



Access and Inclusion Plan
2019-2022

First Annual
Progress Report

2019–2020

Acknowledgement

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.

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Introduction

This report provides an update of the progress and achievements in the delivery of the Access and Inclusion plan from the April 2019 to March 2020 reporting period.

Logan City Council's Access and Inclusion Plan 2019–2022 guides the actions and practices across the organisation to create a more inclusive and accessible community. To develop this plan a total of 36,220 community members were engaged during the consultation period, including 62 internal staff members.

Access and Inclusion is a priority under our Corporate Plan 2017–2022 and is strategically placed within the Quality Lifestyles and Next Generation Governances.



Tyrel Zerafa provided the Welcome to Country for the Enabling Excellence Awards in 2019

Within the four year plan, there are 84 actions across nine community priority areas for access and inclusion. These include:

1. Activities and events
2. Amenities and buildings
3. Communication
4. Employment
5. Parking and transport
6. Parks and footpaths
7. Planning and development
8. Services
9. Staff

Launched on 7 May 2019 at the Logan Entertainment Centre, Aunty Robyn Williams provided a Welcome to Country to open the event. Guest speakers included Logan disability advocate Tara Collyer and Logan City Council library trainee Jackson Dunkley.

Key terms used in this report

Access

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

Inclusion

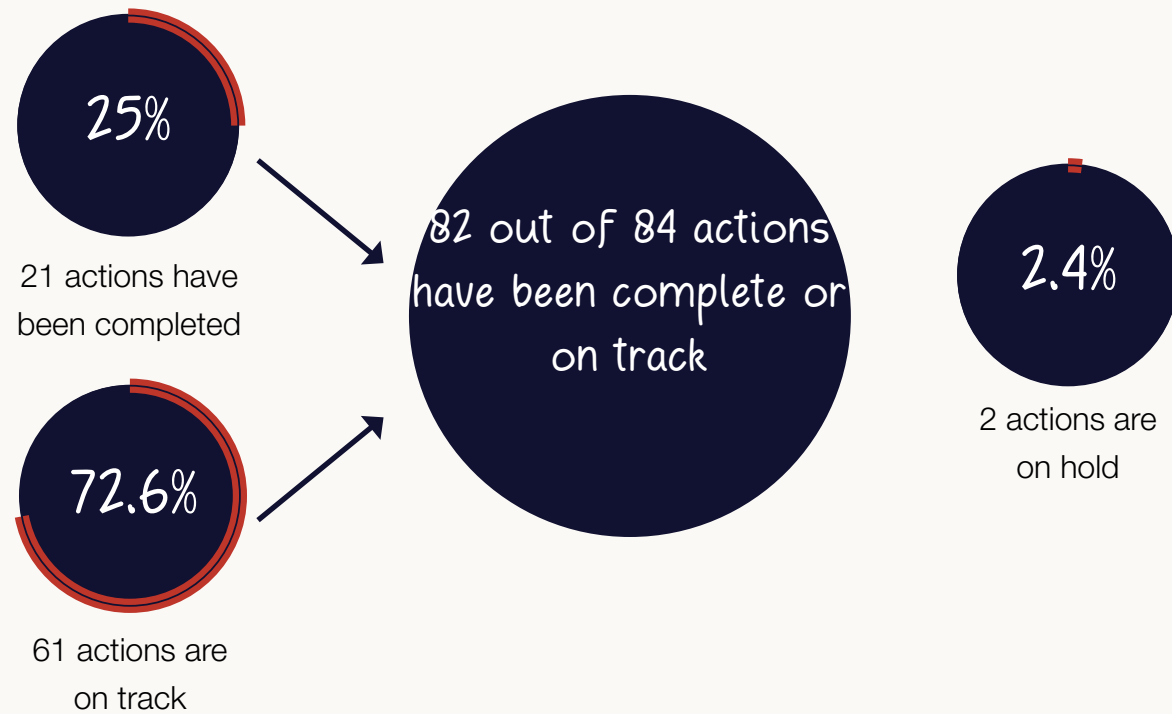
You can take part in an activity of service in the same way as any other person in the community.



