

Access and Inclusion Plan 2019–2022

OUTCOME REPORT



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.

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 part of inclusion.

Inclusion

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

Image: Sporting activity at BEST Disability Support, Slacks Creek

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Message from the Mayor

It is with great pleasure I present Council's Access and Inclusion 2019–2022 Plan Final Report. I would like to acknowledge the Council staff, residents and the disability sector. Thank you for your involvement on this journey as the City of Logan becomes a more inclusive and accessible city.

This is Council's second Access and Inclusion Plan. I'm proud to share the actions that have been taken to ensure people living with disability feel welcomed, included and can enjoy all the city has to offer.

The plan was developed in consultation with people with disability, carers and caregivers, those working in the disability sector and members of our staff. Council is committed to providing inclusive supports across a range of our services, programs and community infrastructure.

The Access and Inclusion Plan 2019–2022 has enabled Council to make the City of Logan more inclusive and accessible for everyone. It provides a strong foundation for a new plan that will continue to advocate, support and provide services across the city for all abilities.

Mayor Darren Power
City of Logan



Executive summary

Council recognises the rights of all people to create a better future for everyone.

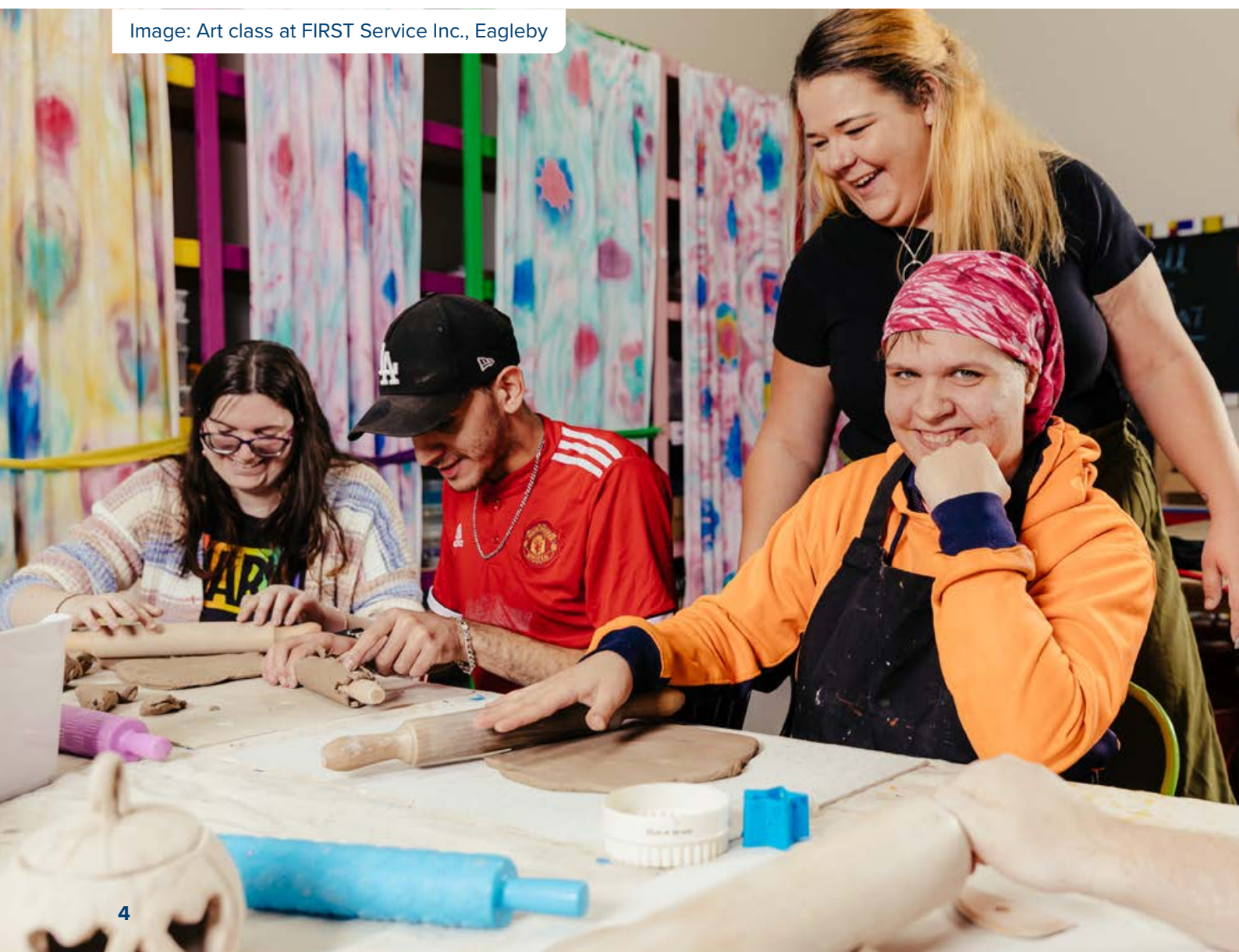
In Logan, 6.6 per cent of our population require help in their day-to-day lives due to disability. This equates to 22,933 people in our city.¹

The Access and Inclusion Plan 2019–2022 has proudly achieved a 98 per cent success rate, completing 83 out of 84 actions, with the remaining action in progress. Completion of the remaining action will be a priority and included in the new action plan.

This final report provides the outcomes of the 84 actions over the 4-year period and includes an additional 11 completed actions.

¹ profile.id.com.au/logan/assistance

Image: Art class at FIRST Service Inc., Eagleby



We focused on 9 priority areas to improve the liveability for our community:

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

Previous to this report, we have shared 2 progress reports outlining our achievements. This was in response to a request by our community for annual updates and a reflection of Council's commitment to transparency.

Over the 4 years, staff from 21 branches have come together to provide regular updates at Internal Working Group meetings. Several actions were completed by more than one branch, requiring a high level of collaboration between Council teams.

Delivering on the actions in the plan highlights our commitment under our corporate plan 'Focus Area 2 – Proud City'.

We have achieved a significant milestone in creating a more inclusive and accessible community over the past 4 years and we look forward to developing and delivering our third plan in 2023.

98%
success rate

We have completed 83 out of 84 actions from our Access and Inclusion Plan 2019–2022

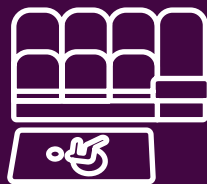
Key achievements

98% of actions completed (83 out of 84).



Event accessibility

Our events now cater for a range of accessibility requirements.



Workshops

We partnered with Carers Queensland to provide workshops on the NDIS, self-advocacy and social enterprise.



Online access

Our website is fully accessible and Certified WCAG 2.1 Level AA.



Parks listing

Accessible equipment is listed on our online Parks directory.



Aqua access

There are aquatic wheelchairs available at all 5 aquatic centres.



Engagement

Accessibility considerations are now part of our community engagement campaigns.



Dyslexia books

A dyslexia symbol is now applied to library books. 78 books are printed in a dyslexia-friendly font.



Facilities for all

An adult change facility is now available at the Kingston Butter Factory Cultural Precinct.



Train station upgrade

We successfully advocated for the relocation of Loganlea train station which will now conform with the Disability Discrimination Act (1992).



Local laws amended

Local laws were amended for drivers who illegally park in disability parking spaces in line with changes to state legislation.



Hearing Loops

We now have 4 Hearing Loops. 2 at the Logan Entertainment Centre, 1 at Kingston Butter Factory and 1 at the Beenleigh Events Centre.



Training

Disability Awareness Training has been provided to more than 70 staff.



Disaster risk reduction

The disability inclusive disaster risk reduction framework and toolkit is now available on our website.



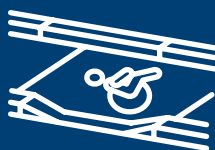
Inclusion

It is now standard business to provide accessibility inclusion requirements to developers at pre-lodgement meetings.



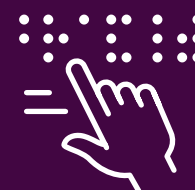
Parking standards

Accessibility of disabled parking spaces for mobility vehicles is now considered in every development application received.



Braille for bins

Braille stickers are now available for vision impaired residents to identify general waste, recycling and green waste bins.



1

Activities and events



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

No.	Actions
1.1	Deliver accessible arts, heritage, cultural and life-long learning programs.
	<div> <div>Status</div> <div>Complete</div> </div>
	<div> <div>Responsible area</div> <div>Libraries and Creative Industries</div> </div>
	<div> <div>Update</div> <div> <p>Logan City Council Libraries delivered a range of accessible activities:</p> <ul style="list-style-type: none"> › We updated our Accessibility Centre with new adaptive equipment. This included assistive technology and sensory friendly features. Disability support services attended this centre often. › The Libraries Adult Literacy Tutoring Service moved to online one-on-one support from April 2020. This extended to face-to-face as an essential service in July 2020. This program provided support to people with low English language skills. › Council continues to install height-adjustable public computer desks at our libraries. › Eight out of 9 library locations now provide height adjustable furniture. The ninth library is on track to be completed in January 2022. › Council has 2 height adjustable tables in the Logan Art Gallery workshop space. This is to ensure people of all abilities can access workshop programs. › A team of trained volunteers provide Art and Dementia tours and talks several times each month at Logan Art Gallery. › Descriptive tours for people with impaired vision are offered at Logan Art Gallery. › Captioning of all videos published on Logan Arts website and in Living Museum of Logan displays. › Council promoted the Accessibility Centre in the Local Government Focus Magazine and Our Logan magazine. This was through both print, media and social media platforms. </div> </div>

No.	Actions						
1.1	Deliver accessible arts, heritage, cultural and life-long learning programs (cont.)						
	<ul style="list-style-type: none"> › Council has developed a new expression of interest process. This is for artists living with disability to exhibit at the Accessibility Centre Art Wall. This will be available on the library's website from 3 December 2021 on International Day of People with Disability. › Chloe Wigg, an artist with disability, had an exhibition at the Logan Art Gallery in 2021. An article about Chloe's artwork was published in the December 2020 to January 2021 issue of Our Logan. › Libraries On Demand content now includes captions and is available on the Library website. Transcript of On Demand content are also available. › The volunteering program was reviewed in May 2021. This program considers the needs of volunteers living with disability. › Accessible information has been developed to share the visitor experience for Mayes Cottage. 						
1.2	Deliver and promote environmental activities and events in a range of accessible formats.						
	<table> <tr> <td data-bbox="427 1332 520 1361">Status</td><td data-bbox="549 1332 692 1361">Complete</td></tr> <tr> <td data-bbox="272 1395 520 1424">Responsible area</td><td data-bbox="549 1395 991 1424">Health, Environment and Waste</td></tr> <tr> <td data-bbox="411 1458 520 1487">Update</td><td data-bbox="549 1458 1378 1606">More than 10 activities throughout Logan were delivered at accessible locations complying with Grade 1 or 2 Track and Trail classification. More than 300 people attended these community workshops and events.</td></tr> </table>	Status	Complete	Responsible area	Health, Environment and Waste	Update	More than 10 activities throughout Logan were delivered at accessible locations complying with Grade 1 or 2 Track and Trail classification. More than 300 people attended these community workshops and events.
Status	Complete						
Responsible area	Health, Environment and Waste						
Update	More than 10 activities throughout Logan were delivered at accessible locations complying with Grade 1 or 2 Track and Trail classification. More than 300 people attended these community workshops and events.						

