

# Disability Action Plan 2023–2025

DRAFT





The smoking ceremony is an ancient custom among Indigenous Australians and is believed to ward off bad spirits.

## Acknowledgement of Country

Logan City Council acknowledges the Traditional Custodians of the land, pays respect to Elders past, present and emerging, and extends that respect to all Aboriginal and Torres Strait Islander peoples in the City of Logan.

## Contents

Acknowledgement of Country	2
Message from the Mayor	3
Message from the CEO	3
Introducing our new plan	4
Our commitment	5
Our role – local policy alignment	7
Strategic fit	8
Who are we?	10
City of Logan	10
Profile of disability	10
Where are we now?	12
Progress to date	12
Developing the plan	12
Definitions	
– key terms used in this plan	14
Outcome Area 1	
– Employment and training	15
Outcome Area 2 – Inclusive communities and participation	18
Outcome Area 3	
– Safety, rights and justice	24
Outcome Area 4 – Community support and services	26
Outcome Area 5	
– Education and learning	29
Outcome Area 6	
– Health and wellbeing	31
Outcome Area 7	
– Community attitudes	33
Monitoring and reporting	35
How to contact Council	35
Alternative formats	35



# Message from the Mayor

Council provides services, programs and facilities that play an important role in how people experience living in our city.

That's why it's critical for everyone in our community to be able to access those things easily and with dignity.

This Disability Action Plan 2023–2025 reflects our commitment to creating a community where everyone has equal access to the services they need, when they need them, and to fully participate in community life.

This plan is our promise to make the City of Logan a truly accessible and inclusive city.

**Mayor Darren Power**  
Logan City Council



# Message from the CEO

As an organisation, Council exists to serve the City of Logan community.

We take that responsibility seriously and our teams actively work to ensure the way we do business is accessible and inclusive for everyone.

The Disability Action Plan 2023–2025 helps us focus those efforts. It identifies key areas for improvement and the actions we can take to improve the way we serve people of all abilities.

We're focused on delivering exceptional services to all of the community. This plan guides us in how we can do both.

**Darren Scott**  
CEO  
Logan City Council



# Introducing our new plan

We recognise we have an important role in shaping inclusion for people living with disability who live, work and visit our city.

Our third Disability Action Plan 2023–2025 shows our ongoing commitment to making the City of Logan an inclusive, accessible, and welcoming city.

The City of Logan's estimated resident population is currently 350,740, with the projected population to exceed 500,000 by 2036, making Logan one of the largest and fastest growing cities in Australia<sup>1</sup>.

Approximately 6.6 per cent, or 22,933 people, reported needing help in their day to day lives due to a disability. Additionally, 32,423, or 11.7 per cent<sup>2</sup> of the population, are carers providing unpaid assistance to a person with a disability.

<sup>1</sup> Source: [profile.id.com.au/logan](https://profile.id.com.au/logan)

<sup>2</sup> Source: [profile.id.com.au/logan](https://profile.id.com.au/logan)

The voice of people with disability and their carers, along with disability organisations and staff across Council, has shaped the development of this plan.

The actions in this plan build on the success of our previous plans and harness new opportunities that will benefit the whole community. Aligning with the 7 priority areas of the National Disability Strategy 2021–2031, the actions aim to deliver on our commitment to ensuring an inclusive city for people of all abilities, now and in the future.

The implementation of this plan not only upholds legislative compliance, it also highlights the commitment to uphold the rights of people with disability and works towards creating a more accessible and inclusive city.

Our plan will be reported on yearly to the community and will be made available on our website in alternate formats on request.

A member of FIRST Service at Loganholme. FIRST Service provides opportunities for members to participate in programs in the community and its 2 sites in Logan.





# Our commitment

Logan City Council commits to ensuring an inclusive city for people of all abilities, now and in the future.



KingStones Music give all young adults with different abilities the opportunities to explore their dreams.





Art class at FIRST Service Inc.

# Our role – local policy alignment

The plan is aligned with Council's guiding documents and future direction of the city.

## The Logan Community Vision

Logan is a thriving, forward-thinking community, building a smart future by embracing innovation, diversity and equality for all. No matter where you're from, you're welcome in Logan.

## Our city vision

City of Logan: a green city full of pride, opportunity and culture.

## Our purpose

To make a positive difference in people's lives through the quality of the services we provide.

## Our values

1. Community first
2. Our people
3. Excellence
4. Leadership
5. Integrity

## Our corporate plan

The Logan City Council Corporate Plan 2021–2026<sup>1</sup> sets the direction for our business by outlining the vision Council has for the city, the priorities it wants to focus on and the service delivery commitments it will provide.

These priority areas include:

1. Maintaining current levels of services
2. Proud city
3. Environment
4. Healthy connected community
5. Economy and growth
6. Infrastructure
7. High performing organisation

**Focus Area 2:** Proud city is central to this plan's aim, which is to ensure we provide relevant and accessible services, based on community need. Further, it highlights how we want to inspire connection, equality and inclusion in the community, so people feel a sense of belonging and are able to make a positive contribution.

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<sup>1</sup>Source: [logan.qld.gov.au/downloads/file/512/corporate-plan](https://logan.qld.gov.au/downloads/file/512/corporate-plan)



# Strategic fit

We uphold the rights of people with disability under a range of policy and legislation.

The *Disability Discrimination Act 1992* (DDA) outlines our responsibilities. We are responsible under this legislation to provide equal access to our services.