Progress snapshot

Over the April 2019 to March 2020 reporting period 82 out of 84 deliverables have been completed or are on track.

Our commitment towards creating a more inclusive City has resulted in approximately \$1.1 million of costs expended on the delivery of actions. This has been done by using existing branch budgets.



Highlights

Highlights over the first year of our Access and Inclusion Plan include:

- We are the first local government in Australia to achieve a gold standard level through the Plain Language Pro program for our website design. This means our website is easier to access and can be used with assistive technologies.
- We were successful in our application to the Sport Australia Move it AUS Participation Grant initiative to host the Move It Logan program. This funding delivered nine weekly free and low-cost activities for people with disability from 27 May 2019 to 30 June 2020.
- For the first time, there was an Auslan Interpreter on stage at the 2019 City of Logan Christmas Carols. The carols also included a hearing loop and a designated viewing area.
- We advocated for the relocation of Loganlea Train station which will conform to the Disability Discrimination Act 1992.
- Our Planning Scheme is available in accessible formats upon request.
- Various accessible and inclusive activities have been delivered including sensory story times, all ability guided walks, adaptive gymnastics, adaptive aquatic lessons and more.
- We are registered with the Australian Human Rights Commission Register of Disability Discrimination Act Action Plans and are one of twelve local governments in Queensland that are registered.





ACTIVITIES AND EVENTS



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

No.	Action	Timeframe	Responsible Area	Status	Update
1.1	Deliver accessible arts, heritage, cultural and life-long learning programs.	2022	Libraries and Creative Industries	On Track	<p>The Library Client Services Program delivered a range of accessible activities that included:</p> <ul style="list-style-type: none"> • Libraries Adult Literacy Tutoring Service including volunteers living with disability • The Sensory Story Time where children, parents and carers attend • The Sensory Space for children, educators and family members • MyGov Help workshop to assist people experiencing barriers to access employment in partnership with MatchWorks • The Dementia friendly memories, Meet and Mingle program • Monthly closed caption movies • Page Turners for adults program was provided to support adults who need help with reading English • Updating of content on the Libraries website to improve its accessibility, including the addition of closed captions for digital stories that share the stories of our local Aboriginal and Torres Strait Islander community. <p>Celebrated the International Day of People with Disabilities with:</p> <ul style="list-style-type: none"> • Performances by The KingStones, Sing to the Beat Aphasia Choir, and Sensory sessions for young adults living with disability <p>The Making Arts Accessible program delivered the following activities:</p> <ul style="list-style-type: none"> • Art and Dementia for visitors with dementia and their carers • Descriptive exhibition tours for vision-impaired visitors and their carers
1.2	Deliver and promote environmental activities and events in a range of accessible formats.	2022	Health, Environment and Waste	On Track	<p>The following activities were delivered at accessible locations to ensure compliance with Grade 1 or 2 Track and Trail classifications:</p> <ul style="list-style-type: none"> • The All Abilities Guided walk at Berrinba Wetlands in June 2019 and in February 2020 • The Walking on Country walk at Daisy Hill Conservation Park in July 2019 and in October 2019 at the Eagleby Wetlands • The Marine and Mangroves Workshop at Berrinba Wetlands Interpretive Centre in June 2019 • The Logan Eco Forum at Beenleigh Events Centre in September 2019

No.	Action	Timeframe	Responsible Area	Status	Update
1.3	Deliver and promote accessible activities in Live Well Logan and KRANK.	2022	Community Services	On Track	<p>The KRANK and Live Well Logan providers strive to make their activities for all abilities. The following programs are accessible and provided to the community:</p> <ul style="list-style-type: none"> • Adaptive Aquatics – Aqualogan • Possibility Program – Beenleigh PCYC • Adaptive Gymnastics – FunFit Gymnastics
1.4	Promote accessible and inclusive activities at Council-owned Community Centres.	2022	Community Services	On Track	A community centre directory has been developed and is available on Council's website. The directory promotes activities available at the centres including accessibility features of each Council-owned centre.
1.5	<p>Support groups, organisations and individuals to use our Sports Centres and Aquatic Centres.</p> <p>This may include:</p> <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	On Track	The “Waiver or reduction of higher fees” policy applied to enable organisations increased access to facilities. The application of this policy has been further expanded to support groups impacted by Coronavirus (COVID-19).
1.6	<p>Develop activities for people with sensory needs at our Sport and Aquatic Centres.</p> <p>This may include:</p> <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	On Track	Commencement of this action has been impacted by COVID-19 and there is an associated reduction of programs across all venues.
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	On Track	Grant information on our website has been updated as part of Council's website accessibility project. Guidelines are still to be revised as part of this project.

