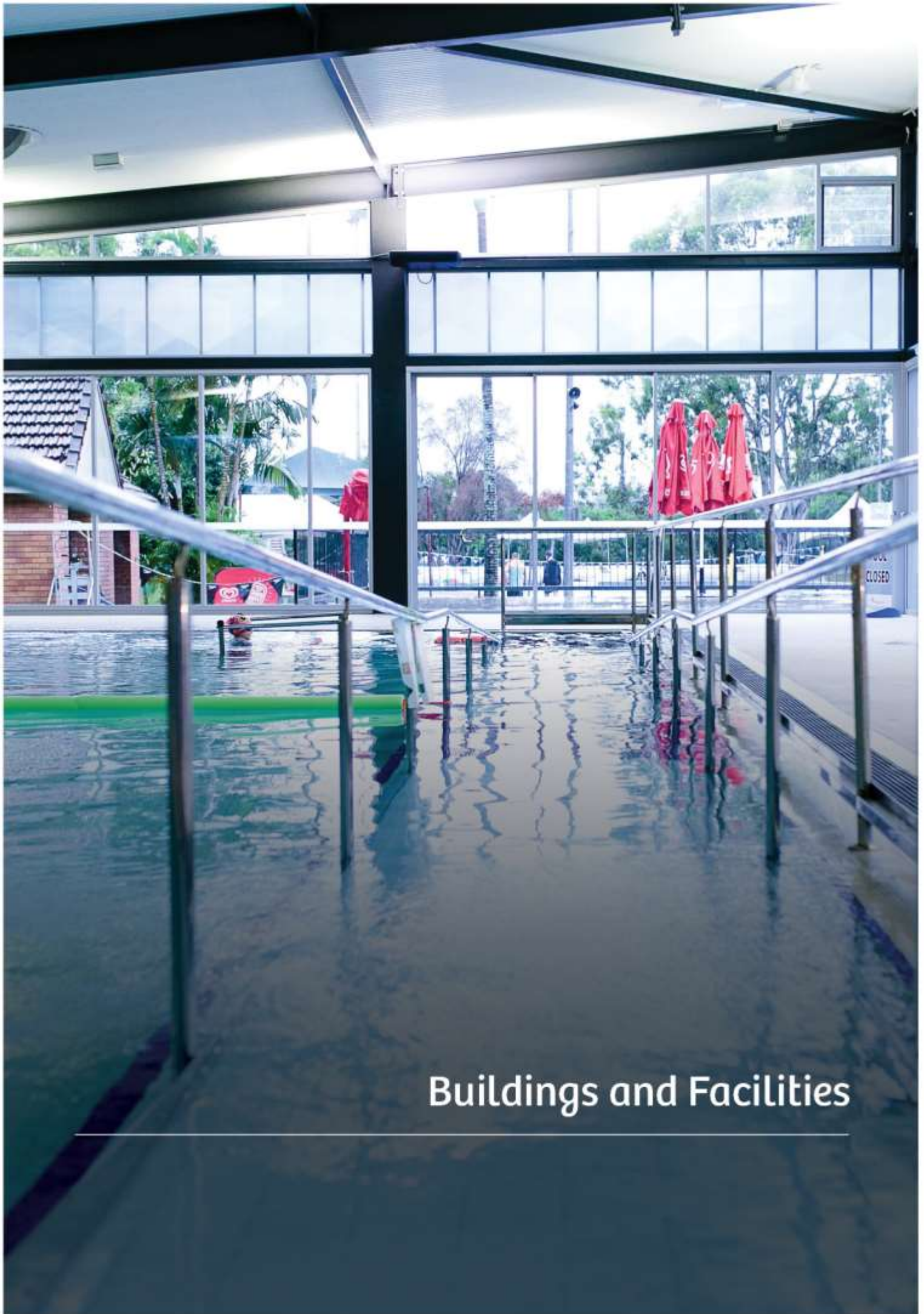
Footpath and Shared Pathway Networks	
Future Actions	Outcomes
Ensure that accessible, alternative access is provided, to the extent practicable, when council works are being undertaken on a footpath which restricts pedestrian movement.	People who use wheelchairs and other mobility devices will be able to travel independently even when works restrict pedestrian access along a section of footpath.