## International

- › United Nations Convention on the Rights of Persons with Disabilities (CRPD)
- › World Health Organisation (WHO)

## Federal

- › Disability Discrimination Act 1992 (DDA)
- › National Disability Strategy 2021–2031
- › National Disability Insurance Scheme Act 2013

## State

- › Queensland Anti-Discrimination Act (1991)
- › Queensland Disability Services Act (2006)
- › Disability Standards for Accessible Transport (2002)
- › Disability (Access to Premises Buildings) Standards 2010
- › Local Government Act (2020)

## Local

- › Logan Planning Scheme 2015
- › Corporate Plan 2021–2026







Art class at FIRST Service Inc.



# Who are we?

## City of Logan

The City of Logan is one of the fastest and largest growing cities in Australia with a population estimated at 350,740 people<sup>1</sup>. More than 500,000 people are expected to call Logan home by 2036, across our city's 959 square kilometres.

Home to people from more than 234 cultural backgrounds and with around 50 per cent of the population aged 30 years or younger, the city is young and diverse.

Council is committed to supporting our community and being adaptable for the long term.

## Profile of disability

### In Australia

In Australia, around 18 per cent of the population, or more than 4.4 million people, have one or more disabilities. Of those, 32 per cent have severe or profound disability (about 1.4 million) and for every one in 4 people with disability, their main form of disability is mental or behavioural.

### In Logan

In Logan, 22,933 people or 6.6 per cent of residents reported needing help in their day-to-day lives due to a disability. Of the people reported, the largest group was aged 85 years and older.

When it comes to support for people with a disability, 31,423 people or 11.7 per cent of the population are unpaid carers aged 15 years and over.

The City of Logan has a higher proportion of people living with disability compared to Greater Brisbane and City of Gold Coast and, has similar rates as neighbouring Councils of Moreton, Scenic Rim and Ipswich City.

<sup>1</sup> Source: [profile.id.com.au/logan](https://profile.id.com.au/logan)







Sewing activity at FIRST Service.

# Where are we now?

## Progress to date

We have made considerable progress to improve accessibility for people with disability.

The previous Access and Inclusion Plan 2019–2022 completed 83 out of 84 actions with the remaining action in progress and being carried over into this plan. Annual progress reports have been prepared and are available to the public on Council's website.

This is the third plan for the City of Logan.

To read about our progress to date, please visit [logan.qld.gov.au/accessandinclusionplan](https://logan.qld.gov.au/accessandinclusionplan)

## Developing the plan

Our plan has been developed with reference to the National Disability Strategy 2021–2031. The strategy provides 7 outcomes designed to support all people with disability to maximise their potential and to take part as equal citizens.

In developing this plan, we engaged with our community by holding 3 workshops with people living with disability, carers and disability service providers. An online engagement forum was also available for anyone who wanted to be involved.

The feedback and considerations provided on these 7 outcomes have informed many of the actions in this plan.

Staff from across Council attended these sessions and engaged with community.

The consultation was promoted via:

- › Council's corporate website
- › Council's community engagement tool (Have Your Say)
- › Council's social media accounts
- › targeted emails to local service providers and members of the community
- › disability network lists
- › divisional Councillors
- › internal staff via the Internal Working Group.





Substation 33 activity at FIRST Service.



# Definitions – key terms used in this plan

## Disability

The *Disability Discrimination Act (1992)* defines 'disability' broadly as:

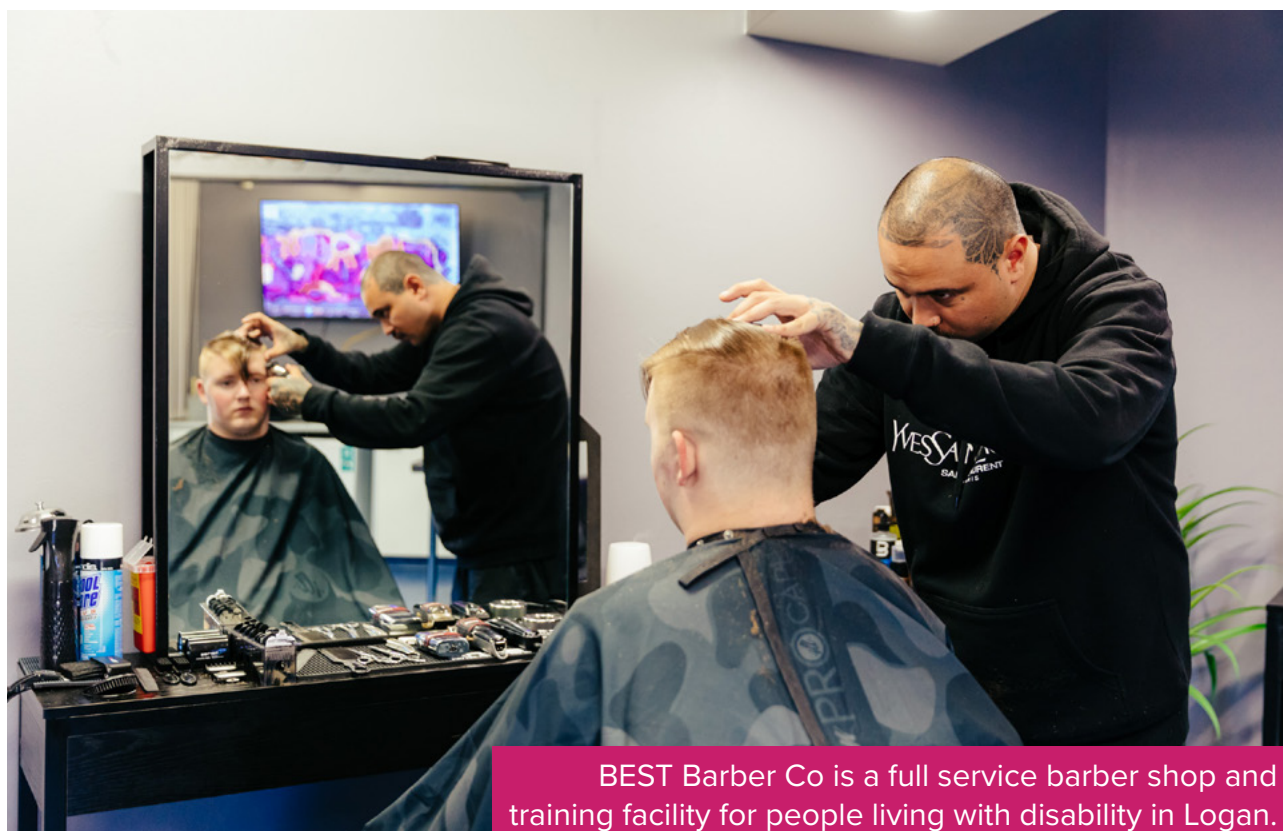
- › total or partial loss of the person's bodily or mental functions
- › total or partial loss of a part of the body
- › the presence in the body of organisms causing disease or illness
- › the presence in the body of organisms capable of causing disease or illness
- › the malfunction, malformation, or disfigurement of a part of the person's body
- › a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- › a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour.

