

Access and Inclusion Plan

2019–2022



Our Access and Inclusion Plan 2019–2022 is a four year action plan.

The plan will guide our practices across the organisation and in the community.

The plan has 84 actions across nine priority areas identified by the Logan community.

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Acknowledgements

Logan City Council respectfully acknowledges the Traditional Custodians of the lands across the City of Logan. We extend that respect to the Elders, past, present and emerging. They hold the memories, traditions, cultures and hopes of Australia's First Peoples.



Participants at an gentle exercise class offered through Live Well Logan





Thank you to everyone involved in the development of our Access and Inclusion Plan 2019-2022. In particular, people with disability and carers who shared their stories and ideas.

Our Vision

We will achieve the following vision for access and inclusion:

“Opportunities for all: people of all abilities are able to fulfil their potential in the City of Logan.”

We developed the vision in partnership with people with disability in Logan.

Our Commitment

We commit to taking action to make our services more accessible. This will create a more inclusive community for everyone in Logan. We will track the delivery of our actions and provide a yearly report to the community on our progress.

We will also provide a copy of the plan to the Australian Human Rights Commission.

“Accessibility is much more than access and inclusion, it is about providing, designing, and creating spaces that promote equality and dignity through access and inclusion. It is important to me that all members of the community are not denied the basic human right of equality and dignity.”

Logan City Council Staff Member.





Strategic Fit

We uphold the rights of people with disability under Australian law. The Disability Discrimination Act 1992 (DDA) outlines our responsibilities. We are responsible under this legislation to provide equal access to our services.

Other laws and regulations also impact how we provide equal access. Some of these include:

FEDERAL

- Disability Discrimination Act 1992 (DDA)
- Building Code of Australia
- National Disability Strategy 2010–2020
- National Disability Insurance Scheme (2013)

STATE

- Queensland Anti-Discrimination Act (1991)
- Queensland Disability Services Act (2006)
- Disability Standards for Accessible Public Transport (2002)
- Disability (Access to Premises-Buildings) Standards 2010
- Absolutely Everybody: enabling Queenslanders with a disability 2010–2020
- Local Government Act 2009

LOCAL

- Logan Planning Scheme 2015
- Our Corporate Plan 2017–2022





▲ Participants at the Sector Focus Group to develop the Access and Inclusion Plan 2019 – 2022



◀ Participants at a support group for people with disability in Logan

Our Role

Access and inclusion is a priority under our Corporate Plan 2017–2022. The following corporate plan priority areas outline our commitment:

QUALITY LIFESTYLES

As a welcoming city with a vibrant community spirit, residents of the City of Logan have a strong sense of belonging and our people feel safe. We have the social infrastructure to meet the needs of our diverse community and lifestyles. We support residents to engage in community life and lead healthy and active lives.



▲ *Participants at Lungs in Action exercise group offered through Live Well Logan*



◀ *Children writing on the interactive digital board at the Marsden Library Sensory Centre*

NEXT GENERATION GOVERNANCES

We embrace innovation and digital transformation to meet the needs of our customer and community. We push for continuous improvement to provide quality services and assets that add value to our community. Our strong community leadership builds strategic national and global partnerships to promote and delivery responsible running of the City of Logan.

A young girl playing with a sensory board activity at the Marsden Library Sensory Centre



Defining Access and Inclusion

We support the social model of disability. This model views disability as, “the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers”.

All people, regardless of ability, have an equal right to participate in our community.

When asked what access and inclusion means to them, people with disability in Logan told us:

“Having as many of the same opportunities and choices as my friends and families.”

“As someone with physical disability, I appreciate that Council is taking a fresh look at how it approaches accessibility, to make services and activities useable for as many people as possible. People of all abilities can work, get out and about in the community and enjoy life.”

“Not being judged as just my disability but being seen as a person with the same rights and responsibilities in the community.”

“Disability can be hard work but it should not stop people from being a part of their local community and having the opportunity to give back to their community as valued members.”



For the purposes of this plan, we define access and inclusion as:

ACCESS

The removal or reduction of physical and attitudinal barriers. The creation of systems and structures that enable equal participation in community. Access is a part of inclusion.

INCLUSION

You can take part in an activity or service in the same way as any other person in the community.