No. Actions	
1.3 Deliver and promote accessible activities in Live Well Logan and KRANK.	
Status	Complete
Responsible area	Community Services
Update	<p>Eight accessible activities were included in the Active and Healthy Program and KRANK School Holiday Program:</p> <ol style="list-style-type: none"> 1. Inclusive Green Thumbs by Nature Freedom 2. Inclusive Nature Crafts by Nature Freedom 3. Adaptive Chair Yoga by Wellwood Health 4. Adaptive Aquatics by Aqualogan 5. Possibility Program by Beenleigh PCYC 6. Adaptive Gymnastics by FunFit Gymnastics 7. Barriers Breakers by inSports Health and Fitness 8. Dance Your Way by Gerrard's Performing Art Centre.
1.4 Promote accessible and inclusive activities at Council-owned Community Centres.	
Status	Complete
Responsible area	Community Services
Update	<p>The community centre directory is now on Council's corporate website. This shares programs and inclusive activities. Accessible features of each centre are also available.</p>
1.5 Support groups, organisations and individuals to use Council's 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. 	
Status	Complete
Responsible area	Sport, Leisure and Facilities
Update	<p>The 'waiver of reduction of higher fees' policy has been applied to enable organisations increased access to facilities. This was expanded to support groups that were impacted during the COVID-19 pandemic.</p>

No. Actions**1.6 Develop activities for people with sensory needs at Council's Sport and Aquatic Centres.**

This may include:

- › partnering with our First 5 Forever program to deliver water play activities
- › engaging with organisations and stakeholders to develop new activities during quiet periods.

Status Complete

Responsible area Sport, Leisure and Facilities

Update A co-design project that focuses on early learning and water safety was developed in 2022.
This awareness program will support families and children with disability by increasing water play activities.

1.7 Develop accessible versions of the Sport, Recreation and Community Funding guidelines. Provide the Council Officer contact details on the Grants Assistance webpage.

Status Complete

Responsible area Sport, Leisure and Facilities

Update The Sport, Recreation and Community Funding guidelines are accessible and available on our website.

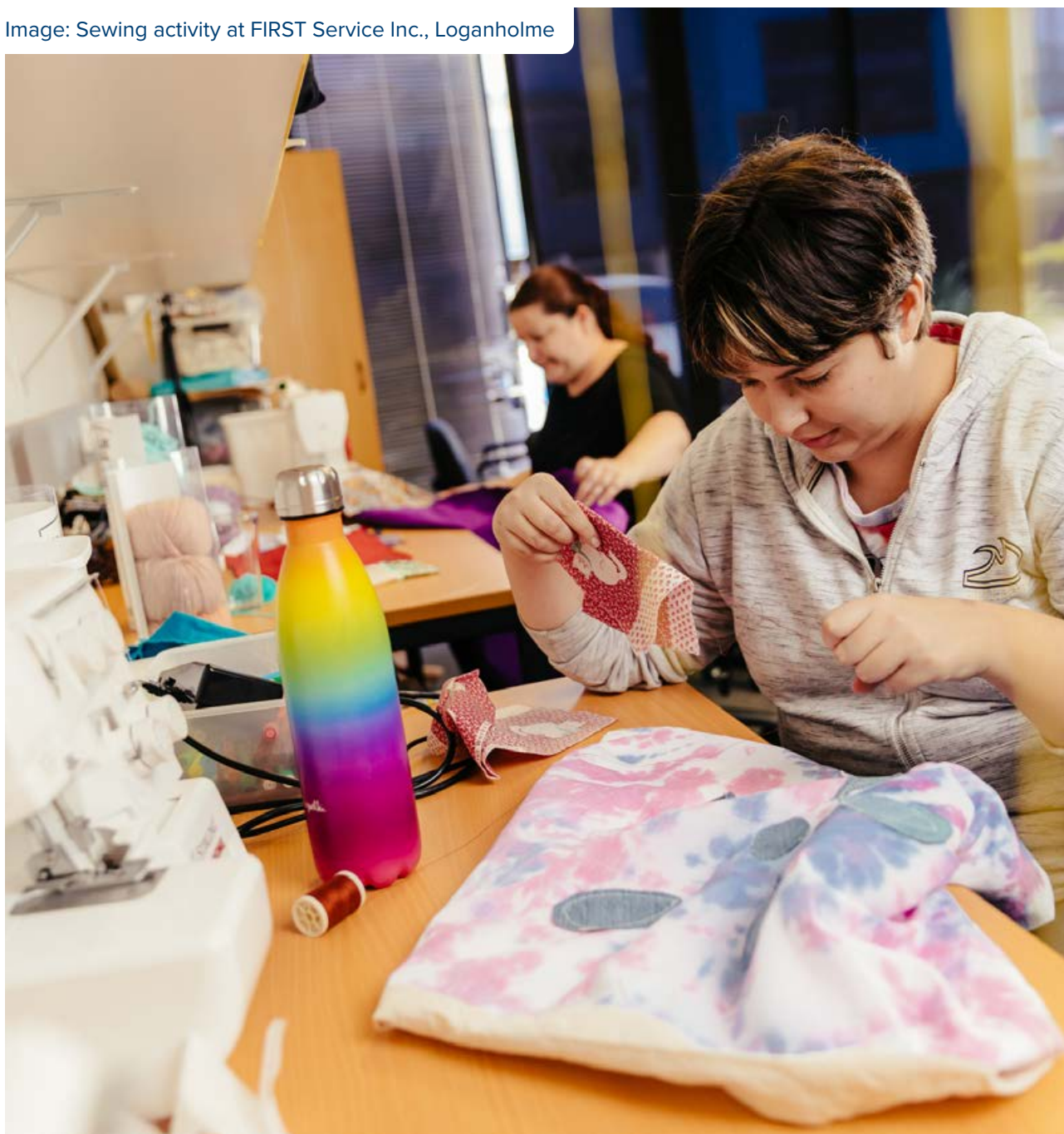
Image: BEST Disability Support, Slacks Creek



No.	Actions		
1.8	<p>Identify opportunities to increase access and inclusion at events that we run or support.</p> <p>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. 		
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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>		
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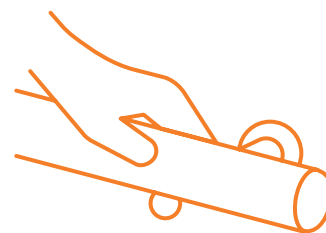
No.	Actions
1.10	Update the event hire conditions for our venues to include accessibility considerations.
Status	Complete
Responsible area	Sport, Leisure and Facilities
Update	Accessible considerations are now available for all patrons who hire our venues. A checklist to consider accessibility features is now provided to new applicants.

Image: Sewing activity at FIRST Service Inc., Loganholme



2

Amenities and buildings



Improving accessibility to amenities, building and facilities.

No.	Action						
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. 						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Libraries and Creative Industries</td></tr> <tr> <td>Update</td><td> <p>In July 2020, the Queensland Public Library Standards and Guideline were published. This provides the standards for Facilities and Guideline for Inclusive Spaces.</p> <p>Research has been undertaken to assess these guidelines, with a view to replace external library item returns equipment.</p> </td></tr> </table>	Status	Complete	Responsible area	Libraries and Creative Industries	Update	<p>In July 2020, the Queensland Public Library Standards and Guideline were published. This provides the standards for Facilities and Guideline for Inclusive Spaces.</p> <p>Research has been undertaken to assess these guidelines, with a view to replace external library item returns equipment.</p>
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2.2	Promote the availability of quiet spaces at our applicable venues.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Sport, Leisure and Facilities</td></tr> <tr> <td>Update</td><td> <p>The new Kingston Butter Factory Cultural Precinct has a purpose-built hush/quiet room available.</p> <p>The existing venues nominated a space, and new buildings now have these built into design considerations.</p> </td></tr> </table>	Status	Complete	Responsible area	Sport, Leisure and Facilities	Update	<p>The new Kingston Butter Factory Cultural Precinct has a purpose-built hush/quiet room available.</p> <p>The existing venues nominated a space, and new buildings now have these built into design considerations.</p>
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Responsible area	Sport, Leisure and Facilities						
Update	<p>The new Kingston Butter Factory Cultural Precinct has a purpose-built hush/quiet room available.</p> <p>The existing venues nominated a space, and new buildings now have these built into design considerations.</p>						
2.3	Investigate the development of adult changing rooms at our relevant facilities.						
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No.	Action						
2.4	<p>Support our leaseholders to follow best practice recommendations for access and inclusion.</p> <p>This may include:</p> <ul style="list-style-type: none"> › Provide information on best practice recommendations for accessibility. For example, through fact sheets and/or at our Lessee Forum › Support leaseholders to apply for grants to increase accessibility and inclusion. 						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Sport, Leisure and Facilities</td></tr> <tr> <td>Update</td><td>Information and toolkits were shared to leaseholders. This was part of the sharing experience on accessibility and inclusion.</td></tr> </table>	Status	Complete	Responsible area	Sport, Leisure and Facilities	Update	Information and toolkits were shared to leaseholders. This was part of the sharing experience on accessibility and inclusion.
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Responsible area	Sport, Leisure and Facilities						
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2.5	<p>Investigate the delivery of hand railing grips in public amenities at our facilities.</p>						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Sport, Leisure and Facilities</td></tr> <tr> <td>Update</td><td>Investigations were included as part of the design process for all new facilities.</td></tr> </table>	Status	Complete	Responsible area	Sport, Leisure and Facilities	Update	Investigations were included as part of the design process for all new facilities.
Status	Complete						
Responsible area	Sport, Leisure and Facilities						
Update	Investigations were included as part of the design process for all new facilities.						
2.6	<p>The redesign of the Kingston Butter Factory aligns with best practice accessibility standards.</p>						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Sport, Leisure and Facilities</td></tr> <tr> <td>Update</td><td> <p>The Kingston Butter Factory Cultural Precinct has included and completed a range of accessible design options into the redevelopment. This includes:</p> <ul style="list-style-type: none"> › improving amenities for accessibility › providing a dedicated adult change room › ramp access to the main stage › lift upgrade within the main building › quiet room within the theatre › improved design in reception counter › accessible parking. </td></tr> </table>	Status	Complete	Responsible area	Sport, Leisure and Facilities	Update	<p>The Kingston Butter Factory Cultural Precinct has included and completed a range of accessible design options into the redevelopment. This includes:</p> <ul style="list-style-type: none"> › improving amenities for accessibility › providing a dedicated adult change room › ramp access to the main stage › lift upgrade within the main building › quiet room within the theatre › improved design in reception counter › accessible parking.
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No.	Action
2.7	Carry out standard condition audits on our facilities. This will identify potential accessibility improvements to each facility.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update An audit has been completed for each facility against the current <i>Disability Discrimination Act (1992)</i> 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 and audit where appropriate.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update Facilities upgraded subject to availability of funds.
2.9	Develop an accessible design guideline for the construction of new public facilities.
	Status In progress
	Responsible area Sport, Leisure and Facilities/Community Services
	Update The Community Services Branch has commenced drafting the Community Facilities Guidelines. These will: <ul style="list-style-type: none"> › aim to address standards for new facilities › aim to address accessibility and sustainability requirements above the minimum standards › require consultants to provide technical advice on accessibility needs. This project is a priority action that will be included into the next Disability Action Plan.
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.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update These requirements are incorporated into design briefs for all community infrastructure projects.