## Access

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

## Inclusion

'Inclusion' is the ability for someone to take part in an activity or service in the same way as any other person in the community.

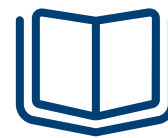


BEST Barber Co is a full service barber shop and training facility for people living with disability in Logan.



# Outcome Area 1

## – Employment and training



### What we heard community tell us:

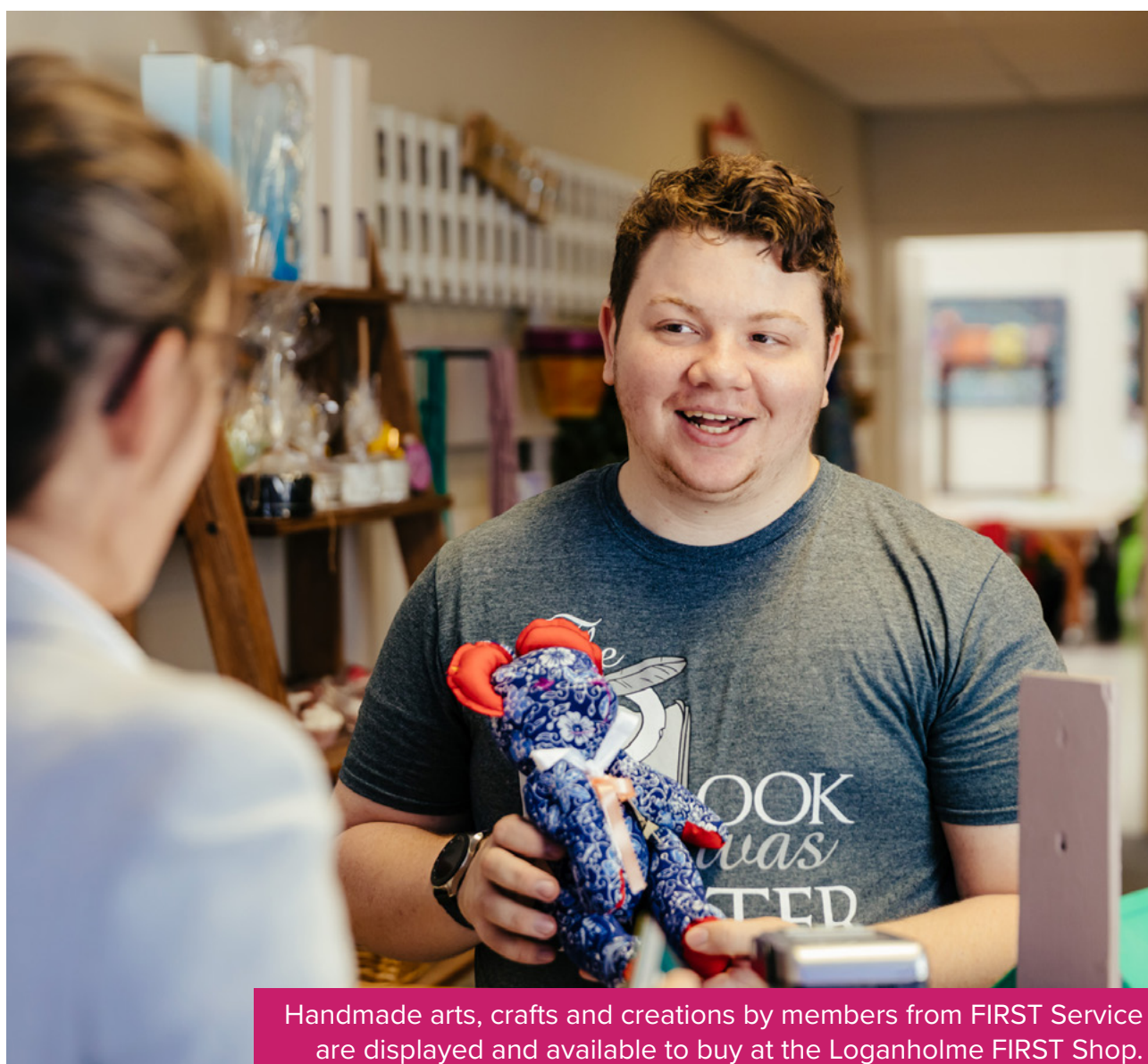
- › Create awareness of the benefits of employing a person with disability.
- › Provide training to support employees with disability.
- › Create employment and volunteer opportunities for people with disability.
- › Raise awareness and support for both seen and unseen disabilities.