For example at Logan Aquatic Centres:

We create access by:

Providing ramp access, water wheelchairs and a pool hoist.

We create inclusion by:

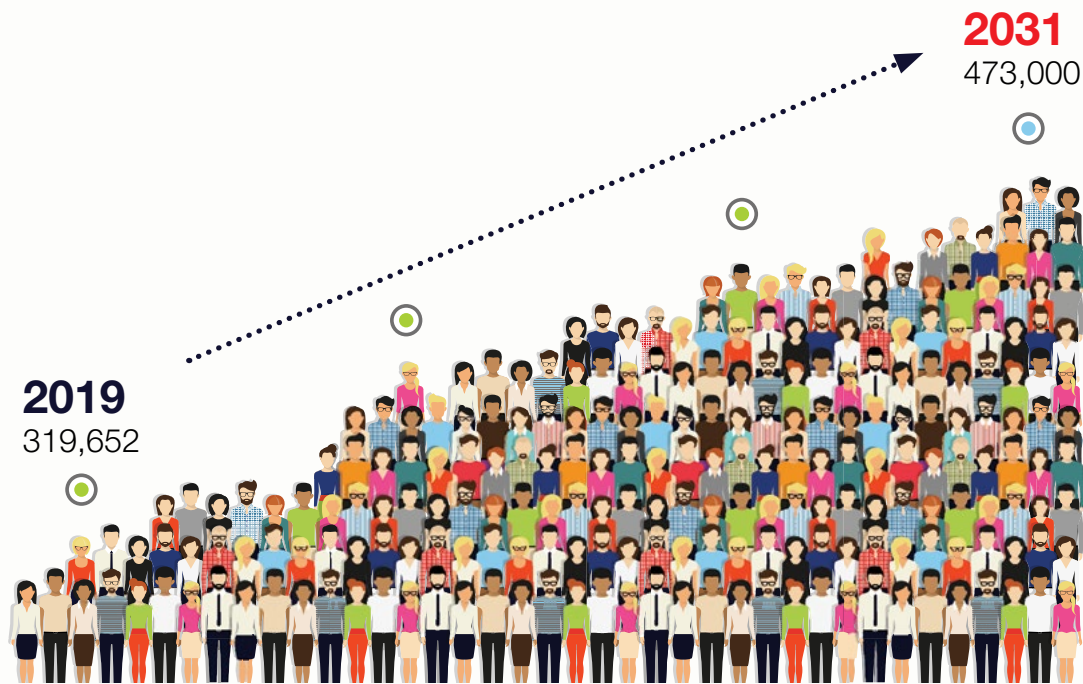
Supporting the Queensland Government Companion Card Program. This allows companions to attend at no charge with a person with disability.



Beenleigh Aquatic Centre

The Logan Context

The Logan Local Government Area has the eighth largest population in Australia. We have over 319,652 residents. Did you know our population is increasing by 2% per year? By 2031 our population will reach 473,000.



5.6% or over **17,000 people** in Logan need day to day help due to disability.

This includes an increase of 4,899 people between 2011 and 2016.



11.2% or over **26,000** people in Logan provide unpaid help to someone with disability.



2,800 people in Logan **work** in the disability sector. This will increase due to the National Disability Insurance Scheme (NDIS).

Accessible services in Logan
benefit over **43,000 people.**

The National Disability Insurance Scheme (NDIS) in Logan

The NDIS began in the Logan Local Government Area on 1 July 2018. It is a Federal Government program to support eligible people with disability.

Roughly, 9,900 Logan residents with disability will receive support under the NDIS. This is in comparison to 4,300 residents under previous funding arrangements.

Although the NDIS is a Federal program, we can play an important role in the transition to the NDIS.

To date, we have:

- Held activities to raise community awareness
- Supported programs to build community capacity
- Developed and strengthened relationships between key organisations and services.

We will continue to partner with the community and services to make the most of the benefits of the NDIS.