No.	Action	Timeframe	Responsible Area	Status	Update
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	On Track	<p>The Event Planning Checklist is a new internal document that makes it standard practice for our events invitations to ask invitees of any accessibility requirements. This feature was available for:</p> <ul style="list-style-type: none"> The 2019 Sports Awards The 2019 City of Logan Christmas Lunch <p>The Access and Inclusion Launch included:</p> <ul style="list-style-type: none"> An Auslan Interpreter <p>The 2019 City of Logan Christmas Carols event included a range of accessible features that included:</p> <ul style="list-style-type: none"> An Auslan Interpreter on stage for translation and communication The use of a hearing loop An accessibility area for people with disability Liaison with Transit Care for transport support <p>Local disability networks and services were invited to attend the event.</p>
1.9	Support the development of events that showcase the contribution of people with disability. This may include promoting our funding for events.	2022	Marketing and Events	On Track	The Logan band The KingStones featured at the 2019 City of Logan Christmas Lunch for entertainment.
1.10	Update the event hire conditions for our venues to include accessibility considerations.	2019	Sport, Leisure and Facilities	On Hold	This action requires Legal documentation that will be reviewed when the internal system is reviewed.



AMENITIES AND BUILDINGS



Improving accessibility to amenities,
buildings and facilities

No.	Action	Timeframe	Responsible Area	Status	Update
2.1	Identify actions for our Libraries to meet the: <ul style="list-style-type: none"> Draft Queensland Public Library Building Guidelines Draft Queensland Public Library Physical Spaces Standard 	2022	Libraries and Creative Industries	On Track	The following activities were provided: <ul style="list-style-type: none"> Feedback was given to State Library of Queensland on the Queensland Public Library Standards and Guidelines Draft 2020 Ten height-adjustable computer desks have been installed at six libraries for public computer use A total of 11 height-adjustable task tables have been installed at eight libraries and at the Logan Art Gallery Upgrade of equipment and software in the Accessibility Centre at Logan North Library.
2.2	Promote the availability of quiet spaces at our applicable venues.	2020	Sport, Leisure and Facilities	On Track	Quiet spaces have been identified across all facilities. These quiet spaces will be available on Councils website and other promotional material.
2.3	Investigate the development of accessible adult change facilities at our relevant facilities.	2021	Sport, Leisure and Facilities	On Track	The Beenleigh Aquatic Centre Program now has an accessible adult change facility with this design standard to be included in future developments.
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 Forum Support leaseholders to apply for grants to increase accessibility and inclusion 	2020	Sport, Leisure and Facilities	Complete	The theme for the 2019 Lessee Forum was Inclusion. Guest speakers shared their knowledge and experience on accessibility and inclusion. Toolkits to support community services was also provided.
2.5	Investigate the delivery of hand railing grips in public amenities at our facilities.	2020	Sport, Leisure and Facilities	On Track	Investigations were included as part of the design process for all new facilities.