Accessible Parking Facilities	
Future Actions	Outcomes
Undertake an audit of the number, ratio, location, and associated directional signage for accessible parking bays on council owned and controlled land.	Enables council to prioritise works to improve the provision of accessible parking bays.
Investigate the option to expand council's parking enforcement operations to include accessible car parking bays in major private shopping and commercial centres.	Enables council to assess the viability of expanding parking enforcement operations to major private shopping and commercial centres.

Wayfinding and Signage	
Future Actions	Outcomes
Investigate the potential future role of technology in providing wayfinding solutions.	People with a disability will be able to more effectively use apps on their smart phone to assist with accessible travel in the Moreton Bay Region.

Community Education	
Future Actions	Outcomes
Promote the 'MBRC Request' app to people with a disability so that information about faults and accessibility issues across the region can be provided to council.	Enables council to collect additional information that assists in prioritising works to repair faults and improve accessibility.

Recharge Scheme	
Future Actions	Outcomes
Investigate opportunities to partner with Recharge Scheme Australia Ltd to trial recharge points for electric mobility vehicles at appropriate council facilities.	Provides information that will assist council in assessing the benefit of this scheme to the Moreton Bay Region.



## Buildings and Facilities

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# Buildings and Facilities

Council’s buildings and facilities are places where people can meet to participate in community, cultural, sporting and environmental activities in the Moreton Bay Region. They are also a vital link in connecting people with a disability to their local community. Barriers which restrict full access to buildings and facilities can exclude people with a disability from accessing opportunities, experiences and social networks.

Improved access to council’s buildings and facilities, particularly its aquatic centres, was a key priority for a number of residents who participated in community consultation activities for this plan.

Moreton Bay Regional Council’s Community Infrastructure Strategy 2012-2031 and its Interim Community Facilities Plan 2012-2031, guide the provision of community infrastructure in the region by identifying existing and future community facilities to support population growth.

The actions included under this priority area complement the Community Infrastructure Strategy 2012-2031 and its Interim Community Facilities Plan 2012-2031 by identifying opportunities to enhance the accessibility of council’s buildings and facilities.

Council is responsible for over 1,500 buildings and facilities throughout the region. These facilities range from modern, accessible buildings, through to those built before current accessibility standards were introduced. Each year council designs and constructs new buildings and facilities, as well as undertakes upgrades on existing buildings, to better meet the needs of its growing population.

The tables on the following pages outline actions council will undertake to further improve the accessibility of its buildings and facilities.

*“In twenty years, men may be able to live on the moon. In forty years we may get to Mars. In the next 200 years we may leave the solar system and head for the stars. But meanwhile, we would like to get to the supermarket, the cinema, restaurants”<sup>10</sup>*  
- Stephen Hawking, Author



<sup>10</sup> New South Wales Government, 2015, Disability Inclusion Action Planning Guidelines, p.6.

## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to buildings and facilities.

Building and Facility Improvements	
Current actions	Outcomes
Building inspections are undertaken on all council buildings and facilities each year.	Building inspection outcomes enables council to prioritise works to improve accessibility.
Scheduled upgrades are undertaken on existing facilities to improve accessibility (e.g. the installation of a hearing loop at Redcliffe Museum).	Buildings and facilities constructed before the introduction of current accessibility standards are progressively upgraded to improve their accessibility.
Partner with community organisations in the planning and delivery of accessibility upgrades to community leased buildings and facilities through council's Community Grants Program.	Financial support is provided to community lessees seeking to improve the accessibility of leased buildings and facilities.