▲ Logan Special Olympics Team Members

*A participant in Logan Art Gallery's
Making Arts Accessible program*



Ongoing Council Initiatives

A snapshot of the actions achieved under the Access and Inclusion Plan 2017–2018 include:

- Installed lower height counters at our Customer Services Centres and Logan Entertainment Centre.
- Updated the KRANK and Live Well Logan tender process to include accessibility criteria.
- Our documents are available in a range of accessible formats.
- Created sensory spaces at our facilities and Libraries.
- Partnered with disability employment services to create employment pathways at Council.
- Installed a children's all abilities playground at Alexander Clark Park in Loganholme.
- Developed a dedicated webpage for Accessibility on our website.
- Developed accessible methods for people to provide feedback to us.



Participants in Live Well Logan's gentle exercise classes



▲ *Community members using the accessible computer at Logan North Library's Accessibility Centre*



- Applied the principles of universal design into the development of our infrastructure.
- Provided opportunities for people with disability to volunteer at our events and programs.
- Prepared our Equal Opportunity Employment Policy.
- Added accessibility criteria to our Community Project Grants application form.
- Installed hearing loops in our meeting rooms.

- Provided 24 job shadowing placements to people with disability through AccessAbility Day.
- Created a 'Making Arts Accessible' program at the Logan Art Gallery.
- Held two Disability Expos and two City of Logan Awards for People with Disability.

For more information download the Access and Inclusion Plan 2017–2018 Outcomes Report from our webpage.



Developing the Plan

We led a range of actions and activities to develop the plan. This included:

- Researching legislative requirements
- Analysing data on disability in Logan
- Engaging an Internal Working Group (IWG) from our organisation
- Collecting feedback from staff through an internal staff survey



- Facilitating a community forum for people with disability and carers
- Delivering a sector focus group for disability service providers
- Hosting “Have Your Say” surveys and community conversations
- Engaging with managers across our organisation



Community Priorities

The community identified nine priority areas for access and inclusion. These are:



ACTIVITIES AND EVENTS



Providing accessibility options at events and activities that we run and support.



AMENITIES AND BUILDINGS



Improving accessibility to amenities, buildings and facilities.



COMMUNICATION



Providing accessible information and engaging with community to inform our work.



EMPLOYMENT



Fostering employment opportunities for people of all abilities.



PARKING AND TRANSPORT



Ensuring suitable parking is available and advocating for accessible transport options



PARKS AND FOOTPATHS



Increasing accessibility of open spaces and pathways.



PLANNING AND DEVELOPMENT



Applying the principles of universal design and expert advice when developing infrastructure.



SERVICES



Including people of all abilities in all that we do.



STAFF



Equipping staff to provide access to our services and resources.



A Live Well Logan aqua aerobics class offered at Logan Aquatic Centres

Action Plan



ACTIVITIES AND EVENTS



Providing accessibility options at events and activities that we run and support.

| No. | Action | Timeframe | Responsible Area |
|-----|---|-----------|-----------------------------------|
| 1.1 | Deliver accessible arts, heritage, cultural and life-long learning programs. | 2022 | Libraries and Creative Industries |
| 1.2 | Deliver and promote environmental activities and events in a range of accessible formats. | 2022 | Health, Environment and Waste |
| 1.3 | Deliver and promote accessible activities in Live Well Logan and KRANK. | 2022 | Community Services |
| 1.4 | Promote accessible and inclusive activities at Council-owned Community Centres. | 2022 | Community Services |
| 1.5 | Support groups, organisations and individuals to use our Sports Centres and Aquatic Centres. This may include: <ul style="list-style-type: none"> • Providing subsidised hire fees • Implementing a feedback register to track community feedback on accessibility | 2022 | Sport, Leisure and Facilities |
| 1.6 | Develop activities for people with sensory needs at our Sport and Aquatic Centres. This may include: <ul style="list-style-type: none"> • Partnering with our First Five Forever program to deliver water play activities • Engaging with organisations and stakeholders to develop new activities during quiet periods | 2021 | Sport, Leisure and Facilities |
| 1.7 | Develop accessible versions of the Sport, Recreation and Community Funding guidelines. Provide the Council Officer contact details on the Grants Assistance webpage. | 2020 | Sport, Leisure and Facilities |

| No. | Action | Timeframe | Responsible Area |
|-------------|--|-----------|-------------------------------|
| 1.8 | <p>Identify opportunities to increase access and inclusion at events that we run or support. This may include:</p> <ul style="list-style-type: none"> • Updating the Community Events Planning Checklist to include consideration of accessibility requirements • Making sure event invitations ask invitees to advise us of any accessibility requirements • Investigating the use of accessible infrastructure and resources at our events • Updating the accessible venues checklists | 2022 | Marketing and Events |
| 1.9 | <p>Support the development of events that showcase the contribution of people with disability. This may include promoting our funding for events.</p> | 2022 | Marketing and Events |
| 1.10 | <p>Update the event hire conditions for our venues to include accessibility considerations.</p> | 2019 | Sport, Leisure and Facilities |