No.	Action	Timeframe	Responsible Area	Status	Update
2.6	The redesign of the Kingston Butter Factory aligns with best practice accessibility standards.	2019	Sport, Leisure and Facilities	On Track	<p>The Kingston Butter Factory will be the most accessible venue in Logan. It will have a range of features including:</p> <ul style="list-style-type: none"> • All levels will have indoor and outdoor people with disability amenities • A specially designed theatre that has a quiet space for people with sensory and auditory needs to comfortably view performances • All pathways and ramps will have fall gradients, as well as a ramp or lift near every set of stairs in the precinct
2.7	Carry out standard condition audits on our facilities. This will identify potential accessibility improvements to each facility.	2019	Sport, Leisure and Facilities	Complete	An audit has been completed for each facility against the current Disability Discrimination Act 1992 requirements at the time of build. An accessibility consultant was engaged as part of condition audits.
2.8	Carry out the recommendations from our facilities audit where appropriate.	2022	Sport, Leisure and Facilities	On Track	No update at this stage.
2.9	Develop an accessible design guideline for the construction of new public facilities.	2020	Sport, Leisure and Facilities	On Track	The draft of Community Facility Design Guidelines has been prepared for review.
2.10	<p>Ensure existing and new infrastructure developments align with:</p> <ul style="list-style-type: none"> • Relevant building codes • Principles of universal design • Commonwealth disability standards 	2022	Sport, Leisure and Facilities	On Track	No update at this stage.
2.11	Provide tailored accessibility training to staff at Major Venues and Council-owned Community Centres.	2020	Sport, Leisure and Facilities	On Hold	Training has been delayed due to venue closures associated with COVID-19.
2.12	<p>Investigate the implementation of hearing loops at:</p> <ul style="list-style-type: none"> • Logan Entertainment Centre • Beenleigh Events Centre 	2021	Sport, Leisure and Facilities	On Track	Investigation has been undertaken to upgrade facilities at the Logan Entertainment Centre. This identified need was highlighted by hosting Council meetings within the venue.
2.13	Provide water safe wheelchairs at our Aquatic Centres.	2020	Sport, Leisure and Facilities	On Track	The Beenleigh Aquatic Centre now has a water safe wheelchair.

No.	Action	Timeframe	Responsible Area	Status	Update
2.14	<p>Raise awareness of accessible spaces and programs at Libraries and Creative Industries facilities. This may include promoting the use of:</p> <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	On Track	<p>Staff participated in a range of community networks to promote accessible spaces, digital courses and programs. Some of these activities included:</p> <ul style="list-style-type: none"> The Logan Seniors Network meetings Radio FM101 monthly segments Building Social Capital events for women and men on probation or parole Attending University of the Third Age classes Attending Residential aged care facilities
2.15	Connect disability stakeholders to appropriate venues for meetings, activities and events.	2020	Community Services	On Track	<p>Staff connect stakeholders to appropriate venues, activities and event as requested. This also includes:</p> <ul style="list-style-type: none"> Maintaining a website with accessible information for programs and local events. Accessible features are listed on the community centre directory which can be found on our website We share information on programs through Facebook and newsletters
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	On Track	The Aquatic centre fees were frozen as part of 2020–2021 budget.
2.17	Promote major venues to host events and activities for people with disability.	2022	Sport, Leisure and Facilities	On Track	No update at this stage.



COMMUNICATION



Providing accessible information and engaging with community to inform our work

No.	Action	Timeframe	Responsible Area	Status	Update
3.1	Redevelop our website to meet WCAG 2.0 standards.	2020	Customer Experience and Community Engagement	On Track	<p>To reach the Web Content Accessibility Guidelines (WCAG) we have provided the following tasks:</p> <ul style="list-style-type: none">• Launched a new website on Tuesday 3 December 2019 on the International Day of People with Disability• We are accredited to gold standard level through the Plain Language Pro program. We are the first local government in Australia to receive this• We are now partially conforming with WCAG 2.1 level AA with our aim of being compliant to AA, and having high level compliance for website accessibility and plain English by December 2020 <p>We are committed to developing a website that:</p> <ul style="list-style-type: none">• Uses plain and simple language• Presents content that is easy to scan and read• Minimises attached PDFs and other non-accessible documents• Works well with assistive technologies including voice readers and an automatic translator• Improves ways for the community to interact with Council, including improved self-service options• Provides a website architecture that suits the Council's needs for the near future, in a way that is customer focused, dynamic and updatable
3.2	Train website editors on website accessibility functions.	2020	Marketing and Events	Complete	This action is completed and will be monitored by internal digital staff who use a centralised model to uphold standards. Training for website editors is no longer required.
3.3	Investigate using assistance technology (e.g. Chat bot) to share our information.	2020	Customer Experience and Community Engagement	Complete	Lara (Logan's automated response assistant) is a new automated chat bot that can provide assistance answering high volumes enquiries 24/7. Lara is now live on the City of Logan App and depending on uptake will transition across to the website.
3.4	Promote the use of our communication channels to report accessibility hazards or concerns.	2022	Customer Experience and Community Engagement, and Community Services	Complete	Issues and requests can be reported through the website or by contacting customer service.