No.	Action
2.11	Provide tailored accessibility training to staff at major venues and Council-owned Community Centres.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update People and Culture Branch will deliver Action 9.3. This will provide disability awareness training for staff.
2.12	Investigate the implementation of hearing loops at: › Logan Entertainment Centre › Beenleigh Events Centre.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update Hearing loops are now available at the following venues: Logan Entertainment Centre › Eight tuneable belt packs and headsets are available on request for Radio frequency hearing loop system › A portable system is available (Listen Technologies LT 800-150). Eight neck loops plus earpiece available on request. › This transmitter also works over wi-fi. The listener downloads the app for a smart phone, then tunes hearing aid through Bluetooth (most modern hearing aids are Bluetooth compatible). Beenleigh Events Centre › A portable system is available (Listen Technologies LT 800-150). Eight neck loops plus earpiece available on request. › The transmitter also works over wi-fi. The listener downloads the app for a smart phone, then tunes hearing aid through Bluetooth.
2.13	Provide water safe wheelchairs at our aquatic centres.
	Status Complete
	Timeframe 2020
	Responsible area Sport, Leisure and Facilities
	Update Aquatic wheelchairs are now at all Council's Aquatic Centres: › Logan North Aquatic and Fitness Centre › Beenleigh Aquatic Centre › Logan West Aquatic Centre › Gould Adams Park Aquatic Centre › Bethania Aquatic Centre.

No.	Action						
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. 						
	<table> <tr> <th>Status</th><th>Complete</th></tr> <tr> <td>Responsible area</td><td>Libraries and Creative Industries</td></tr> <tr> <td>Update</td><td>A library awareness campaign was delivered to promote information on accessible spaces within our Creative Industries facilities.</td></tr> </table>	Status	Complete	Responsible area	Libraries and Creative Industries	Update	A library awareness campaign was delivered to promote information on accessible spaces within our Creative Industries facilities.
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2.15	Connect disability stakeholders to appropriate venues for meetings, activities and events.						
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2.16	Investigate the affordability of fees and charges at Council facilities. This will include major event venues, sports centres and aquatic centres.						
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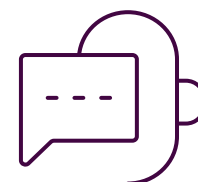
No.	Action						
2.17	Promote major venues to host events and activities for people with disability.						
	<table> <tr> <th>Status</th><th>Complete</th></tr> <tr> <td>Responsible area</td><td>Sport, Leisure and Facilities</td></tr> <tr> <td>Update</td><td> <p>A range of groups and services that support people with disability used our major venues. These included groups from:</p> <ul style="list-style-type: none"> › Special Olympics › Best Disability › Sporting Wheelies › Allied Health providers › Reclink. <p>We promoted the use of our venues and provided reduced fees for court and venue hire to not-for-profit groups, where eligible.</p> </td></tr> </table>	Status	Complete	Responsible area	Sport, Leisure and Facilities	Update	<p>A range of groups and services that support people with disability used our major venues. These included groups from:</p> <ul style="list-style-type: none"> › Special Olympics › Best Disability › Sporting Wheelies › Allied Health providers › Reclink. <p>We promoted the use of our venues and provided reduced fees for court and venue hire to not-for-profit groups, where eligible.</p>
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Responsible area	Sport, Leisure and Facilities						
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Image: Pool hoist, Beenleigh Aquatic Centre



3

Communication



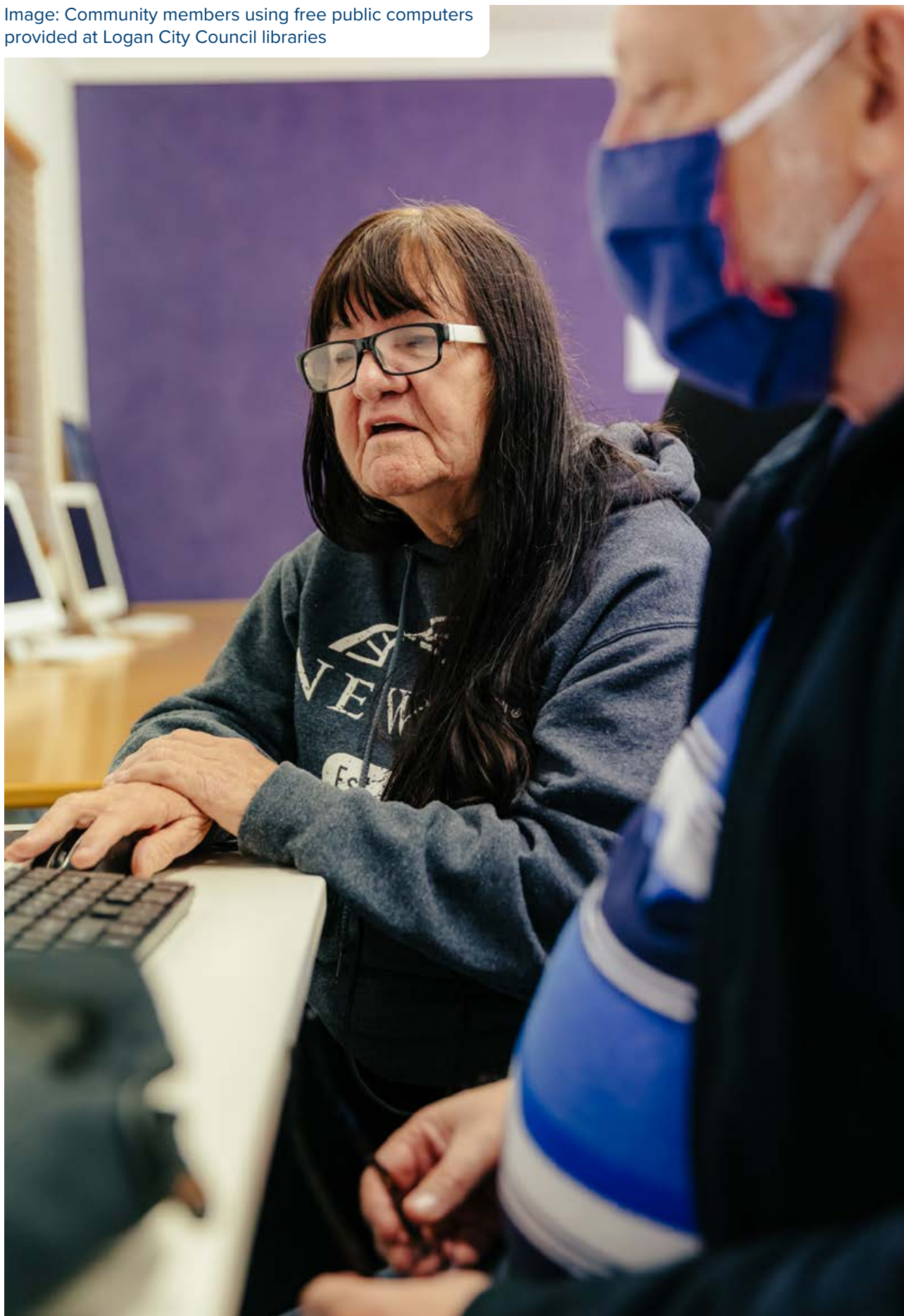
Providing accessible information and engaging with community to inform our work.

No.	Action
3.1	Redevelop our website to meet WCAG 2.0 standards.
	Status Complete
	Responsible area Customer Experience and Community Engagement
	Update We have achieved full accreditation Web Content Accessibility Guidelines 2.1 Level AA and Gold Standard certification for a Plain English website.
3.2	Train website editors on website accessibility functions.
	Status Complete
	Responsible area Marketing and Events
	Update Staff from the Digital Customer Experience team continue to monitor and maintain website accessibility standards. This is now part of our core business.
3.3	Investigate using assistance technology (e.g. Chat bot) to share our information.
	Status Complete
	Responsible area Customer Experience and Community Engagement
	Update We now have an automated chat bot named Lara, who is available on the City of Logan app. Lara can be downloaded to smartphone apps and offer 24/7 support. Lara will move across to the website once Live Chat goes live.
3.4	Promote the use of our communication channels to report accessibility hazards or concerns.
	Status Complete
	Responsible area Customer Experience and Community Engagement, and Community Services
	Update Issues and requests can be reported through our corporate website or by contacting Customer Experience.