AMENITIES AND BUILDINGS



Improving accessibility to amenities, buildings and facilities.

| No. | Action | Timeframe | Responsible Area |
|-----|---|-----------|-----------------------------------|
| 2.1 | Identify actions for our Libraries to meet the: <ul style="list-style-type: none">Draft Queensland Public Library Building GuidelinesDraft Queensland Public Library Physical Spaces Standard | 2022 | Libraries and Creative Industries |
| 2.2 | Promote the availability of quiet spaces at our applicable venues. | 2020 | Sport, Leisure and Facilities |
| 2.3 | Investigate the development of accessible adult change facilities at our relevant facilities. | 2021 | Sport, Leisure and Facilities |
| 2.4 | Support our leaseholders to follow best practice recommendations for access and inclusion. This may include: <ul style="list-style-type: none">Provide information on best practice recommendations for accessibility. E.g. through fact sheets and/or at our Lessee ForumSupport leaseholders to apply for grants to increase accessibility and inclusion | 2020 | Sport, Leisure and Facilities |
| 2.5 | Investigate the delivery of hand railing grips in public amenities at our facilities. | 2020 | Sport, Leisure and Facilities |
| 2.6 | The redesign of the Kingston Butter Factory aligns with best practice accessibility standards. | 2019 | Sport, Leisure and Facilities |
| 2.7 | Carry out standard condition audits on our facilities. This will identify potential accessibility improvements to each facility. | 2019 | Sport, Leisure and Facilities |
| 2.8 | Carry out the recommendations from our facilities audit where appropriate. | 2022 | Sport, Leisure and Facilities |
| 2.9 | Develop an accessible design guideline for the construction of new public facilities. | 2020 | Sport, Leisure and Facilities |

| No. | Action | Timeframe | Responsible Area |
|-------------|--|-----------|-----------------------------------|
| 2.10 | Ensure existing and new infrastructure developments align with: <ul style="list-style-type: none"> • Relevant building codes • Principles of universal design • Commonwealth disability standards | 2022 | Sport, Leisure and Facilities |
| 2.11 | Provide tailored accessibility training to staff at Major Venues and Council-owned Community Centres. | 2020 | Sport, Leisure and Facilities |
| 2.12 | Investigate the implementation of hearing loops at: <ul style="list-style-type: none"> • Logan Entertainment Centre • Beenleigh Events Centre | 2021 | Sport, Leisure and Facilities |
| 2.13 | Provide water safe wheelchairs at our Aquatic Centres. | 2020 | Sport, Leisure and Facilities |
| 2.14 | Raise awareness of accessible spaces and programs at Libraries and Creative Industries facilities. This may include promoting the use of: <ul style="list-style-type: none"> • Library meeting spaces • Logan North Library Accessibility Centre • Marsden Library Sensory Space • Creative arts workshops | 2022 | Libraries and Creative Industries |
| 2.15 | Connect disability stakeholders to appropriate venues for meetings, activities and events. | 2020 | Community Services |
| 2.16 | Investigate the affordability of fees and charges at Council facilities. This will include; Major Event Venues, Sports Centres and Aquatic Centres. | 2021 | Sport, Leisure and Facilities |
| 2.17 | Promote Major Venues to host events and activities for people with disability. | 2022 | Sport, Leisure and Facilities |



COMMUNICATION



Providing accessible information and engaging with community to inform our work.