No.	Action	Timeframe	Responsible Area	Status	Update
3.5	Update our Accessibility webpage to include relevant information on access and inclusion.	2022	Community Services	Complete	<p>We continue to maintain a website that includes information, resources and translation services for people with disability. This information includes:</p> <ul style="list-style-type: none"> • National Disability Insurance Scheme updates • Local networks and groups to support people with disability, carers and community members. • Updates from the Disability Royal Commission • International Day of People with Disability and Disability Action Week activities • Contact details for advocacy and supporting services • Opportunities for your suggestions and ideas about how to make Logan a more inclusive and accessible City
3.6	Install the Document Accessibility Toolbar on Microsoft Word enabled desktop computers across our organisation.	2019	Information Services	Complete	This is available to all staff upon request with subsequent training delivered by Information Services.
3.7	<p>Incorporate the Document Accessibility Toolbar online training into:</p> <ul style="list-style-type: none"> • Our staff induction program • Professional development programs 	2019	People and Culture	Complete	As per action 3.6 training and support will be provided when this feature is requested.
3.8	Provide staff training and resources to create accessible, graphically designed documents.	2020	Marketing and Events	Complete	<p>The following training was provided:</p> <ul style="list-style-type: none"> • Two days of training for Indesign specific training by all brand and design staff • Advanced training for all brand and design staff, libraries, cultural services and water officers
3.9	Facilitate the development of accessible documents across our organisation.	2020	Marketing and Events, Community Engagement and Customer Service	Complete	<p>Over 950 PDF documents have been changed into accessible PDF files and uploaded to our website. Additional staff and resources were provided to complete this task.</p> <p>This action will continue to:</p> <ul style="list-style-type: none"> • Maintain consistent use of colour contrast in the design of publications to meet accessibility requirements • Arrange PDF Accessible training for key users across the organisation when required • Provide Braille business cards for key staff across when required

No.	Action	Timeframe	Responsible Area	Status	Update
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	Complete	The annual progress report was delayed due to COVID-19. This report will be available on our website and accessible formats are available upon request. Due to COVID-19 a community forum could not occur due to public safety.
3.11	Make the plan available in a range of accessible formats. This will include information on how to request different formats.	2019	Community Services	Complete	The Access and Inclusion Plan is now available in large font edited by Vision Australia. This document and other accessible formats are available upon request.



Duyen Nguyen was awarded the Outstanding Leadership category at the Enabling Excellence Awards in 2019



Martin Hawkins was awarded the Outstanding Volunteer in our Community category at the Enabling Excellence Awards in 2019



EMPLOYMENT



Fostering employment opportunities for people of all abilities

No.	Action	Timeframe	Responsible Area	Status	Update
4.1	Partner with disability employment providers to increase access to employment opportunities at Council.	2020	People and Culture	On Track	<p>Disability employment providers have been added to the procurement and recruitment program Comensura provider list.</p> <p>This enables providers to have the opportunity to put candidates forward for Council roles that become vacant.</p> <p>The Traineeship and Apprenticeship program are also working with disability service providers to identify opportunities for placement for young people with disability.</p>
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	On Track	No update at this stage.
4.3	Link the Logan Jobs website to our Accessibility webpage.	2019	Community Services	Complete	The Logan Jobs website is available on our Accessibility webpage.
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	On Track	An Employment Pathways paper has been developed to improve employment options for staff. We are also developing ways to understand the needs of staff who live with disability to inform projects.
4.5	Support Accessibility Day in partnership with disability employment service providers.	2022	People and Culture, and Community Services	On Track	No update at this stage.