No.	Action	Aim	Lead area
1.1	Connect people with disability to Council-owned community centres and/or community gardens that will provide volunteer or work experience opportunities.	Increase volunteer and work experience opportunities at community centres and community gardens.	Community Services
1.2	Liaise with Jigsaw to investigate employing people with disability to assist within the Records Management Program.	Create employment and volunteer opportunities for people with disability within Council.	Corporate Governance
1.3	In liaison with the People and Culture Branch, provide opportunities to people with disability to undertake an administrative function within the Development Assessment and Plant Fleet Services branches.	Create an opportunity for people with disability to participate in Council's workplace.	Development Assessment and Plant Fleet Services
1.4	Ensure assistive technologies are available to all staff who need them.	Enable staff to perform their roles with supported equipment.	Information Technology Services
1.5	Provide volunteering opportunities to people with disability to assist in the Libraries and Creative Industries Branch.	Create volunteering opportunities for people with disability to gain experience.	Libraries and Creative Industries
1.6	Investigate offering traineeships to people with disability to assist in the Libraries and Creative Industries programs.	Provide opportunities for people with disability to gain skills and experience.	Libraries and Creative Industries

No.	Action	Aim	Lead area
1.7	Provide staffing training and resources to create accessible, graphically designed documents.	Upskill and support Council staff on creating accessible documents for the community.	Marketing and Events  Customer Experience and Community Engagement
1.8	Partner with disability providers to promote career opportunities at Council.	Increase access to employment opportunities at Council for people with disability.	People and Culture
1.9	Partner with Group Training Organisations (Disability Employment Service (DES) providers) to provide mentor support to supervisors and trainees/apprentices living with disability.	Provide support to people with disability, injury or a health condition who are eligible to receive assistance from DES providers to prepare for, find and keep a job.  Provide assistance to employers to help them meet their recruitment needs.	People and Culture
1.10	Promote and support the recruitment and retention of staff with disability. This may include but is not limited to: <ul style="list-style-type: none"> <li>› celebrating staff with disability on our corporate website and intranet</li> <li>› developing information on how to discuss accessibility requirements during recruitment</li> <li>› developing information for current staff on available reasonable adjustments and supportive technology.</li> </ul>	Develop and support staff with disability in the workplace.	People and Culture
1.11	Participate in Accessibility Day or a similar event with disability employment service providers.	Help promote employment accessibility at Council.	People and Culture
1.12	Identify opportunities to improve recruitment and retention of staff with disability or caring responsibilities.	Improve and maintain recruitment and retention of staff with disability.	People and Culture



No.	Action	Aim	Lead area
1.13	Develop strategies to consciously include leaders with disabilities in future leadership development.	Ensure leaders with disabilities are included in leadership development programs.	People and Culture
1.14	Provide opportunities for disability awareness training for all staff across the organisation.	Provide access to appropriate awareness for all staff.	People and Culture
1.15	Review current online learning and e-learning to improve accessibility.	Improve existing online learning and e-learning for greater accessibility by staff with disability.	People and Culture
1.16	Ensure all future online learning and e-learning developed for staff meets minimum accessibility standards.	Ensure future e-learning is accessible by staff with disability.	People and Culture



# Outcome Area 2 – Inclusive communities and participation



## What we heard community tell us:

- › Continue to improve access to buildings, facilities, footpaths, ramps and public spaces.
- › Advocate for a range of housing in Logan to support people of all abilities.
- › Engage and consult with people living with disability when developing a project, designing a plan or implementing a major Council project.
- › Promote accessible and inclusive features of facilities, spaces, services and events.

No.	Action	Aim	Lead area
2.1	Investigate undertaking an accessibility audit on Council's City Administration Centre to identify potential accessibility improvements for visitors, volunteers, and staff.	Improve access to Council's City Administration Centre.	Administration
2.2	Consult with the community to provide input when: <ul style="list-style-type: none"> <li>› developing new facilities</li> <li>› upgrading existing facilities or works</li> <li>› reviewing major projects.</li> </ul>	Ensure new facilities are inclusive and meet the needs of all members of our community.	Community Services
2.3	Plan new community facilities to align with: <ul style="list-style-type: none"> <li>› relevant building codes</li> <li>› principles of universal design</li> <li>› commonwealth disability standards.</li> </ul>	Ensure new facilities are inclusive and meet the needs of all members of our community.	Community Services
2.4	Support community garden groups to become more accessible and welcoming for people with disability.	Improve awareness and increase participation of people with disability with community gardens.	Community Services
2.5	Develop an accessible design guideline for the construction of new public facilities.	Improve standards for new facilities to ensure accessibility and sustainability requirements are above the minimum standards.	Community Services