| No. | Action | Timeframe | Responsible Area |
|-----|--|-----------|--|
| 3.1 | Redevelop our website to meet WCAG 2.0 standards. | 2020 | Customer Experience and Community Engagement |
| 3.2 | Train website editors on website accessibility functions. | 2020 | Marketing and Events |
| 3.3 | Investigate using assistance technology (e.g. Chat bot) to share our information. | 2020 | Customer Experience and Community Engagement |
| 3.4 | Promote the use of our communication channels to report accessibility hazards or concerns. | 2022 | Customer Experience and Community Engagement, and Community Services |
| 3.5 | Update our Accessibility webpage to include relevant information on access and inclusion. | 2022 | Community Services |
| 3.6 | Install the Document Accessibility Toolbar on Microsoft Word enabled desktop computers across our organisation. | 2019 | Information Services |
| 3.7 | Incorporate the Document Accessibility Toolbar online training into: <ul style="list-style-type: none">• Our staff induction program• Professional development programs | 2019 | People and Culture |
| 3.8 | Provide staff training and resources to create accessible, graphically designed documents. | 2020 | Marketing and Events |
| 3.9 | Facilitate the development of accessible documents across our organisation. | 2020 | Marketing and Events, Community Engagement and Customer Service |

| No. | Action | Timeframe | Responsible Area |
|------|---|-----------|--------------------|
| 3.10 | <p>Deliver an annual update to the community on the progress of the plan. This will include:</p> <ul style="list-style-type: none"> An annual progress report (available in a range of formats) A community forum | Annually | Community Services |
| 3.11 | <p>Make the plan available in a range of accessible formats. This will include information on how to request different formats.</p> | 2019 | Community Services |





EMPLOYMENT



Fostering employment opportunities for people of all abilities.

| No. | Action | Timeframe | Responsible Area |
|-----|---|-----------|---|
| 4.1 | Partner with disability employment providers to increase access to employment opportunities at Council. | 2020 | People and Culture |
| 4.2 | Support the Independent Social Enterprise Network Logan (ISENL) to grow social enterprises that support people with disability. This may include: <ul style="list-style-type: none">• Develop a Social Procurement Policy• Provide business development workshops. | 2021 | Economic Development and Strategy, and Administration |
| 4.3 | Link the Logan Jobs website to our Accessibility webpage. | 2019 | Community Services |
| 4.4 | Identify ways to support the employment of people with disability at Council. This may include: <ul style="list-style-type: none">• Showcase staff with disability on our careers webpage• Develop information on how to discuss accessibility requirements during recruitment• Develop information for current staff on available reasonable adjustments and supportive technology | 2019 | People and Culture |
| 4.5 | Support Accessibility Day in partnership with disability employment service providers. | 2022 | People and Culture, and Community Services |



PARKING AND TRANSPORT



Ensuring suitable parking is available and advocating for accessible transport options

| No. | Action | Timeframe | Responsible Area |
|-----|---|-----------|--|
| 5.1 | Investigate the accessibility of disabled parking spaces for mobility vehicles. Make sure that disabled parking spaces follow Australian standards. | 2022 | Road Infrastructure Planning |
| 5.2 | Coordinate an education campaign to: <ul style="list-style-type: none">• Increase awareness of the impact of using disabled parking and public transport• Promote the correct use of disability parking and public transport | 2021 | Community Services, and City Standards and Animal Care |
| 5.3 | Enforce the appropriate use of disability parking spaces on: <ul style="list-style-type: none">• Local roads• Council property• Shopping centres where we have monitoring agreements in place | 2022 | City Standards and Animal Care |
| 5.4 | Review the Council Cabs for Seniors program. This will include investigating the expansion of the program to people with disability. | 2022 | Road Infrastructure Planning, and Community Services |
| 5.5 | Advocate to upgrade the accessibility of the eight train stations in Logan. This will be delivered as outlined in the City of Logan Advocacy Strategy 2017–2019. | 2022 | Advocacy Program |
| 5.6 | Upgrade our bus stops in line with Australian accessibility standards. | 2021 | Road Infrastructure Planning |