No.	Action		
3.5	Update our Accessibility webpage to include relevant information on access and inclusion.		
	<table> <tr> <td data-bbox="432 562 528 618">Status</td><td data-bbox="552 562 1428 618">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 629 528 674">Responsible area</td><td data-bbox="552 629 1428 674">Community Services</td></tr> </table>	Responsible area	Community Services
Responsible area	Community Services		
	<table> <tr> <td data-bbox="416 685 528 730">Update</td><td data-bbox="552 685 1428 853"> <p>Centralised information on support and services for people with disability is on our corporate website.</p> <p>Our accessible facilities will continue to be updated on the corporate website as core business.</p> </td></tr> </table>	Update	<p>Centralised information on support and services for people with disability is on our corporate website.</p> <p>Our accessible facilities will continue to be updated on the corporate website as core business.</p>
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3.6	Install the Document Accessibility Toolbar on Microsoft Word enabled desktop computers across our organisation.		
	<table> <tr> <td data-bbox="432 965 528 1021">Status</td><td data-bbox="552 965 1428 1021">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 1032 528 1077">Responsible area</td><td data-bbox="552 1032 1428 1077">Information Services</td></tr> </table>	Responsible area	Information Services
Responsible area	Information Services		
	<table> <tr> <td data-bbox="416 1088 528 1133">Update</td><td data-bbox="552 1088 1428 1167">This function is now performed by the Customer Experience and Marketing teams in Council.</td></tr> </table>	Update	This function is now performed by the Customer Experience and Marketing teams in Council.
Update	This function is now performed by the Customer Experience and Marketing teams in Council.		
3.7	Incorporate the Document Accessibility Toolbar online training into: <ul style="list-style-type: none"> › our staff induction program › professional development programs. 		
	<table> <tr> <td data-bbox="432 1312 528 1368">Status</td><td data-bbox="552 1312 1428 1368">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 1379 528 1424">Responsible area</td><td data-bbox="552 1379 1428 1424">People and Culture</td></tr> </table>	Responsible area	People and Culture
Responsible area	People and Culture		
	<table> <tr> <td data-bbox="416 1435 528 1480">Update</td><td data-bbox="552 1435 1428 1603"> <p>Our corporate website is accessible as per action 3.1.</p> <p>Internal staff manage the website content and are trained in accessibility editing. The Document Accessibility Toolbar was investigated and is no longer required.</p> </td></tr> </table>	Update	<p>Our corporate website is accessible as per action 3.1.</p> <p>Internal staff manage the website content and are trained in accessibility editing. The Document Accessibility Toolbar was investigated and is no longer required.</p>
Update	<p>Our corporate website is accessible as per action 3.1.</p> <p>Internal staff manage the website content and are trained in accessibility editing. The Document Accessibility Toolbar was investigated and is no longer required.</p>		
3.8	Provide staff training and resources to create accessible, graphically designed documents.		
	<table> <tr> <td data-bbox="432 1704 528 1760">Status</td><td data-bbox="552 1704 1428 1760">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 1771 528 1816">Responsible area</td><td data-bbox="552 1771 1428 1816">Marketing and Events</td></tr> </table>	Responsible area	Marketing and Events
Responsible area	Marketing and Events		
	<table> <tr> <td data-bbox="416 1827 528 1872">Update</td><td data-bbox="552 1827 1428 1906">Brand and design staff throughout the organisation have been trained.</td></tr> </table>	Update	Brand and design staff throughout the organisation have been trained.
Update	Brand and design staff throughout the organisation have been trained.		

No.	Action		
3.9	Facilitate the development of accessible documents across our organisation.		
	<table> <tr> <td data-bbox="432 344 528 385">Status</td><td data-bbox="555 344 699 385">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 396 528 436">Responsible area</td><td data-bbox="555 396 863 436">Marketing and Events</td></tr> </table>	Responsible area	Marketing and Events
Responsible area	Marketing and Events		
	<table> <tr> <td data-bbox="416 448 528 488">Update</td><td data-bbox="555 448 1434 801"> <p>Accessible documents are available on our website and information is available in a range of print forms by request. We provide Braille business cards for key staff across Council when required.</p> <p>We have also delivered a new Logan City Council Writing and Content Style Guide which includes tone of voice and plain English principles. This improves the accessibility of Council communication materials and platforms.</p> </td></tr> </table>	Update	<p>Accessible documents are available on our website and information is available in a range of print forms by request. We provide Braille business cards for key staff across Council when required.</p> <p>We have also delivered a new Logan City Council Writing and Content Style Guide which includes tone of voice and plain English principles. This improves the accessibility of Council communication materials and platforms.</p>
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3.10	Deliver an annual update to the community on the progress of the plan. This will include: <ul style="list-style-type: none"> › an annual progress report (available in a range of formats) › a community forum. 		
	<table> <tr> <td data-bbox="432 981 528 1021">Status</td><td data-bbox="555 981 699 1021">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 1032 528 1072">Responsible area</td><td data-bbox="555 1032 847 1072">Community Services</td></tr> </table>	Responsible area	Community Services
Responsible area	Community Services		
	<table> <tr> <td data-bbox="416 1084 528 1124">Update</td><td data-bbox="555 1084 1434 1438"> <p>Two progress reports have been provided. These were shared through our social media channels and corporate website, local networks, and at our City Administration Centre and libraries.</p> <p>In 2021, community engagement activities were held at the Logan North Library, Logan West Library, and the City Administration Building. We shared the progress of the plan and celebrated International Day of People with Disability.</p> </td></tr> </table>	Update	<p>Two progress reports have been provided. These were shared through our social media channels and corporate website, local networks, and at our City Administration Centre and libraries.</p> <p>In 2021, community engagement activities were held at the Logan North Library, Logan West Library, and the City Administration Building. We shared the progress of the plan and celebrated International Day of People with Disability.</p>
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3.11	Make the plan available in a range of accessible formats. This will include information on how to request different formats.		
	<table> <tr> <td data-bbox="432 1541 528 1581">Status</td><td data-bbox="555 1541 699 1581">Complete</td></tr> </table>	Status	Complete
Status	Complete		
	<table> <tr> <td data-bbox="272 1592 528 1632">Responsible area</td><td data-bbox="555 1592 847 1632">Community Services</td></tr> </table>	Responsible area	Community Services
Responsible area	Community Services		
	<table> <tr> <td data-bbox="416 1644 528 1684">Update</td><td data-bbox="555 1644 1434 1825"> <p>The Access and Inclusion Plan was made available in large font, edited by Vision Australia. Progress reports were made accessible and were available on our website. This document and other accessible formats are available upon request.</p> </td></tr> </table>	Update	<p>The Access and Inclusion Plan was made available in large font, edited by Vision Australia. Progress reports were made accessible and were available on our website. This document and other accessible formats are available upon request.</p>
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Image: Community members using free public computers provided at Logan City Council libraries



4

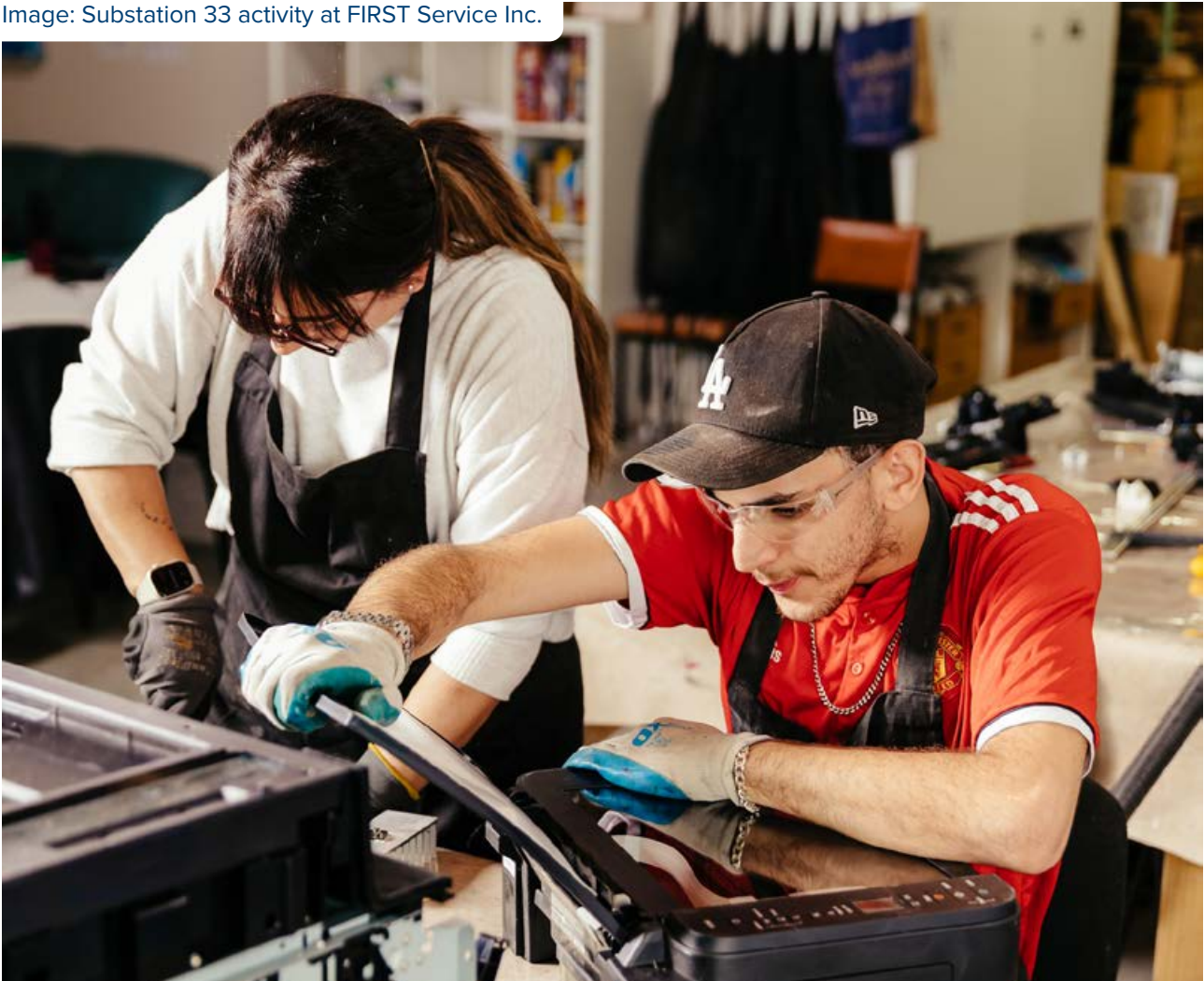
Employment



Fostering employment opportunities for people of all abilities.