PARKING AND TRANSPORT



Ensuring suitable parking is available and advocating for accessible transport options

No.	Action	Timeframe	Responsible Area	Status	Update
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	On Track	This action is on track and is currently administered through the Planning Scheme 2015.
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	On Track	No update at this stage.
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	On Track	No update at this stage.
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	On Track	The program has passed the first review. A new arrangement is now in place with some additions to the previous program.
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	On Track	We advocated for the relocation of Loganlea train station. This project has received funding from State and Federal governments. The relocated station will conform with the Disability Discrimination Act 1992. We will continue to work with Queensland Rail to support other Logan stations.
5.6	Upgrade our bus stops in line with Australian accessibility standards.	2021	Road Infrastructure Planning	On Track	This action is on track and a project to replace existing infrastructure at bus stops to ensure compliance will be completed mid-year.



PARKS AND FOOTPATHS



Increasing accessibility of open spaces and pathways

No.	Action	Timeframe	Responsible Area	Status	Update
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	On Track	This action is on track and is currently is part of the Road Infrastructure Delivery Branch work to identify gaps and missing sections of footpath networks.
6.2	Investigate the feasibility of developing mobility maps for Logan.	2020	Community Services	On Track	This action is on track and meetings with internal and external stakeholders have occurred to investigate this project.
6.3	Investigate the use of accessible equipment (e.g. playgrounds) in our future parks.	2021	Parks	On Track	No update at this stage.
6.4	Investigate options to improve access and use of accessible toilets in parks (e.g. a 24/7 swipe card system).	2020	Parks	Complete	We have investigated the options to improve access. A swipe card system is not inclusive for all community members and is not an effective short-term solution. The accessibility audit has provided recommendations about how access to our accessible toilets can be improved.
6.5	Investigate installing accessible adult change facilities in metropolitan parks.	2020	Parks	Complete	This action is complete and some accessibility equipment will be included as part of new public toilet projects at metropolitan 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	On Track	No update at this stage.

No.	Action	Timeframe	Responsible Area	Status	Update
6.7	<p>Develop a photographic list of accessible features at playgrounds and parks on our website. The list will include:</p> <ul style="list-style-type: none"> • Boundary fencing • Accessibility toilets • Car parking and ramps • Connecting pathways • All abilities playground equipment 	2019	Parks	On Track	This action is on track and an audit of metropolitan parks for accessible facilities has commenced and will be completed in mid-2020. When these features are identified they will be made available on our website.
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	On Track	Metropolitan parks are currently under review. Information on accessible playgrounds will be available and promoted on Councils website when available.
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	Complete	The Community Centre booklet has now been integrated in Council's website with all the information located on the community centres directory.
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	On Track	This action is on track and there has been improved accessibility designed into some planned upgrades of our parks, this process is ongoing.



PLANNING AND DEVELOPMENT

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

No.	Action	Timeframe	Responsible Area	Status	Update
7.1	Provide the universal design guidelines on our website.	2022	Economic Development and Strategy	On Track	No update at this stage.
7.2	Provide our Planning Scheme in accessible formats upon request.	2022	Economic Development and Strategy	Complete	Our Planning Scheme is available in accessible formats upon request.
7.3	Notify disability stakeholders of public consultation processes for amendments to the planning scheme.	2022	Economic Development and Strategy	On Track	No update at this stage.
7.4	Increase awareness of the 25% development application fee reduction for not-for-profit organisations.	2022	Development Assessment	On Track	No update at this stage.
7.5	Provide information about accessibility and inclusion requirements to developers at pre-lodgement meetings.	2022	Development Assessment	On Track	No update at this stage.
7.6	Consult with disability stakeholders to support universal design for our future developments.	2022	Economic Development and Strategy	On Track	No update at this stage.
7.7	Consult with disability stakeholders during annual changes to the planning scheme.	Annually	Economic Development and Strategy	On Track	This action is on track and public consultation is due to commence in early 2021.