| No. | Action | Timeframe | Responsible Area |
|-----|--|-----------|---|
| 6.1 | Update the accessibility of footpaths in Logan. This will also include the ongoing repair of damaged footpaths. | 2022 | Road Construction Maintenance, and Road Infrastructure Planning |
| 6.2 | Investigate the feasibility of developing mobility maps for Logan. | 2020 | Community Services |
| 6.3 | Investigate the use of accessible equipment (e.g. playgrounds) in our future parks. | 2021 | Parks |
| 6.4 | Investigate options to improve access and use of accessible toilets in parks (e.g. a 24/7 swipe card system). | 2020 | Parks |
| 6.5 | Investigate installing accessible adult change facilities in metropolitan parks. | 2020 | Parks |
| 6.6 | When planning our future parks, consider: <ul style="list-style-type: none">• Distance to accessible public transport• Distance to major shopping centres• Distances to community centres or hubs | 2022 | Parks |
| 6.7 | Develop a photographic list of accessible features at playgrounds and parks on our website. The list will include: <ul style="list-style-type: none">• Boundary fencing• Accessibility toilets• Car parking and ramps• Connecting pathways• All abilities playground equipment | 2019 | Parks |

| No. | Action | Timeframe | Responsible Area |
|------|--|-----------|--------------------|
| 6.8 | <p>Promote accessible playgrounds and parklands to disability stakeholder in Logan. This may include:</p> <ul style="list-style-type: none"> • People with disability and carers • Disability service providers • Schools | 2020 | Parks |
| 6.9 | <p>Update accessibility information of Council-owned Community Centres in the Community Centre Booklet. The Booklet will be available in alternative formats upon request.</p> | 2020 | Community Services |
| 6.10 | <p>Make sure future planned upgrades to our parks consider:</p> <ul style="list-style-type: none"> • Accessible ramps and carparks • Accessible bathrooms • Accessible adult change facilities | 2019 | Parks |

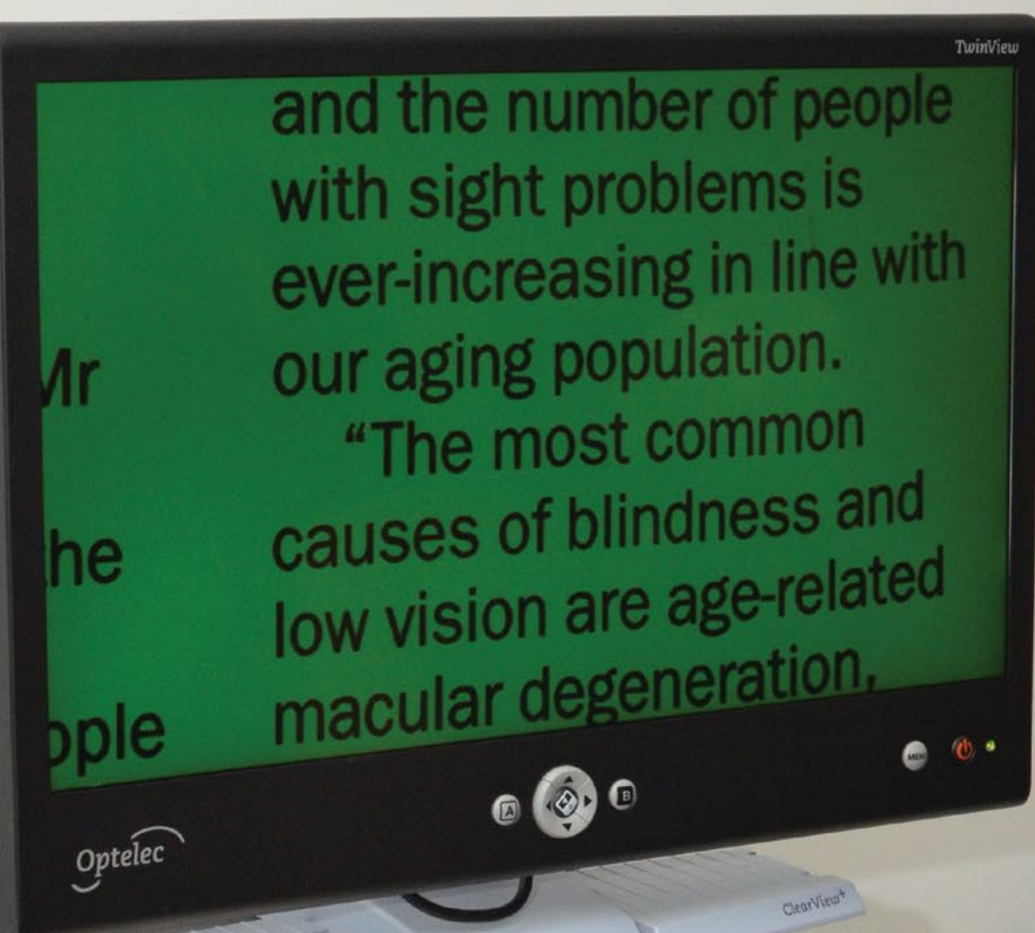


PLANNING AND DEVELOPMENT



Applying the principles of universal design and expert advice when developing infrastructure.