Public Amenities	
Current actions	Outcomes
Accessible public amenities are being installed in buildings, parks and open space throughout the region to increase public access, inclusion and safety for all users.	New public amenities in the Moreton Bay Region are accessible, inclusive and safe.

Aquatic and Fitness Centres	
Current actions	Outcomes
Council aquatic centres have accessible entry into one or more of the pools via either a ramp or hoist.	People with a disability are able to access and enjoy council pools.
All new aquatic centres designed and constructed by council include the provision of ramp access into the pool.	
Gym equipment that is accessible to people in a wheelchair has been installed at the Caboolture Pool and Fitness Centre.	People in a wheelchair can access sport and recreation opportunities at the Caboolture Pool and Fitness Centre.

Assistance Animals	
Current actions	Outcomes
Trained and certified assistance animals are welcome in council buildings and facilities when accompanying their handler.	People who depend on assistance animals such as dog guides are not restricted from accessing council buildings and facilities.

## Future Actions

Council will undertake the following actions to improve accessibility in relation to buildings and facilities.

<b>Building and Facility Improvements</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Modify existing building inspection programs to include the identification of accessibility barriers and upgrade opportunities.	Building inspection outcomes enable council to identify accessibility issues associated with its buildings and facilities, inclusive of those not directly managed by council (e.g. leased buildings and facilities).
Develop and implement a prioritised schedule of accessibility audits for all council-managed community buildings and facilities.	Barriers for people with a disability in accessing council managed buildings and facilities are proactively identified.  This will enable council to prioritise and schedule works that achieve greater levels of accessibility for all residents over time.
Develop and implement a prioritised schedule of accessibility upgrades to council's buildings and facilities.	Existing accessibility barriers will be progressively resolved through the delivery of planned and prioritised upgrades to council's buildings and facilities.
Undertake a review of evacuation and emergency procedures for council-owned community facilities to ensure that they meet the needs of people of all abilities.	Evacuation and emergency procedures will ensure that people of all abilities, including those with visual and hearing impairments, remain safe at all times when accessing council-managed buildings and facilities.
Investigate the installation of Assistive Listening Devices (ALDs) at key council managed community buildings and facilities.	Provides information that will assist council in assessing the benefit of these devices for people with a hearing impairment.

Public Amenities	
Future Actions	Outcomes
Undertake accessibility audits for all public amenities throughout the region	Enables council to proactively identify accessibility issues associated with existing public amenities across the region.
Investigate the delivery of 'Changing Places' (or equivalent) public amenities in key locations throughout the region.	Provides information that will assist council to identify the need for these facilities and the location(s) where they would be most utilised.
Undertake progressive upgrades of public amenities that do not meet current accessibility standards.	Planned and prioritised upgrades to public amenities will be undertaken to progressively improve accessibility for people of all abilities.

Accessibility Through Facility Planning and Design	
Future Actions	Outcomes
Develop a set of guidelines and resources that assist proponents to incorporate accessibility considerations and universal design principles into facility planning and design processes.	Proponents (whether council, commercial or community organisations) will be better informed regarding how to make their facilities accessible to all.
Ensure that a qualified access consultant is engaged throughout the concept design phase of all major council managed community infrastructure projects.	Major community infrastructure projects delivered by council will incorporate best practice accessibility provisions and exceed minimum standards where appropriate.





Parks and Open Space

# Parks and Open Space

Parks and open space provide residents with a place to meet, play and relax. They are a key component of the vibrant lifestyle enjoyed by residents and visitors of the Moreton Bay Region. Council is committed to ensuring that all people, regardless of ability, can access and enjoy council's parks and open space.

Being able to access parks and open space was a key priority for a number of residents who participated in community consultation activities for this plan. Participants wished for access to the same recreational opportunities to connect with nature and their community. Parents of children with a disability were particularly eager for their children to have the same access to playgrounds and sensory play experiences as all other children.

Moreton Bay Regional Council's Open Space Strategy 2012-2031 and the Urban Recreation Park Plan 2012-2031 guide the planning and delivery of recreation parks and open space throughout the region.