No.	Action	Aim	Lead area
2.6	Conduct an accessibility audit of the citizenship ceremony.	Establish whether the ceremony is compliant with access and inclusion frameworks.	Corporate Governance
2.7	Provide general technical advice relating to accessibility as required by Council branches on National Construction Code, Liveable Housing Design Guidelines, and applicable Australian Standards.	Provide an internal contact for staff when seeking advice on building legislative requirements as it relates to accessibility.	Development Assessment
2.8	Consult with disability groups to provide feedback during statutory amendments of the Logan Planning Scheme and for any new planning scheme.	Ensure changes to the planning scheme consider the needs of people living with disability.	Economic Development and Strategy
2.9	Provide universal design guidelines on Council's website.	Encourage developers to consider the needs of people with disability when designing the built environment.	Economic Development and Strategy
2.10	Provide the planning scheme in accessible formats upon request.	Ensure the planning scheme is accessible for users with varying needs.	Economic Development and Strategy
2.11	Develop a strategy to attract Specialist Disability Accommodation (SDA) into Logan inclusive of accessible footpaths.	Attract developers to build a range of housing in Logan that supports people of all abilities and helps residents live independently.	Economic Development and Strategy
2.12	Deliver and promote environmental activities and events in a range of accessible formats.	Support people with disability to actively engage in environmental activities and events.	Health, Environment and Waste
2.13	Assess and identify actions for the libraries to meet the: <ul style="list-style-type: none"> <li>› Draft Queensland Public Library Building Guidelines</li> <li>› Draft Queensland Public Library Physical Spaces Standard.</li> </ul>	Ensure Logan's public libraries remain an accessible and inclusive space.	Libraries and Creative Industries
2.14	Provide accessible features for people with low vision or visual impairments in libraries and creative industry facilities.	Ensure ease of access to Libraries and Creative Industry facilities to meet individual needs.	Libraries and Creative Industries

No.	Action	Aim	Lead area
2.15	Develop 'sensory social stories' for all library sites and make these accessible online.	Support people with a range of sensory needs to plan their visit to Logan's libraries, art gallery and museums and assist with ease of access to the facility.	Libraries and Creative Industries
2.16	Continue to deliver training to staff and volunteers to support people with disability at: <ul style="list-style-type: none"> <li>› Logan Libraries</li> <li>› Logan Art Gallery</li> <li>› Mayes Cottage</li> <li>› Living Museum of Logan</li> </ul>	Ensure our workforce is trained and well-informed to support community needs.	Libraries and Creative Industries
2.17	Raise awareness of accessible spaces, collections, services and programs at facilities managed by the Libraries and Creative Industries Branch. This may include promoting or delivering: <ul style="list-style-type: none"> <li>› library meeting spaces</li> <li>› Logan North Library Accessibility Centre</li> <li>› Marsden Library Sensory Space</li> <li>› library outreach programs focusing on upskilling residents in technology and engaging residents with Logan's local history</li> <li>› creative arts workshops at Logan Art Gallery</li> <li>› Living Museum of Logan.</li> </ul>	Raise awareness of Libraries and Creative Industries spaces, collections, services and programs available for people with disability where they can engage in their community.	Libraries and Creative Industries
2.18	Improve and promote Logan Water's community education material to ensure accessibility. This may include increasing awareness of the National Relay Service and graphic visuals.	Demonstrate customer advocacy and supporting community access to Logan Water's products and services.	Logan Water
2.19	Encourage Logan Water staff to attend Disability Awareness Training.	Raise disability awareness among staff, which will lead to improved communication with the community, community engagement and access to Logan Waters products and services.	Logan Water



No.	Action	Aim	Lead area
2.20	Engage with disability focus groups and seek their advice on how Logan Water can improve and develop engagement activities that are accessible.	Ensure we are an inclusive Council demonstrating customer advocacy and supporting community access to Logan Water's engagement activities/events.	Logan Water
2.21	Continue to update accessible parks and equipment list as new assets come online and park upgrades are completed.	Improve access to information around accessible amenities within parks. This will allow users to identify if a park will meet their accessibility needs prior to visiting and help inform decision making.	Parks
2.22	Investigate opportunities to deliver and promote accessible walking tracks more than one kilometre in length.	Identify where walking tracks are Disability Discrimination Act compliant or close to being Disability Discrimination Act compliant and promote or modify them to align with the draft trails strategy.	Parks
2.23	When planning our future parks, consider accessibility considerations such as distance to public transport, installing accessible adult change tables, equipment, toilets and ramps.	Ensure awareness of the Disability Discrimination Act compliance footprint in the local area and that project outcomes cater effectively to the community.	Parks
2.24	Undertake an accessible parking audit for existing parking provisions within parks.	Identify where and in what condition parking is provided for each park. The information can be provided as part of public parks information and help inform decisions for upgrades and parking provisions.	Parks
2.25	Establish signage standards to include additional information (QR codes) to translate/interpret educational signage within parks.  Include QR codes on new and replacement information signs to provide a link to the parks website, where signs could be translated/interpreted for users improving education and accessibility.	Increase access to educational information in an efficient and cost-effective manner.	Parks