| No. | Action | Timeframe | Responsible Area |
|-----|---|-----------|-----------------------------------|
| 7.1 | Provide the universal design guidelines on our website. | 2022 | Economic Development and Strategy |
| 7.2 | Provide our Planning Scheme in accessible formats upon request. | 2022 | Economic Development and Strategy |
| 7.3 | Notify disability stakeholders of public consultation processes for amendments to the planning scheme. | 2022 | Economic Development and Strategy |
| 7.4 | Increase awareness of the 25% development application fee reduction for not-for-profit organisations. | 2022 | Development Assessment |
| 7.5 | Provide information about accessibility and inclusion requirements to developers at pre-lodgement meetings. | 2022 | Development Assessment |
| 7.6 | Consult with disability stakeholders to support universal design for our future developments. | 2022 | Economic Development and Strategy |
| 7.7 | Consult with disability stakeholders during annual changes to the planning scheme. | Annually | Economic Development and Strategy |





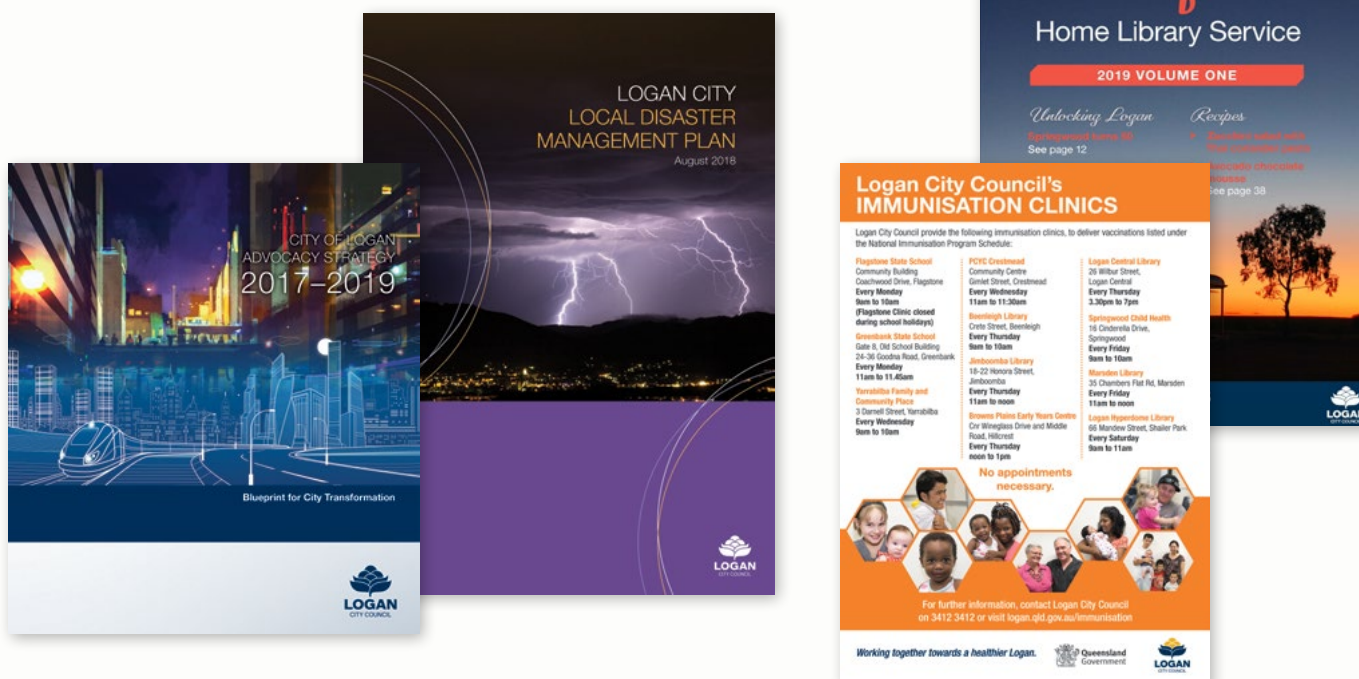
SERVICES



Including people of all abilities in all that we do.