No.	Action						
4.1	Partner with disability employment providers to increase access to employment opportunities at Council.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>People and Culture</td></tr> <tr> <td>Update</td><td>Disability employment providers are now embedded in Council's procurement and recruitment programs provider list. We continue to work with disability employment providers to increase access to employment opportunities at Council.</td></tr> </table>	Status	Complete	Responsible area	People and Culture	Update	Disability employment providers are now embedded in Council's procurement and recruitment programs provider list. We continue to work with disability employment providers to increase access to employment opportunities at Council.
Status	Complete						
Responsible area	People and Culture						
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Image: Substation 33 activity at FIRST Service Inc.



No.	Action
4.2	<p>Support the Independent Social Enterprise Network Logan (ISENL) to grow social enterprises that support people with disability.</p> <p>This may include:</p> <ul style="list-style-type: none"> › develop a Social Procurement Policy › Provide business development workshops.
	<p>Status Complete</p>
Responsible area	Economic Development and Strategy, and Administration
Update	<p>Council now has a Social Procurement Policy. Social procurement is using our purchasing power to generate social benefits, adding value to procurement outcomes and supporting supplier and workforce diversity. This includes disability services.</p> <p>Council supported Griffith University Homebase Centre. Our City Transformation Branch also supported this program, which concluded in 2022.</p> <p>The Economic Development and Strategy Branch provided a range of initiatives to nurture new businesses and grow existing ones. Support for disability services included 8 How to Start a Home-based Business workshops, delivered at various Logan community centres.</p> <ul style="list-style-type: none"> › 51 individuals attended, including 13 Logan start-up businesses. › 8 start-ups were looking to provide services in the health sector, including aged care, disability sector and the NDIS
	<p>We provided 61 one-on-one business advisory sessions to small business owners. Support included networking opportunities, connections to industry peak bodies and assistance with new premises.</p> <p>This involved 8 Logan businesses in the disability sector including:</p> <ul style="list-style-type: none"> › Simply Better Care › Omega National Care › KGS Coordination Services › FCASSGroup › Little Angels Lair › Mana Pasifika › My Cool Events › Care Coordination Consultancy.

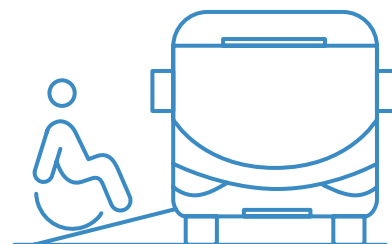
No.	Action
4.3	Link the Logan Jobs website to our Accessibility webpage.
	Status Complete
	Responsible area Community Services
	Update Logan Jobs website is now available on the Accessibility webpage.
4.4	Identify ways to support the employment of people with disability at Council. This may include: <ul style="list-style-type: none"> › showcase staff with disability on our careers webpage › develop information on how to discuss accessibility requirement during recruitment › develop information for current staff on available reasonable adjustments and supportive technology.
	Status Complete
	Responsible area People and Culture
	Update <p>Information and advice were obtained from Workforce Relations. This included information on legislation within the <i>Disability Discrimination Act (1992)</i>.</p> <p>Under this legislation, employees can make reasonable adjustments request so a person with a disability is able to perform the inherent requirements of the job, unless this would cause ‘unjustifiable hardship’ to the employer.</p> <p>A project has now been developed that will use this information to ensure staff can seek support when required.</p>
4.5	Support Accessibility Day in partnership with disability employment service providers.
	Status Complete
	Responsible area People and Culture, and Community Services
	Update <p>The federal government cancelled this event in due to the COVID-19 pandemic.</p> <p>Council will continue to develop an alternative project with local disability employment providers.</p>

Image: Items handcrafted by members of FIRST Service Inc. for sale at FIRST Shop, Loganholme



5

Parking and transport



Ensuring suitable parking is available and advocating for accessible transport options.

No.	Action						
5.1	<p>Investigate the accessibility of disabled parking spaces for mobility vehicles. Make sure that disabled parking spaces follow for Australian standards.</p> <table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Road Infrastructure Planning</td></tr> <tr> <td>Update</td><td>This is now core business and considered in every development application received by Council.</td></tr> </table>	Status	Complete	Responsible area	Road Infrastructure Planning	Update	This is now core business and considered in every development application received by Council.
Status	Complete						
Responsible area	Road Infrastructure Planning						
Update	This is now core business and considered in every development application received by Council.						
5.2	<p>Coordinate an education campaign to:</p> <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. <table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Community Services, and City Standards and Animal Care</td></tr> <tr> <td>Update</td><td>An education campaign was delivered by the City Standards and Animal Care Branch. This will be extended and the next phase will align with our Safe School Parking Program.</td></tr> </table>	Status	Complete	Responsible area	Community Services, and City Standards and Animal Care	Update	An education campaign was delivered by the City Standards and Animal Care Branch. This will be extended and the next phase will align with our Safe School Parking Program.
Status	Complete						
Responsible area	Community Services, and City Standards and Animal Care						
Update	An education campaign was delivered by the City Standards and Animal Care Branch. This will be extended and the next phase will align with our Safe School Parking Program.						
5.3	<p>Enforce the appropriate use of disability parking spaces on:</p> <ul style="list-style-type: none"> › local roads › Council property › shopping centres where we have monitoring agreements are in place. <table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>City Standards and Animal Care</td></tr> <tr> <td>Update</td><td> <p>Our parking officers monitor disability parking bays on roads, on Council property and at some large shopping centres. Additional resources were requested to continue the support to monitor and enforce local laws.</p> <p>Local laws were amended for drivers who illegally park in disability parking spaces. The fine has been increased from \$266 and 2 penalty units, to \$533 and 4 penalty units in line with changes to state legislation.</p> </td></tr> </table>	Status	Complete	Responsible area	City Standards and Animal Care	Update	<p>Our parking officers monitor disability parking bays on roads, on Council property and at some large shopping centres. Additional resources were requested to continue the support to monitor and enforce local laws.</p> <p>Local laws were amended for drivers who illegally park in disability parking spaces. The fine has been increased from \$266 and 2 penalty units, to \$533 and 4 penalty units in line with changes to state legislation.</p>
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No.	Action
5.4	Review the Council Cabs for Seniors program. This will include investigating the expansion of the program to people with disability.
Status	Complete
Responsible area	Road Infrastructure Planning, and Community Services
Update	<p>The Council Cab service is continuing. Transit Care has been providing the service since 2019. The service was expanded in October 2021 with additional locations. Friday travel was also included to make the service more accessible.</p> <p>Our corporate website has been updated to share this information, including transport options and support for people with disabilities. The fee per trip remains unchanged at \$2.</p> <p>Approximately 8,600 trips have been provided since late 2019. Patronage has increased to around 270 trips per month.</p> <p>Council budgets for this program each year.</p>

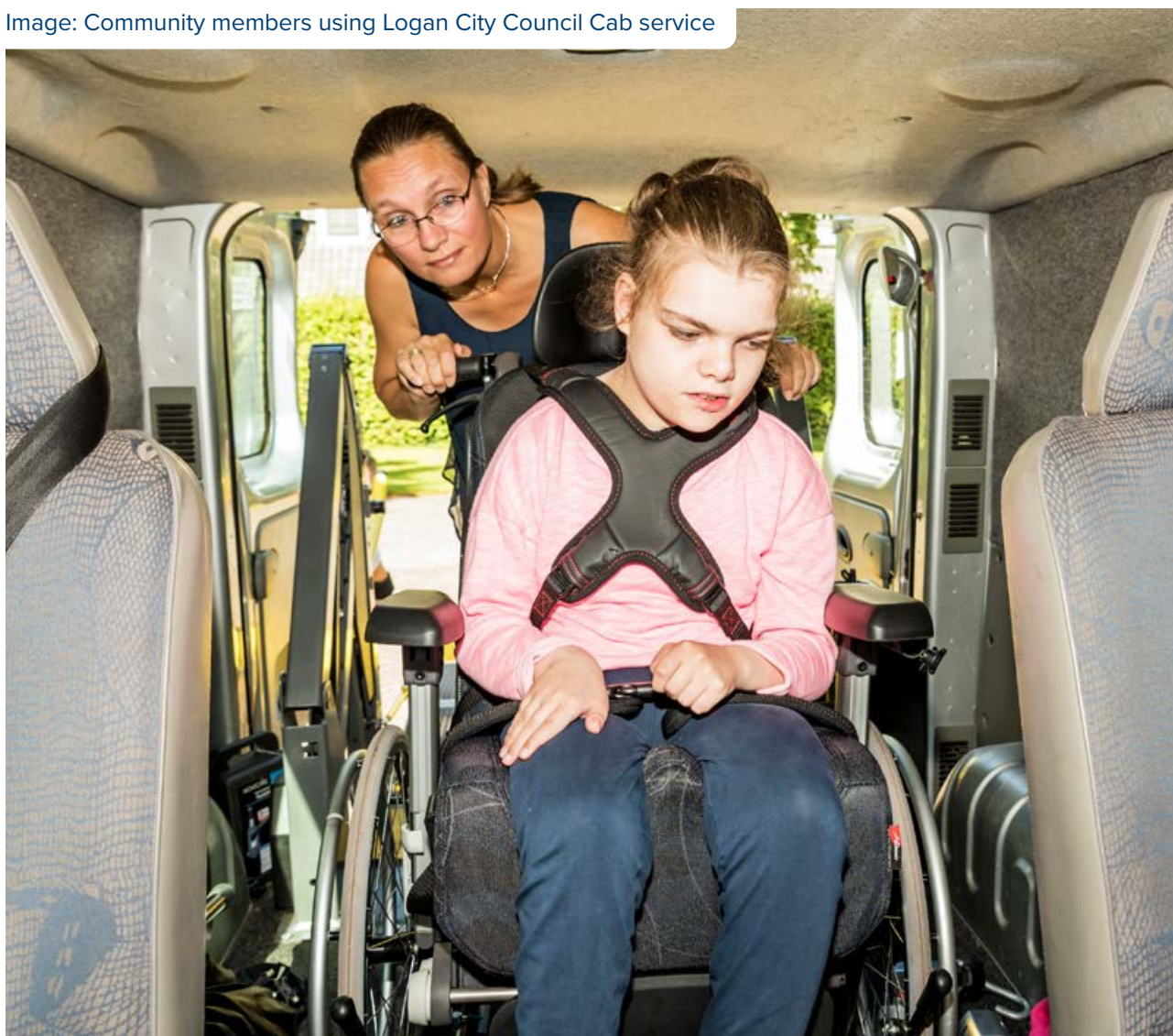
Image: KingStones band members rehearsing