The actions included under this priority area complement these publications by identifying further opportunities to enhance the accessibility of council's parks and open space.

Council makes a significant investment each year in the design, construction and maintenance of parks and open space. The tables below outline actions council will undertake to improve accessibility.

*"I love that there is a park that [my son] is actually excited to go back to and that is tailored to his abilities. I can't wait to see what else is coming in the next stage"*  
- Kerry, Rothwell





## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to parks and open space.

Park Infrastructure	
Current actions	Outcomes
<p>All-abilities playgrounds and accessible playground features are being introduced into parks and community spaces throughout the region where appropriate. Examples include:</p> <ul style="list-style-type: none"> <li>• Caboolture Regional Environmental Education Centre (CREEC), Burpengary; and</li> <li>• Lesley Patrick Park, Arana Hills.</li> <li>•</li> </ul>	<p>People with a disability, their families and carers have access to playgrounds and facilities that are inclusive and accessible to everyone.</p>
<p>Playgrounds throughout the region incorporate accessible features where practical.</p>	
<p>Sensory play elements are being incorporated into parks and playgrounds throughout the region.</p>	<p>Parks and playgrounds incorporate play elements which stimulate non-visual senses (e.g. smell, touch and sound). These elements contribute to them being more inclusive of people with vision impairments, and people who may have difficulty processing sensory information.</p>
<p>Provide a sensory garden at the Caboolture Regional Environmental Education Centre (CREEC).</p>	<p>People can experience a community garden consisting of elements that stimulate non-visual senses.</p>
<p>The standard drawings Park Furniture Setout are used in the design of park benches and tables for wheelchair access to the extent practicable.</p>	<p>People who use a wheelchair or other mobility device can access park benches/tables in council parks.</p>