| No. | Action | Timeframe | Responsible Area |
|-----|--|-----------|--|
| 8.1 | Advocate and partner with relevant stakeholders to improve access and inclusion in Logan. The identification of actions will occur through our Advocacy Strategy. | 2022 | Advocacy Program |
| 8.2 | Continue to partner with key stakeholders to support the rollout of the NDIS in Logan. This includes providing information to access NDIS, and mainstream services and supports. | 2022 | Community Services |
| 8.3 | Provide accessible feedback options in our community engagement campaigns. | 2020 | Customer Experience and Community Engagement |
| 8.4 | Deliver one targeted safety activity per Council division per year. Activities are delivered in collaboration with disability stakeholders. | Annually | Community Services |
| 8.5 | Promote the range of accessible disaster management resources available to the community. | 2022 | Disaster Management Program |
| 8.6 | Review our Disaster Management Plan to continue to include relevant accessibility considerations. The plan covers the planning, response and recovery processes. | 2022 | Disaster Management Program |
| 8.7 | Engage with disability stakeholders to continue to build our accessible disaster management resources. | 2022 | Disaster Management Program |
| 8.8 | Provide accessible libraries services through the continued delivery of the Home Library Service. | 2022 | Libraries and Creative Industries |
| 8.9 | Promote the use of the Companion Card program at our facilities. | 2019 | Sport, Leisure and Facilities |

| No. | Action | Timeframe | Responsible Area |
|------|--|-----------|-------------------------------|
| 8.10 | Develop a promotional flyer on our Home Dialysis and Medical Treatment Water Concession. Promote this service via the Logan Hospital and digital marketing channels. | 2020 | Water Business |
| 8.11 | Promote our immunisation services to people with disability and disability stakeholders. | 2022 | Health, Environment and Waste |
| 8.12 | Provide an annual update to the working group on changes to disability legislation. | Annually | Corporate Governance |





STAFF



Equipping staff to provide access to our services and resources.

| No. | Action | Timeframe | Responsible Area |
|-----|--|-----------|--|
| 9.1 | Create a voluntary system to collect data on staff and volunteers with disabilities. The data should include staff with caring responsibility for a person with disability. | 2022 | People and Culture |
| 9.2 | Identify opportunities with staff and volunteers with disability to improve our: <ul style="list-style-type: none">• Recruitment of people with disability or caring responsibilities• Retention of staff with disability or caring responsibilities• Suitable support for people with disability or caring responsibilities | 2021 | People and Culture |
| 9.3 | Deliver disability awareness training to all Council staff. We will use our existing progression development programs to deliver the training. | 2020 | People and Culture |
| 9.4 | Deliver training to staff and volunteers to support people with disability at our: <ul style="list-style-type: none">• Libraries• Logan Art Gallery | 2022 | Libraries and Creative Industries |
| 9.5 | Develop a staff guideline for supporting and engaging people with disability. | 2020 | Customer Experience and Community Engagement |
| 9.6 | Provide marketing support to promote information to people with disability and/or carers. This may include ensuring Council's marketing material features people with disability. | 2022 | Marketing and Events |

Monitoring and Evaluation

We will track the progress of the actions in the plan through:

- Providing an annual report
- Holding an annual community forum

At the end of the plan we will conduct a full review of the plan with Council staff and the community.

How to Contact Council

If you have any suggestions or ideas we'd love to hear from you.

You can contact us by:

- Phone on **3412 3412** and ask to speak to the Community Development Program
- Email **communityservices@logan.qld.gov.au**
- Write to us at **PO Box 3226, Logan City DC QLD 4114**

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

- TTY (Hearing Impaired): Phone 133 677
- Speak and Listen: Phone 1300 555 727
- Internet Relay: Connect to National Relay Service

Alternative Formats

Alternative formats of the plan are available.

Contact Council using the details above to request an alternative format.