No.	Action						
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.						
	<table> <tr> <th>Status</th><th>Complete</th></tr> <tr> <th>Responsible area</th><td>Advocacy Program</td></tr> <tr> <th>Update</th><td> <p>We successfully advocated for the relocation of Loganlea train station. Planning for this project is well under way and the relocated station will conform with the <i>Disability Discrimination Act (1992)</i>.</p> <p>The Department of Transport and Main Roads has progressed planning for further station upgrades in Logan as part of the Logan and Gold Coast Faster Rail project. It is anticipated that all 8 Logan stations will be disability compliant by the end of the project construction.</p> <p>Six Logan stations will be upgraded:</p> <ul style="list-style-type: none"> › Woodridge › Kingston › Bethania › Edens Landing › Holmview › Beenleigh. <p>Two Logan stations will be relocated and upgraded:</p> <ul style="list-style-type: none"> › Loganlea › Trinder Park. <p>Any station upgrades will be designed and constructed in compliance with the <i>Disability Discrimination Act (1992)</i> to provide accessibility for all users.</p> <p>We will continue to work with state and federal governments to improve Logan train stations.</p> </td></tr> </table>	Status	Complete	Responsible area	Advocacy Program	Update	<p>We successfully advocated for the relocation of Loganlea train station. Planning for this project is well under way and the relocated station will conform with the <i>Disability Discrimination Act (1992)</i>.</p> <p>The Department of Transport and Main Roads has progressed planning for further station upgrades in Logan as part of the Logan and Gold Coast Faster Rail project. It is anticipated that all 8 Logan stations will be disability compliant by the end of the project construction.</p> <p>Six Logan stations will be upgraded:</p> <ul style="list-style-type: none"> › Woodridge › Kingston › Bethania › Edens Landing › Holmview › Beenleigh. <p>Two Logan stations will be relocated and upgraded:</p> <ul style="list-style-type: none"> › Loganlea › Trinder Park. <p>Any station upgrades will be designed and constructed in compliance with the <i>Disability Discrimination Act (1992)</i> to provide accessibility for all users.</p> <p>We will continue to work with state and federal governments to improve Logan train stations.</p>
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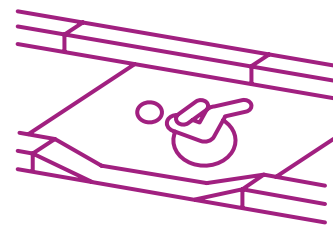
No.	Action						
5.6	Upgrade our bus stops in line with Australian accessibility standards.						
	<table> <tr> <th>Status</th><th>Complete</th></tr> <tr> <td>Responsible area</td><td>Road Infrastructure Planning</td></tr> <tr> <td>Update</td><td> <p>Council maintains around 1,100 bus stops in the network. Our audit of the region's bus stops is complete, with those requiring upgrades now identified.</p> <p>Grant funding for bus stop upgrades has been requested from TransLink via the PTAIP/BSSP grant programs. Approximately \$2.1million in funding has been requested.</p> <p>We anticipate that 100 per cent of bus stops needing accessibility upgrades will be upgraded to meet <i>Disability Discrimination Act (1992)</i> standards by the end of 2022/23.</p> </td></tr> </table>	Status	Complete	Responsible area	Road Infrastructure Planning	Update	<p>Council maintains around 1,100 bus stops in the network. Our audit of the region's bus stops is complete, with those requiring upgrades now identified.</p> <p>Grant funding for bus stop upgrades has been requested from TransLink via the PTAIP/BSSP grant programs. Approximately \$2.1million in funding has been requested.</p> <p>We anticipate that 100 per cent of bus stops needing accessibility upgrades will be upgraded to meet <i>Disability Discrimination Act (1992)</i> standards by the end of 2022/23.</p>
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Image: Community members using Logan City Council Cab service



6

Parks and footpaths



Increasing accessibility of open spaces and pathways.

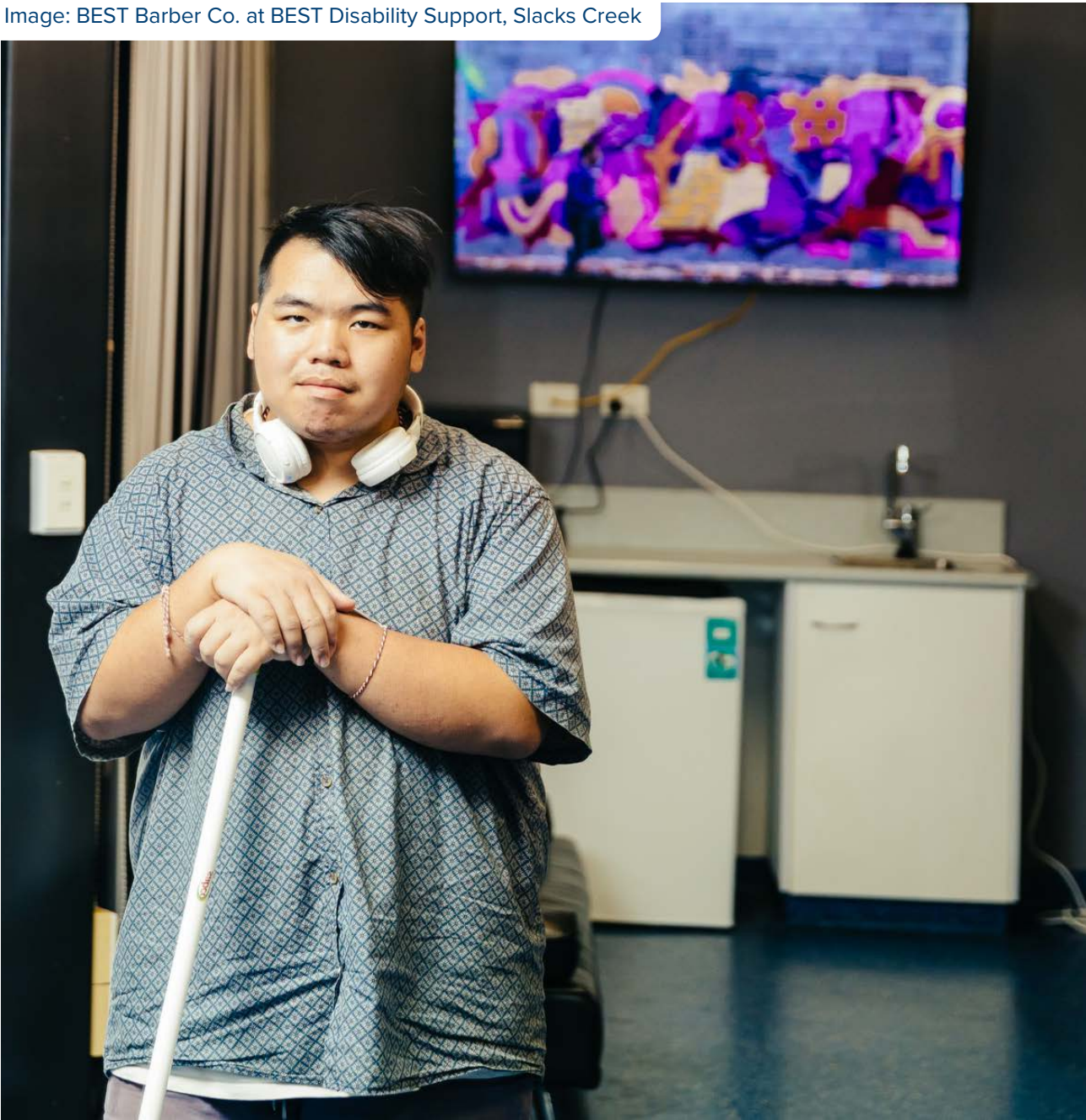
No.	Action						
6.1	Update the accessibility of footpaths in Logan. This will also include the ongoing repair of damaged footpaths.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Road Construction Maintenance, and Road Infrastructure Planning</td></tr> <tr> <td>Update</td><td> <p>Road Construction and Maintenance crews continue to repair faults in footpaths via the footpath rehabilitation program.</p> <ul style="list-style-type: none"> › Crews repaired more than 235 streets across the city over the past 2 calendar years. › The ‘find n grind’ project is a proactive initiative to remove trip hazards on Council footpaths. The program involved more than 35,000 metres of concrete grinding, removing about 25,000 trip hazards at a cost of \$650,000. A full round of the footpath network was completed, providing improved safety for our community. › The Kerb Retrofit project involved identifying existing non-compliant pram ramps across Logan and upgrading them to the <i>Disability Discrimination Act (1992)</i> Standards. <p>The footpath condition survey dataset is currently being processed by Road Asset Management, which will develop an updated list of works. This will be provided to Road Construction and Maintenance to package up for delivery.</p> </td></tr> </table>	Status	Complete	Responsible area	Road Construction Maintenance, and Road Infrastructure Planning	Update	<p>Road Construction and Maintenance crews continue to repair faults in footpaths via the footpath rehabilitation program.</p> <ul style="list-style-type: none"> › Crews repaired more than 235 streets across the city over the past 2 calendar years. › The ‘find n grind’ project is a proactive initiative to remove trip hazards on Council footpaths. The program involved more than 35,000 metres of concrete grinding, removing about 25,000 trip hazards at a cost of \$650,000. A full round of the footpath network was completed, providing improved safety for our community. › The Kerb Retrofit project involved identifying existing non-compliant pram ramps across Logan and upgrading them to the <i>Disability Discrimination Act (1992)</i> Standards. <p>The footpath condition survey dataset is currently being processed by Road Asset Management, which will develop an updated list of works. This will be provided to Road Construction and Maintenance to package up for delivery.</p>
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Update	<p>Road Construction and Maintenance crews continue to repair faults in footpaths via the footpath rehabilitation program.</p> <ul style="list-style-type: none"> › Crews repaired more than 235 streets across the city over the past 2 calendar years. › The ‘find n grind’ project is a proactive initiative to remove trip hazards on Council footpaths. The program involved more than 35,000 metres of concrete grinding, removing about 25,000 trip hazards at a cost of \$650,000. A full round of the footpath network was completed, providing improved safety for our community. › The Kerb Retrofit project involved identifying existing non-compliant pram ramps across Logan and upgrading them to the <i>Disability Discrimination Act (1992)</i> Standards. <p>The footpath condition survey dataset is currently being processed by Road Asset Management, which will develop an updated list of works. This will be provided to Road Construction and Maintenance to package up for delivery.</p>						
6.2	Investigate the feasibility of developing mobility maps for Logan.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Community Services</td></tr> <tr> <td>Update</td><td>Mobility maps were investigated, and a business case was subsequently developed.</td></tr> </table>	Status	Complete	Responsible area	Community Services	Update	Mobility maps were investigated, and a business case was subsequently developed.
Status	Complete						
Responsible area	Community Services						
Update	Mobility maps were investigated, and a business case was subsequently developed.						