No.	Action	Aim	Lead area
2.26	Provide staff training and resources to people within the Parks Branch to be trained in the Disability Discrimination Act compliance design.	Achieve a specific rate of staff trained in Disability Discrimination Act compliant design (% of staff). Training will increase internal knowledge of design requirements and inform and guide future park design and design reviews moving forward.	Parks
2.27	Continue to schedule planning and funding upgrades to bus stops in a prioritised manner.	Develop and promote an approved, prioritised and budgeted schedule of bus stop shelter installations.	Road Infrastructure and Planning
2.28	Continue to mobilise an adapted pushbike to collect data on footpaths for Council's Road Asset Management team to help plan footpath infrastructure upgrades and repairs.	Improve accessibility of Council's footpaths and encourage safe use for all residents.	Road Infrastructure and Planning
2.29	Prioritise and scope intersections needing upgrades where not already captured in other capital works programs.	Improve capacity and safety of intersections, including pedestrian facilities.	Road Infrastructure and Planning
2.30	Continue to investigate, design and deliver (through contractors) any maintenance and minor upgrades to signalised intersections.	Improve performance and safety of signalised intersection infrastructure, including pedestrian crossing facilities.	Road Infrastructure and Planning
2.31	Continue to design and issue Traffic Instruction Memos to deliver ad-hoc traffic improvements, funded through the Local Infrastructure Program and where not already captured in other works programs.	Improve response to customer requests to address and action local road network traffic management and safety the, including pram ramps and disability parking bays, and accessibility.	Road Infrastructure and Planning
2.32	Install inclusive and accessible signage on new and refurbished Council facilities.	Ensure facilities are accessible to all users, for example with braille, pictures, community languages, large font, and Auslan where appropriate.	Sport, Leisure and Facilities



No.	Action	Aim	Lead area
2.33	Fund and deliver the installation of a permanent ramp and footpath at Kingston Butter Factory Cultural Precinct to allow wheelchairs and mobility scooters to access the performance lawn, food trucks and market stalls independently.	Make Council's venue more accessible.	Sport, Leisure and Facilities
2.34	Increase the amount of designated wheelchair seats allocated at Logan Entertainment Centre to enable better viewing of stage, and increase the number of height-appropriate tables for food and beverage consumption. Update the ticketing systems to reflect these seats so they can be purchased independently online.	Make Council's venue more accessible.	Sport, Leisure and Facilities



Substation 33 activity at FIRST Service.

# Outcome Area 3

## – Safety, rights and justice



### What we heard community tell us:

- › Advocate for better infrastructure for public transport to support people with disability.
- › Increase ways the community can contact Council for support and ensure information is available in multiple formats.
- › Raise awareness of services and supports that exist in the community to help keep people with disability safe and enjoy equality before the law.
- › Improve light and visibility in public spaces at night-time to improve feelings of safety after hours.

No.	Action	Aim	Lead area
3.1	Advocate for the upgrade of public transport infrastructure across the City of Logan.	Ensure fair access to the public transport network for all Logan residents including compliance with the Disability Discrimination Act.	Advocacy, Office of the Chief Executive Officer
3.2	Include information for people with disability in our Community Safety Resource Guide.	Provide crime prevention tools and education for people with disability.	Community Services
3.3	Include a question on the safety of people with disability in the Logan Safe City Survey.	Ensure Data and information is available to inform an appropriate crime prevention response for people with disability.	Community Services
3.4	Deliver at least 4 community safety-focused initiatives each year in collaboration with disability stakeholders.	Educate and empower disability stakeholders with community safety information that will help them understand and practice protective behaviours.	Community Services
3.5	Update the annual Logan Safe City Survey to include specific questions to determine if current Safe City activities meet the needs of people with disability and what can be done to better support them.	Enhance the value and relevance of information obtained through annual surveys that relates to meeting the needs of people with disability.	Community Services



No.	Action	Aim	Lead area
3.6	Revise and amend Council's corporate website management directive to cover digital accessibility.	Ensure all customer-facing websites, electronic direct mail and social media platforms meet the requirements of the Disability Discrimination Act and Human Rights Qld Commission.	Customer Experience and Community Engagement
3.7	Implement the Night-Time Economy Strategy with a focus to improve access and safety to places in the evening.	Improve access and safety to places in the evening.	Economic Development and Strategy



Band practice for The KingStones.

# Outcome Area 4 – Community support and services



## What we heard community tell us:

- › Increase ways the community can contact Council for support and ensure information is available in multiple formats.
- › Provide facilities, services, programs and events that support people with disability to engage in community and support independence.
- › Raise awareness of both seen and unseen disabilities.
- › Promote accessible and inclusive features of facilities, spaces, services and events.

No.	Action	Aim	Lead area
4.1	Strengthen relationships and target promotion with the City of Logan's First Nations communities to support culturally inclusive pathways to disability services and support.	Provide culturally appropriate support and connection pathways for people from Logan's First Nations communities to access local support.	Community Services
4.2	Strengthen relationships and increase awareness of disability and health support available to culturally and linguistically diverse community members.	Provide culturally appropriate support and connection pathways for culturally and linguistically diverse community members to access local support.	Community Services
4.3	Tailor grant writing information sessions and workshops to support people with disability when required.	Ensure people who attend the information sessions have access to inclusive supports.	Community Services
4.4	Encourage local organisations that support people living with disability to apply for grants.	Provide opportunities to local community organisations to deliver initiatives to support people with disability in the community.	Community Services
4.5	Ensure Council's customer facing website meets the requirements of the Disability Discrimination Act and Human Rights Act Queensland.	Design and develop an accessible website so people with disabilities can engage fully with the content.	Customer Experience and Community Engagement