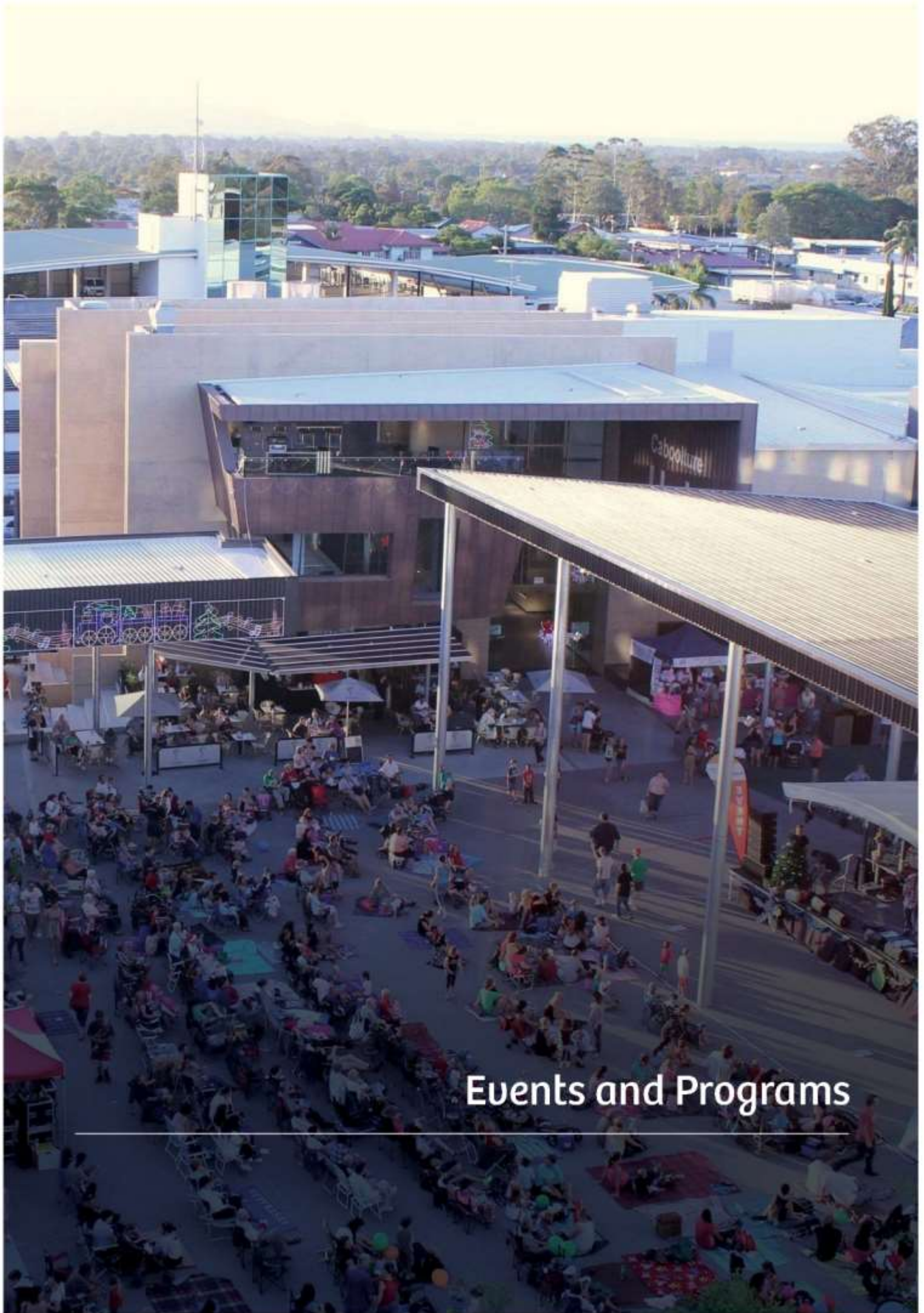
## Future Actions

Council will undertake the following actions to improve accessibility in relation to parks and open space.

Park Infrastructure	
Future Actions	Outcomes
<p>Progressively incorporate accessible and inclusive elements into new and existing playgrounds to the extent practicable.</p> <p>Accessible play equipment will incorporate evidence-based accessibility features that reflect the following principles:</p> <ul style="list-style-type: none"> <li>• Not be separated from other forms of play equipment;</li> <li>• Be just as accessible and appealing to children without a disability as those with a disability; and</li> <li>• Encourage interaction between children with different levels of ability.</li> </ul>	<p>Playgrounds in parks will be accessible to, and inclusive of children with a disability and their families to the extent practicable. Accessibility features for playgrounds may include:</p> <ul style="list-style-type: none"> <li>• Ground cover providing a firm surface which can be wheeled and walked across</li> <li>• Play equipment that can be reached from a seated position;</li> <li>• Specific play equipment for people who use a wheelchair (e.g. swings, merry go rounds, see-saws)</li> <li>• Play equipment that provides additional support (e.g. swings with back support and harnesses)</li> <li>• Additional shading</li> <li>• Play equipment that encourages sensory play (e.g. sounds, textures, water play)</li> </ul>
Provide accessible exercise equipment in parks where appropriate.	People of all abilities can access council's public exercise stations.
Incorporate accessibility audits into the inspections undertaken of facilities and equipment in parks and open space throughout the region.	Enables council to prioritise works to improve the provision of accessible infrastructure in parks and open space. This may include the concentration of accessibility features in the one location rather than these facilities being dispersed across multiple locations.

Walking and recreation trails	
Future Actions	Outcomes
Identify and promote appropriate, accessible trails in natural areas throughout the region.	Increased community awareness of accessible trails that provide opportunities for people who use wheelchairs or other mobility devices to enjoy the region's natural areas.

Accessible beach access	
Future Actions	Outcomes
Engage with Surf Life Saving Queensland to discuss the potential provision of accessible beach chairs and matting at Suttons Beach, Redcliffe and Woorim Beach, Bribie Island.	People who use wheelchairs or other mobility devices will be able to access the beach area.