SERVICES



Including people of all abilities in all that we do

No.	Action	Timeframe	Responsible Area	Status	Update
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	On Track	This action has started and we will partner with relevant stakeholders when relevant.
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	On Track	<p>This action is on track and includes:</p> <ul style="list-style-type: none"> Information on the National Disability Insurance Scheme (NDIS) is available on our website Early Childhood Early Intervention (ECEI) is available on our website We support the Logan Disability Coalition who meet monthly to provide local industry updates We share information on a range of local networks who provide support to our community
8.3	Provide accessible feedback options in our community engagement campaigns.	2020	Customer Experience and Community Engagement	On Track	This action is on track and is considered and applied during projects.
8.4	Deliver one targeted safety activity per Council division per year. Activities are delivered in collaboration with disability stakeholders.	Annually	Community Services	Complete	<p>The Community Safety Program have provided 12 activities in collaboration with various disability service providers. These activities included:</p> <ul style="list-style-type: none"> 7 Building Social Capital hubs 1 Street Hubz 4 Community Presentations on Personal Safety
8.5	Promote the range of accessible disaster management resources available to the community.	2022	Disaster Management Program	On Track	Resources and information to help people with disability during a disaster are available at the Customer Services Centres, Libraries and on our website.
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	On Track	This action is on track as the annual review of the Local Disaster Management Plan has commenced.

No.	Action	Timeframe	Responsible Area	Status	Update
8.7	Engage with disability stakeholders to continue to build our accessible disaster management resources.	2022	Disaster Management Program	On Track	This action is on track and we continue to work with key stakeholders. During this project, gaps in information and resources are also identified and developed.
8.8	Provide accessible library services through the continued delivery of the Home Library Service.	2022	Libraries and Creative Industries	On Track	This action is on track and ongoing, as we continue to provide the Home Library Service.
8.9	Promote the use of the Companion Card program at our facilities.	2019	Sport, Leisure and Facilities	Complete	Companion Cards stickers are displayed at all entrances of Council's leisure centres and community venues.
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	Complete	<p>Queensland Health performs this action.</p> <ul style="list-style-type: none"> Queensland Health manages promotional material Queensland Health provides details of all eligible dialysis patients to Council Council applies the concession on the water notice The dialysis patient does not need to apply for the concession
8.11	Promote our immunisation services to people with disability and disability stakeholders.	2022	Health, Environment and Waste	On Track	No update at this stage.
8.12	Provide an annual update to the working group on changes to disability legislation.	Annually	Corporate Governance	Complete	<p>The following legislative updates were provided to our internal working group:</p> <ul style="list-style-type: none"> NDIS Quality and Safeguards Commission updates The Disability Services Act 2006 amendments The Human Rights Act 2019 (Queensland) Public Interest Disclosures Act 2010



STAFF



Equipping staff to provide access to our services and resources

No.	Action	Timeframe	Responsible Area	Status	Update
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	On Track	No update at this stage.
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	On Track	This action will be developed through The Diversity and Inclusion Strategy at the same time as Action Item 4.4. This project has currently been delayed due to COVID-19.
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	On Track	Work has started to use Vendor Panel to engage the services of a suitable provider to deliver this training. This involves collaboration with representatives of our Procurement, and Community Services branches.
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	On Track	No update at this stage.
9.5	Develop a staff guideline for supporting and engaging people with disability.	2020	Customer Experience and Community Engagement	On Track	All staff guidelines have been reviewed. This action is on track and will be included within the new Community Engagement Framework.
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	On Track	Marketing material that showcases people of all abilities was included in the Move It Logan program.

Monitoring and evaluation

We will track the progress of the actions in the plan by providing an annual report and making it publically available to the community.

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

Alternative formats

Alternative formats of the plan are available. Contact Council using the following detail's to request an alternative format.

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: SMS 0423 677 767
- Voice Relay: Phone 1300 555 727
- Website: nrschat.nrscall.gov.au/nrs/internetrelay