No.	Action
6.3	Investigate the use of accessible equipment (e.g. playgrounds) in our future parks.
	Status Complete
	Responsible area Parks
	Update Park designs now include accessible equipment where practical.
6.4	Investigate options to improve access and use of accessible toilets in parks (e.g. a 24/7 swipe card system).
	Status Complete
	Responsible area Parks
	Update We have investigated 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 the accessible toilets can be improved.
6.5	Investigate installing adult change rooms at metropolitan parks.
	Status Complete
	Responsible area Parks
	Update 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: › distance to accessible public transport › distance to major shopping centres › distances to community centres or hubs.
	Status Complete
	Responsible area Parks
	Update These features are now considered when all future park network planning occurs. The Local Government Infrastructure Plan will also consider these features.

No.	Action						
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. 						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Parks</td></tr> <tr> <td>Update</td><td> <p>Our Parks Directory now identifies and includes accessible equipment in metropolitan parks.</p> <p>We continue to identify, update and maintain parks information on the corporate website.</p> </td></tr> </table>	Status	Complete	Responsible area	Parks	Update	<p>Our Parks Directory now identifies and includes accessible equipment in metropolitan parks.</p> <p>We continue to identify, update and maintain parks information on the corporate website.</p>
Status	Complete						
Responsible area	Parks						
Update	<p>Our Parks Directory now identifies and includes accessible equipment in metropolitan parks.</p> <p>We continue to identify, update and maintain parks information on the corporate website.</p>						
6.8	<p>Promote accessible playgrounds and parklands to disability stakeholders in Logan. This may include:</p> <ul style="list-style-type: none"> › people with disability and carers › disability service providers › schools. 						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Parks</td></tr> <tr> <td>Update</td><td> <p>We promote our Parks Directory to local disability networks and groups.</p> <p>As per Action 6.7, this page on our corporate website is regularly maintained and updated.</p> </td></tr> </table>	Status	Complete	Responsible area	Parks	Update	<p>We promote our Parks Directory to local disability networks and groups.</p> <p>As per Action 6.7, this page on our corporate website is regularly maintained and updated.</p>
Status	Complete						
Responsible area	Parks						
Update	<p>We promote our Parks Directory to local disability networks and groups.</p> <p>As per Action 6.7, this page on our corporate website is regularly maintained and updated.</p>						
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>						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Community Services</td></tr> <tr> <td>Update</td><td> <p>The Community Centre Booklet has been integrated in Council's corporate website in the community centres directory.</p> </td></tr> </table>	Status	Complete	Responsible area	Community Services	Update	<p>The Community Centre Booklet has been integrated in Council's corporate website in the community centres directory.</p>
Status	Complete						
Responsible area	Community Services						
Update	<p>The Community Centre Booklet has been integrated in Council's corporate website in the community centres directory.</p>						

No.	Action
6.10	Make sure future planned upgrades to our parks consider: <ul style="list-style-type: none">› accessible ramps and carparks› accessible bathrooms› adult changing rooms.
	Status Complete
	Responsible area Parks
	Update Park designs now include accessible equipment, where practical.

Image: BEST Barber Co. at BEST Disability Support, Slacks Creek



7

Planning and development

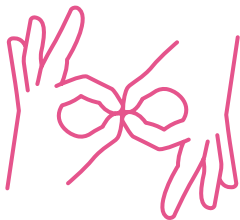


Applying the principles of universal design and expert advice when developing infrastructure.

No.	Action
7.1	Provide the universal design guidelines on our website.
	Status Complete
	Responsible area Economic Development and Strategy
	Update A fact sheet is available on our corporate website.
7.2	Provide our planning scheme in accessible formats upon request.
	Status Complete
	Responsible area Economic Development and Strategy
	Update The Logan Planning Scheme 2015 is available in accessible formats on request.
7.3	Notify disability stakeholders of public consultation processes for amendments to the planning scheme.
	Status Complete
	Responsible area Economic Development and Strategy
	Update We notified representatives of the Logan Disability Coalition of the opportunity to provide feedback on amendments that will form Version 9.0 of the Logan Planning Scheme 2015.
7.4	Increase awareness of the 25 per cent development application fee reduction for not-for-profit organisations.
	Status Complete
	Responsible area Development Assessment
	Update It is now a standard business practice for staff to promote the 25 per cent development application fee reduction for not-for-profit organisations.

No.	Action
7.5	Provide information about accessibility and inclusion requirements to developers at pre-lodgement meetings.
	<div>Status</div> <div>Complete</div>
	<div>Responsible area</div> <div>Development Assessment</div>
	<div>Update</div> <div>It is now a standard business practice for staff to provide information about accessibility and inclusion requirements to developers at pre-lodgement meetings, and in written pre-lodgement advice.</div>
7.6	Consult with disability stakeholders to support universal design for our future developments.
	<div>Status</div> <div>Complete</div>
	<div>Responsible area</div> <div>Economic Development and Strategy</div>
	<div>Update</div> <div>We invited representatives and residents living with disability to provide feedback during the consultation stage for amendments to the Logan Planning Scheme 2015. This involved engaging local networks such as the Logan Disability Coalition.</div>
7.7	Consult with disability stakeholders during annual changes to the planning scheme.
	<div>Status</div> <div>Complete</div>
	<div>Responsible area</div> <div>Economic Development and Strategy</div>
	<div>Update</div> <div>We engaged with representatives of the Logan Disability Coalition at a monthly network meeting. We provided an opportunity for stakeholders to provide feedback on amendments that will form Version 9.0 of the Logan Planning Scheme 2015.</div>

8 Services



Including people of all abilities in all that we do.

No.	Action						
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.						
	<table><tr><td>Status</td><td>Complete</td></tr><tr><td>Responsible area</td><td>Advocacy Program</td></tr><tr><td>Update</td><td>The Advocacy Program has monitored relevant grant opportunities. While not a key action in the new Advocacy Strategy, the program will continue to look for future funding opportunities.</td></tr></table>	Status	Complete	Responsible area	Advocacy Program	Update	The Advocacy Program has monitored relevant grant opportunities. While not a key action in the new Advocacy Strategy, the program will continue to look for future funding opportunities.
Status	Complete						
Responsible area	Advocacy Program						
Update	The Advocacy Program has monitored relevant grant opportunities. While not a key action in the new Advocacy Strategy, the program will continue to look for future funding opportunities.						

Image: Auslan interpreted Christmas carol performance



No.	Action
8.2	Continue to partner with key stakeholders to support the rollout of the National Disability Insurance Scheme (NDIS) in Logan. This includes providing information to access NDIS, and mainstream services and supports.
	<div> <div>Status</div> <div>Complete</div> </div>
	<div> <div>Responsible area</div> <div>Community Services</div> </div>
	<div> <div>Update</div> <div> <p>Information about the NDIS, Early Childhood Early Intervention and mainstream services are promoted on our website and through our Community Services e-newsletter. We attended and supported the Logan Disability Coalition monthly network meetings. A range of support include:</p> <ul style="list-style-type: none"> › sharing regular Council updates and programs › sharing information, resources and opportunities › maintained strong relationships with disability services. <p>We delivered 3 community conversation workshops in partnership with Carers Queensland NDIS.</p> <p>Topics discussed were:</p> <ul style="list-style-type: none"> › accessing the NDIS › self-advocacy › social enterprise and be your own boss. <p>The workshops were developed by:</p> <ul style="list-style-type: none"> › guest speakers with lived experience of disability › Local Area Coordinators › a senior business officer from the Logan Officer of Economic Development › a Community Development Officer. <p>Provided Disability Awareness training in both 2021 and 2022. This was for volunteers, community groups, organisations and residents, and 27 people attended. Community centre operators were invited to attend this free training.</p> <p>We also shared information with a range of local networks, who provide support to the community. This included sharing factsheets on the Disability Royal Commission in 12 languages to community cultural leaders in Logan.</p> </div> </div>

No.	Action
8.3	Provide accessible feedback options in our community engagement campaigns.
	Status Complete
	Responsible area Customer Experience and Community Engagement
	Update Accessibility considerations are now part of all our community engagement campaigns. This includes accessible content on our Have Your Say Logan website.
8.4	Deliver one targeted safety activity per Council division per year. Activities are delivered in collaboration with disability stakeholders.
	Status Complete
	Responsible area Community Services
	Update The Community Safety Program provided 18 activities in collaboration with disability service providers. These activities included: <ul style="list-style-type: none"> › 4 services at the Square events › 4 Youth Street Hubz › 7 Building Social Capital Hubs › Domestic and Family Violence Logan Candlelight Vigil (hosted) › a stall at the Logan NAIDOC event, engaging with the general community, including students from a local special school with regard to personal safety › a domestic and family violence presentation to culturally diverse community members.
8.5	Promote the range of accessible disaster management resources available to the community.
	Status Complete
	Responsible area Disaster Management Program
	Update We provided disaster management resources and education material for residents. These were available at our libraries, customer service centres and on our website. Resources and education material were also available at Eats and Beats. We also promoted how to prepare for a disaster during Get Ready Week, held in October each year.