## Events and Programs

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# Events and Programs

The Moreton Bay Region hosts a wide variety of events and programs that bring our community together to celebrate our vibrant lifestyle. Events range from region-wide spectacles such as the Redcliffe Kite Festival and local events such as Christmas carols. Programs range from sport and recreation programs (e.g. Healthy and Active Moreton) to community and cultural programs (e.g. Animating Moreton).

Council is committed to ensuring that its events and programs are accessible to everybody. People with a disability may experience comparatively higher rates of social exclusion and isolation.

Therefore, their involvement in local events and programs is especially important.

Participants in the community consultation activities for this plan expressed their interest in becoming more involved in community events and programs. While council has already made changes to improve accessibility, more can be done.

The tables below outline actions council will undertake to further improve the accessibility of its events and programs.



## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to events and programs.

Library Programs	
Current Actions	Outcomes
Council's library programs are designed to be inclusive of all participants.	Participants in council's library programs can indicate if they require additional assistance when they register online.  Library programs can be tailored to meet the requirements of participants of all abilities to the extent practicable.
Libraries are developing and hosting programs which appeal to people with Autism Spectrum Disorder and other forms of sensory disorders. Reasonable adjustments have been made to facilitate their involvement in programs including: <ul style="list-style-type: none"> <li>• Minecraft</li> <li>• Code Club</li> <li>• Chess</li> </ul>	Library programs and facilities are accessible to people who may have difficulty processing sensory information.

Sport and Recreation	
Current actions	Outcomes
Council's sport and recreation programs are designed to be inclusive of all participants.	Participants in council's sport and recreation programs can indicate if they require additional assistance when they register to attend.  Sport and recreation programs can then be tailored to meet the requirements of participants to the extent practicable.
Council accepts companion cards at various sport and recreation programs/facilities throughout the region (e.g. aquatic centres and the Redcliffe Cultural Centre).	Participants in various sport and recreation activities who have a companion card can participate with a nominated carer who attends for free.

Events and Programs	
Current Actions	Outcomes
Council events are held at accessible public venues and locations to the extent practicable.	Council events are accessible to people of all abilities.
Reasonable adjustments are made to facilitate the involvement of people with a disability in council events.	
Accessible parking and designated drop-off zones are provided at council events.	
Accessible shuttle buses are provided to transport people between major public transport hubs and the event venue.	

## Future Actions

Council will undertake the following actions to improve accessibility in relation to events and programs.

Sport and Recreation	
Future Actions	Outcomes
Provide support to encourage sport and recreation program providers and local clubs to tailor specific programs to be inclusive of all abilities.	Sport and recreation program providers and local clubs will provide additional opportunities for people with a range of disabilities to participate in sport and recreation activities.

Events and Programs	
Future Actions	Outcomes
Ensure that the promotion and delivery of council's various programs are accessible to, and inclusive of, people with a range of disabilities in accordance with legislative requirements. This includes the programs delivered by the following council units: Sport and Recreation, Library Services, Community and Cultural Programs, Waste Services, Environmental Services, and Galleries and Museums.	Council programs are delivered in a consistent, accessible and inclusive way.
Incorporate sensory-friendly elements into regular events, programs and exhibitions hosted by council where appropriate.	People who have difficulty processing sensory information will be able to participate in community events, programs and exhibitions.
Develop an 'inclusive event guidelines' to provide guidance to organisers of council and community events on how to make their events inclusive of all participants.	Event organisers are encouraged and supported to make their events accessible.
Provide AUSLAN interpretation as part of selected council events and programs.	Council events are more accessible to people with a hearing impairment.
Incorporate audio descriptions into displays and exhibitions delivered by council where appropriate.	
Seek to attract major sporting events involving athletes with a disability into the region (e.g. wheelchair rugby or basketball).	Increased community awareness about sporting opportunities and achievements of people with a disability.
Progressively undertake accessibility audits of various major events hosted by council and Moreton Bay Region Industry and Tourism (MBRIT).	Event audit outcomes will provide accessibility information about events and will identify any barriers to participation by people with a disability.