No.	Action	Aim	Lead area
4.6	Create accessible documents on Council's community engagement Have Your Say platform.	Ensure online community engagement is accessible and inclusive of the needs of all.	Customer Experience and Community Engagement
4.7	Promote our immunisation services to people with disability and disability stakeholders.	Increase awareness of personal support available to people with disability.	Health, Environment and Waste
4.8	Make braille stickers for wheelie bins available to community.	Provide information in various formats to support people with vision impairment.	Health, Environment and Waste
4.9	Schedule low sensory shopping experiences at the Logan Recycling Market (reduced crowds and noise).	Support people to engage in their community in a safe and welcoming environment.	Health, Environment and Waste
4.10	Promote the range of waste support services more actively to residents.	Raise awareness of waste support services available.	Health, Environment and Waste
4.11	Promote free medical assistance extra bins.	Support individuals who require extra bins due to medical conditions that causes excess waste/ packaging (for example home dialysis patients).	Health, Environment and Waste
4.12	Make accessible trolleys for wheelchair users available at the Logan Recycling Market.	Ensure people of all abilities can engage in their community.	Health, Environment and Waste
4.13	Ensure new web applications are compliant with the Web Content Accessibility Guidelines (WCAG 2.1).	Ensure web applications are accessible to all users.	Information Technology Services
4.14	Provide accessible library services through the continued delivery of the Home Library and Digital Home Library Service. This may include assisting patrons with using Home Library Services iPads and accessing library eResources.	Provide library services to residents who are unable to visit the library independently.	Libraries and Creative Industries
4.15	Introduce Bins4Blokes into male public toilet facilities at Council's libraries.	Ease of access to library facilities that meet individual needs.	Libraries and Creative Industries

No.	Action	Aim	Lead area
4.16	Update and monitor accessibility requirements on: <ul style="list-style-type: none"> <li>› the community events planning checklist</li> <li>› the accessible venues checklists</li> </ul>	Increase capacity for event planners and community groups running events to consider access and inclusion when planning and delivering events.	Marketing and Events
4.17	Create a process that includes checking opportunities for people with disability have been considered when programming events (for example For activity providers and entertainers).	Ensure people of all abilities can engage in their community.	Marketing and Events
4.18	Inclusion and accessibility has been investigated for all planned events, including but not limited to: <ul style="list-style-type: none"> <li>› clear access to entry, exit and emergency points</li> <li>› viewing areas</li> <li>› easy access to stage/activities</li> <li>› hearing loops</li> <li>› Auslan services</li> <li>› easy access to bathrooms and all facilities.</li> </ul>	Increase the capacity for patrons with access and inclusion needs to attend events.	Marketing and Events
4.19	Promote information to people with disability in all marketing campaigns.	Ensure equity of access to information.	Marketing and Events
4.20	Consider if changing places are inclusive when planning and designing sport and community facilities.	Ensure all sport and community facilities are accessible to people with physical disabilities.	Sport, Leisure and Facilities
4.21	Ensure the design of all new and upgraded facilities incorporate accessible design features that meet the AS1428.1 – design for access and mobility. (Part 1: General requirements for access – new building work.)	Ensure all sport and community facilities (including club houses and change rooms) are accessible to people with physical disabilities.	Sport, Leisure and Facilities



# Outcome Area 5

## – Education and learning



### What we heard community tell us:

- › Increase opportunities to support and connect with schools and the community.
- › Raise awareness of both seen and unseen disabilities.
- › Advocate for improved accessibility in local schools in the City of Logan.
- › Support schools and families to better understand challenges at school for students with disability to strengthen community connection outside the classroom.
- › Promote alternate learning opportunities and ways individuals can learn 'in' community.

No.	Action	Aim	Lead area
5.1	Engage with local schools to understand families' and schools' experiences or views of disability inclusion and education.	Increase understanding and develop initiatives that encourage children to learn about people with disability.	Community Services
5.2	Share and provide opportunities to engage in alternative learning spaces in the community. This could include: <ul style="list-style-type: none"> <li>› sensory spaces</li> <li>› outdoor learning spaces</li> <li>› community gardens</li> <li>› specialised programs with community centres.</li> </ul>	Promote a diverse range of learning spaces available in the community.	Community Services
5.3	Review and provide an annual update to Council's Internal Working Group on changes to disability legislation within Lexis Nexis databases.	Increase Council branch awareness of disability legislative changes relating to existing initiatives.	Corporate Governance
5.4	Review, develop and promote the range of accessible disaster management resources available to the community.	Help people living with a disability make informed decision when preparing for disasters.	Disaster Management
5.5	Raise awareness of job/ education pathways available for people with disability in Logan.	Create better connections between community and job providers.	Economic, Development and Strategy

No.	Action	Aim	Lead area
5.6	Continue to build inclusive library collections with relevant resources for people living with dyslexia.	Provide access to and awareness of resources to assist people living with dyslexia.	Libraries and Creative Industries
5.7	<p>Continue to provide equitable access to arts, heritage, cultural and life-long learning programs through Council's Libraries and Creative Industries programs. This may include:</p> <ul style="list-style-type: none"> <li>› in-person, online or hybrid event participation options for residents to attend programs</li> <li>› captioning and transcripts</li> <li>› on-demand content</li> <li>› promoting programs, collections, services and spaces</li> <li>› Captioning of all videos published on Logan Arts website and in Living Museum of Logan displays.</li> </ul> <p>Continue, or reintroduce post-COVID 19 programming pause, as public health measures permit:</p> <ul style="list-style-type: none"> <li>› Art and Dementia Tours and Talks at Logan Art Gallery</li> <li>› descriptive tours for people with impaired vision at Logan Art Gallery</li> <li>› Logan Libraries' Adult Literacy Tutoring Service and English Conversation Groups to provide in-person and online attendance options to support people who want help improving literacy and numeracy skills or learning English</li> <li>› family history programs both in-person and online options.</li> </ul>	Support people of all abilities to access arts, heritage, cultural and life-long learning.	Libraries and Creative Industries



# Outcome Area 6

## – Health and wellbeing



### What we heard community tell us:

- › Raise awareness of health services and support in the City of Logan taking into consideration First Nations and culturally and linguistically diverse communities with disability.
- › Increase promotion of Council programs that include accessible and adaptive supports.
- › Review disaster evacuation centres and plans to ensure accessibility.