Companion Cards	
Future Actions	Outcomes
Provide free admission to all council events and programs for the companion of any person holding a valid Companion Card.	Companions of people with a disability will have free access to council events and programs where an admission fee is usually charged.



**Council Services and Information**

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# Council Services and Information

Council provides a range of services that enable residents to live safe, vibrant and connected lives. People with a disability can sometimes experience barriers to accessing these services. For example, the essential service of domestic bin collection can present unique challenges for people with a disability who live independently. In these instances, it is important that council provides appropriate assistance for people of all abilities to access essential services.

Furthermore, council is aware of the challenges faced by people with a disability when transacting with council. Our customer services and call centres need to be easily accessible so everyone can make enquiries, pay rates and access other council services.

Residents and visitors also access community information from council. For example, its publications and website promote upcoming events and programs to encourage residents and visitors to be actively engaged in our local community.

In addition, during disaster events, council is responsible for disseminating relevant information to assist people in a timely manner.

Council also makes spatial and other types of data freely available via its open data portal to further improve public access to information.

Council recognises the importance of ensuring that its services and information are accessible to people with a disability. The tables below outline actions council will undertake to increase the accessibility of its services and information.

*“The greatest barrier facing people with Down Syndrome is not their intellectual disability but confronting negative attitudes, overcoming outdated stereotypes and challenging the limitations placed on them by others.”<sup>11</sup>*



<sup>11</sup> Commonwealth of Australia, 2009, SHUT OUT: The Experience of People with Disabilities and Their Families in Australia, p.13.



## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to council services and information.

Information and Communications Technology	
Current actions	Outcomes
Council's website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.0.	Council's website and other digital resources are accessible to people of all abilities.
All videos uploaded on council's You Tube Channel include closed captions.	
Council's online portal (embarc) provides residents with flexible online payment and notification options.	People with a disability can transact with council online.

Customer Service	
Current actions	Outcomes
Council's call centre can receive calls through the National Relay Service	People with a hearing impairment are able to contact council's call centre.

Community and Cultural Services	
Current actions	Outcomes
Council offers community grants to support celebrations during Disability Action Week.	These grants support local community organisations to develop initiatives, events and programs that involve people with a disability in their local community.

Library Services	
Current actions	Outcomes
Library collections are provided in a range of formats including large print, audio and digital.	Library collections are accessible to people of all abilities.
Shelving heights and width between shelves have been designed to maximise accessibility to the extent practicable.	
Council has a wheelchair accessible mobile library with an inbuilt lift.	
Council's home library service delivers books and other items directly to people who are unable to visit a library.	Books and other items can be returned more easily by people of all abilities.
New shelving technology to facilitate the returns of books and other items has been installed at Bribie Island Library and will be progressively installed at other libraries.	
A training session for staff has been conducted on how to support and interact with library users that have Autism Spectrum Disorder and other forms of sensory impairment.	Staff are more aware and confident to be able to meet the needs of customers with ASD and other sensory impairments.

<b>Waste Services</b>	
<b>Current actions</b>	<b>Outcomes</b>
A bin collection service is available for residents who are unable to move bins to and from the kerb as authorised by their doctor.	Council's bin collection service is accessible to people of all abilities.

<b>Organisation Development</b>	
<b>Current actions</b>	<b>Outcomes</b>
Council subscribes to professional memberships through organisations (e.g. The Australian Network on Disability) who provide council with specialist advice in relation to access and inclusion.	Council has access to current information, resources and networks within the disability sector.
Deliver disability access and inclusion awareness-raising sessions to relevant council staff.	Council staff have access to specialised training in relation to the unique needs of people with a disability.
Council's recruitment processes are accessible for people with a disability in accordance with legislative requirements.	People with a disability have equal access to employment opportunities with council.

<b>Disaster Management</b>	
<b>Current actions</b>	<b>Outcomes</b>
Council's 'Moreton Alert' service is a free SMS, email and voice notifications system that provides severe weather warnings to residents in real time.	Enables council to provide information that is accessible to people of all abilities about severe weather events.
Council's 'Know Your Neighbour' program encourages greater connections and support within local communities.	Enables people with a disability who may experience social isolation to establish networks that result in increased resilience before, during and after a disaster event.
A community services mapping project being undertaken by council and the Red Cross identifies key service providers who will act as a first point of contact between council and people who require a higher level of assistance during a disaster event.	People with a disability who may experience social isolation will have access to support from key service providers before, during and after a disaster event.

## Future Actions

Council will undertake the following actions to improve accessibility in relation to council services and information.

Information and Communications Technology	
Future Actions	Outcomes
Improve the accessibility of council's website so that it is user friendly for people of all abilities.	<p>Council's website will produce and host content that:</p> <ul style="list-style-type: none"> <li>• Is easy to read;</li> <li>• Works on different devices;</li> <li>• Is easy to navigate;</li> <li>• Has appropriate design and colour contrast;</li> <li>• Has images and graphs that are well described;</li> <li>• Has video captions or transcriptions; and</li> <li>• Has documents and attachments in a format that can be used by everyone, everywhere.</li> </ul>
Investigate the use of accessibility software solutions to improve the user experience of council's website by people with a disability.	Provides information that will assist council in assessing the benefits of accessibility software solutions.
Publish an accessibility webpage on council's website. This page will act as a 'one stop shop' for anyone seeking accessibility information about council's buildings, facilities, events, programs and services.	People can easily obtain accessibility information through council's website.

Marketing and Communications	
Future Actions	Outcomes
Review the representation of the region's diverse population in council's marketing material and activities.	Provides information that will assist council in identifying how its marketing materials and activities can be more inclusive of people with a disability.
Ensure that events, programs and facilities that are inclusive of people with a disability are effectively promoted as being accessible.	People with a disability will be aware of all relevant accessibility information prior to attending council events and programs, or visiting council facilities.
Educate the broader community about disability and raise awareness and understanding of barriers which inhibit people with a disability from fully participating in community life.	Increased understanding in the wider community about the diverse nature of disability, and barriers faced by people with a disability in the community.

<b>Community and Cultural Services</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Migrate council's existing and new heritage and public art trails to a digital platform which can incorporate non-visual elements.	Audio narrations in council's digital heritage and public art trails improve the user experience for people with a vision impairment.
Investigate the recognition of community organisations and local businesses that are removing access and inclusion barriers, and are making a positive difference in the lives of people with a disability.	Recognising the efforts of community organisations and local businesses to improve accessibility will promote inclusive practices throughout the Moreton Bay Region.
Promote the services of social enterprises operating within the Moreton Bay Region that employ people with a disability.	Social enterprises that employ people with a disability will continue to grow and become more sustainable. This will increase local employment opportunities for people of all abilities.

<b>Library Services</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Investigate the introduction of height-adjustable customer service desks in council's libraries.	Provides information that will assist council in assessing the benefit of height-adjustable and/or multi-level customer service desks in council's libraries.

<b>Waste Service</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Promote council's bin collection service for residents who are unable to move bins to and from the kerb.	Increased community awareness of council's bin collection service.

<b>Access to Council Information</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Provide accessibility information to the community via a mobility map, council's website, online mapping and open data portal.	People with a disability will be able to obtain relevant accessibility information in relation to their travel throughout the region, and council facilities

## Implementation and Review

Each year council will review the implementation of the Disability Access and Inclusion Plan 2018-2022, when preparing the annual budget and operational plan. This will ensure that this plan continues to inform council's decision making in relation to the prioritisation of, and investment in, accessibility initiatives throughout the region. Council will engage with the community each year to provide an update on the delivery of this plan.