No.	Action	Aim	Lead area
6.1	Ensure activities provided in the Active and Healthy and KRANK School Holiday programs are inclusive.	Provide an inclusive program for the community.	Community Services
6.2	Engage with disability stakeholders to continue to build our accessible disaster management resources.	Increase community participation in disaster preparedness to reduce the impact, and increase disaster preparedness.	Disaster Management
6.3	Promote the range of accessible disaster management resources available to the community.	Help communities prepare for the storm season and be aware of the resources available, particularly for those with disability.	Disaster Management
6.4	Develop a disaster-prepared workshop to be delivered residential disability and aged care providers.	Build awareness of disaster preparedness in the residential care sector through education.	Disaster Management
6.5	Review Council's Disaster Management Plan to continue to include relevant accessibility considerations. The plan covers the planning, response and recovery processes.	Ensure the appropriate disaster preparedness, response and recovery is suitable for people with disabilities.	Disaster Management
6.6	Conduct an annual review of Council's Disaster Management Plan to continue to include relevant accessibility considerations. The plan covers the planning, response and recovery processes.	Inform the community of disaster management arrangements.	Disaster Management

No.	Action	Aim	Lead area
6.7	Review accessibility and suitability of evacuation centres, recovery hubs, and places of refuge for people living with disability. Make relevant recommendations to their owners requiring retrofitting or refurbishment to meet accommodation requirements.	Ensure people living with disability have access to safe and accessible places of refuge during an emergency.	Disaster Management
6.8	Develop volunteer opportunities in disaster preparedness and recovery to increase community resilience to disasters.	Launch the Logan Community Champions Program to help the community recover after a disaster and help build a more resilient Logan. Trained volunteers will support their community in times of disaster and be active in Logan's recovery.	Disaster Management
6.9	Engage with disability stakeholders to continue to build accessible disaster management resources.	Improve Council's disaster management resources and develop a strong working relationship with community.	Disaster Management
6.10	Attract health operators into Logan to provide services and solutions to the National Disability Insurance Scheme (NDIS) sector.	Provide health solutions to people living with disabilities through access to NDIS-approved services.	Economic Development and Strategy
6.11	Achieve 'working towards becoming dementia-friendly' recognition from Dementia Australia.	Continue improving access to Libraries and Creative Industries facilities by people living with dementia and their carers.	Libraries and Creative Industries
6.12	Continue to add relevant equipment to the Sensory Space at Marsden Library and the Accessibility Centre at Logan North Library.	Provide residents of all ages with access to relevant adaptive and assistive equipment at these specialist facilities.	Libraries and Creative Industries



# Outcome Area 7

## – Community attitudes



### What we heard community tell us:

- › Champion the message about the positive impact people with disability have in our community.
- › Increase awareness of existing support groups for carers and service providers.
- › Recognise and include people with disability in Council's marketing.

No.	Action	Aim	Lead area
7.1	Work in partnership with key stakeholders to deliver an awareness campaign/project to improve the social perception of people with disability in the community.	Raise awareness of both seen and unseen disabilities and share the strengths, resilience and identity of people with disability in the community.	Community Services
7.2	Provide an awareness campaign to promote International Day of People with Disability. This may include sharing Council's accessible programs and services.	Celebrate, share, and acknowledge International Day of People with Disability.	Community Services
7.3	Update Council's website with existing disability support groups in Logan and promote this information to key disability groups and networks regularly.	Increase awareness of existing support groups in Logan including carer support groups.	Community Services
7.4	Provide staff training and resources to: <ul style="list-style-type: none"> <li>› create accessible, graphically designed documents</li> <li>› develop accessible documents across the organisation</li> </ul>	Ensure equity of access to information.	Marketing and Events
7.5	Support events that showcase people with disability, including but not limited to: <ul style="list-style-type: none"> <li>› events funded through grants and sponsorships</li> <li>› events attracted to Logan via Sports Marketing Australia (SMA).</li> </ul>	Increase awareness, raise profile and encourage people with disability to participate/host events.	Marketing and Events

No.	Action	Aim	Lead area
7.6	Feature people with disability in Council's marketing materials.	Ensure the City of Logan's diversity is well represented.	Marketing and Events



3 members at the BEST Disability Support in Slacks Creek.



# Monitoring and reporting

The internal working group will review progress on the actions identified in the plan.

A progress report will be completed to reflect achievements and will be made available to the community.

## How to contact Council

☎ 3412 3412

✉ [communityservices@logan.qld.gov.au](mailto:communityservices@logan.qld.gov.au)

✉ PO Box 3226, Logan City DC QLD

If you are deaf, or have a hearing or speech impairment, contact 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 find out more.



The KingStones Music Group is a disability support group in Hillcrest. Its mission is to give all young adults with different abilities the opportunities to explore their dreams.



**Logan City Council**

📍 150 Wembley Rd,  
Logan Central QLD 4114

☎ 07 3412 3412

✉ [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au)

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