No.	Action
8.6	Review our Disaster Management Plan to continue to include relevant accessibility considerations. The plan covers the planning, response and recovery processes.
	Status Complete
	Responsible area Disaster Management Program
	Update The Local Disaster Management Plan was reviewed and endorsed by the Local Disaster Management Group in 2021 and again in August 2022. This included considering the needs of people with disability. The plan is available on our website.
8.7	Engage with disability stakeholders to continue to build our accessible disaster management resources.
	Status Complete
	Responsible area Disaster Management Program
	Update The Disability Inclusive Disaster Risk Reduction Framework and Toolkit is now available on our website. This is a resource inclusive of the needs of people with disabilities before, during and after disaster. To share this resource, we provided a workshop in 2022 for people with disability in partnership with local stakeholders. This supported people to learn how Council can provide disaster management support in Logan.
8.8	Provide accessible libraries services through the continued delivery of the Home Library Service.
	Status Complete
	Responsible area Libraries and Creative Industries
	Update The Home Library Service provided home deliveries. This program supports people who may be unable to leave their home. This service is supported by volunteers.
8.9	Promote the use of the Companion Card program at our facilities.
	Status Complete
	Responsible area Sport, Leisure and Facilities
	Update Companion Cards stickers are now displayed at all entrances of Council's leisure centres and community venues.

No.	Action						
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.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Logan Water</td></tr> <tr> <td>Update</td><td> <p>Queensland Health performs this action. It manages promotional material and provides details of all eligible dialysis patients to Council.</p> <p>Council applies the concession on the water notice.</p> <p>The dialysis patient does not need to apply for the concession.</p> </td></tr> </table>	Status	Complete	Responsible area	Logan Water	Update	<p>Queensland Health performs this action. It manages promotional material and provides details of all eligible dialysis patients to Council.</p> <p>Council applies the concession on the water notice.</p> <p>The dialysis patient does not need to apply for the concession.</p>
Status	Complete						
Responsible area	Logan Water						
Update	<p>Queensland Health performs this action. It manages promotional material and provides details of all eligible dialysis patients to Council.</p> <p>Council applies the concession on the water notice.</p> <p>The dialysis patient does not need to apply for the concession.</p>						
8.11	Promote our immunisation services to people with disability and disability stakeholders.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Health, Environment and Waste</td></tr> <tr> <td>Update</td><td> <p>Our Immunisation Program was promoted to people with disability and to disability services through a range of local networks, including:</p> <ul style="list-style-type: none"> › Logan Hospital › Primary Health Care Network › Metro South Public Health Unit. <p>We ensure the clinic locations have appropriate accessible parking and access. We also offer home-based outreach immunisation services. This supports people who are unable to access clinics in person. We will continue to offer these services.</p> </td></tr> </table>	Status	Complete	Responsible area	Health, Environment and Waste	Update	<p>Our Immunisation Program was promoted to people with disability and to disability services through a range of local networks, including:</p> <ul style="list-style-type: none"> › Logan Hospital › Primary Health Care Network › Metro South Public Health Unit. <p>We ensure the clinic locations have appropriate accessible parking and access. We also offer home-based outreach immunisation services. This supports people who are unable to access clinics in person. We will continue to offer these services.</p>
Status	Complete						
Responsible area	Health, Environment and Waste						
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8.12	Provide an annual update to the working group on changes to disability legislation.						
	<table> <tr> <td>Status</td><td>Complete</td></tr> <tr> <td>Responsible area</td><td>Corporate Governance</td></tr> <tr> <td>Update</td><td> <p>We have developed new guidelines on creating and keeping records for the proactive protection of vulnerable people.</p> <p>We also provided legislative updates to our internal working group, including:</p> <ul style="list-style-type: none"> › NDIS Quality and Safeguards Commission updates › <i>Disability Services Act 2006</i> amendments › <i>Human Rights Act 2019</i> (Queensland) › <i>Public Interest Disclosures Act 2010</i> <p>We continue to monitor and maintain our records. We also will update staff on any legislative changes.</p> </td></tr> </table>	Status	Complete	Responsible area	Corporate Governance	Update	<p>We have developed new guidelines on creating and keeping records for the proactive protection of vulnerable people.</p> <p>We also provided legislative updates to our internal working group, including:</p> <ul style="list-style-type: none"> › NDIS Quality and Safeguards Commission updates › <i>Disability Services Act 2006</i> amendments › <i>Human Rights Act 2019</i> (Queensland) › <i>Public Interest Disclosures Act 2010</i> <p>We continue to monitor and maintain our records. We also will update staff on any legislative changes.</p>
Status	Complete						
Responsible area	Corporate Governance						
Update	<p>We have developed new guidelines on creating and keeping records for the proactive protection of vulnerable people.</p> <p>We also provided legislative updates to our internal working group, including:</p> <ul style="list-style-type: none"> › NDIS Quality and Safeguards Commission updates › <i>Disability Services Act 2006</i> amendments › <i>Human Rights Act 2019</i> (Queensland) › <i>Public Interest Disclosures Act 2010</i> <p>We continue to monitor and maintain our records. We also will update staff on any legislative changes.</p>						

Image: Logan City Council staff member providing immunisation services



8

Staff



Equipping staff to provide access to our services and resources.

No.	Action
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.
	Status Complete
	Responsible area People and Culture
	Update We investigated relevant legislation and our own policy. Due to a risk of privacy concerns, a voluntary system will not be created. This action is no longer required.
9.2	Identify opportunities with staff and volunteers with disability to improve Council's: <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.
	Status Complete
	Responsible area People and Culture
	Update A Diversity and Inclusion Strategy was developed and outlines support for staff with disability or caring responsibilities. This strategy aims to assist employee's health and wellbeing. We also provide a range of employment benefits and human resource policies. These policies strive towards successful recruitment and retention of all staff.
9.3	Deliver disability awareness training to all Council staff. Council will use existing progression development programs to deliver the training.
	Status Complete
	Responsible area People and Culture
	Update Disability Awareness Training has now been provided to more than 70 staff through in person workshops. Staff can access this training through face-to-face workshops.

No.	Action
9.4	Deliver training to staff and volunteers to support people with disability at our: › libraries › Logan Art Gallery.
	Status Complete
	Responsible area Libraries and Creative Industries
	Update As per action 9.3, disability awareness training was available to all staff. This training was also available for volunteers, community groups, organisations and residents in 2021 and 2022.
9.5	Develop a staff guideline for supporting and engaging people with disability.
	Status Complete
	Responsible area Customer Experience and Community Engagement
	Update New guidelines for engaging people with disability has now been created. This is part of the Community Engagement Framework. This will support Council staff to include and consider the needs of people with disability in all engagement strategies.
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.
	Status Complete
	Responsible area Marketing and Events
	Update Our marketing material featured people with disability to promote inclusive activities and events. This included photos of people with disability participating in the Active and Healthy Programs, and other Council events.

Additional items

Council has completed additional actions demonstrating our commitment to supporting accessibility and inclusion for people living with disability in our community.

Action

Partner with the program SpeakMyLanguage to share Council resources and services.

Status	Complete
Responsible area	Customer Experience and Community Engagement
Update	Two podcasts were created in partnership with Ethnic Communities Council of Queensland to support people with disability. The SpeakMyLanguage podcast shared information on Council's accessible services and the Swim Logan program for people from culturally diverse backgrounds. These podcasts are available in a range of languages. This program was funded by Commonwealth Department of Social Services.

Raise awareness of dyslexia and highlight relevant library resources.

Status	Complete
Responsible area	Libraries and Creative Industries
Update	A dyslexia symbol is now applied to books printed in a dyslexia-friendly font. This is available in our library collection.

Introduce Bins4Blokes into male public toilet facilities at Council's libraries.

Status	Complete
Responsible area	Libraries and Creative Industries
Update	<p>Bins4Blokes are incontinence bins and are now available at Council's libraries. Since January 2021, a cleaning contract services these bins fortnightly.</p> <p>Bins4Blokes are in the following facilities:</p> <ul style="list-style-type: none"> › Beenleigh Library (2 male toilets, 1 accessible toilet) › Jimboomba Library (1 male toilet) › Logan Central Library (1 male toilet, 2 accessible toilets) › Logan Hyperdome Library (1 male toilet) › Logan North Library (1 male toilet, 1 accessible toilet) › Logan West Library (1 male toilet, 1 accessible toilet) › Marsden Library (1 male toilet, 1 accessible toilet).

Action	
Provide books about dementia in the Logan Libraries collection.	
Status	Complete
Responsible area	Libraries and Creative Industries
Update	<p>The Dementia Friendly Alliance recommended titles for the Logan Libraries collection. These titles were featured as a 'list' on the library catalogue to raise awareness.</p> <p>These collections are titled 'Dementia friendly books for adults' and 'Dementia friendly books for children'.</p>
Provide accessible features for people with low vision or visual impairments.	
Status	Complete
Responsible area	Libraries and Creative Industries
Update	<p>Braille stickers were provided on Quick Response (QR) codes at the libraries. This was used as a COVID-19 check-in feature mandated by the Queensland Government.</p>
Introduced Take Home Sensory Kits and Sensory Story Time Online.	
Status	Complete
Responsible area	Libraries and Creative Industries
Update	<p>Take Home Sensory Kits are now available to encourage a range of development. They focus on supporting the following areas:</p> <ul style="list-style-type: none"> › improving communication skills › assisting social skills › assisting tactile development › developing motor skills › hand-eye coordination › manual dexterity › Regulating emotions. <p>Sensory Storytime was also provided online in August 2021. This had a focus on visual and audio experiences.</p>

Action**Introduction of Braille stickers for bins.**

Status	Complete
Responsible area	Health, Environment and Waste
Update	Braille stickers are now available for vision impaired residents to identify general waste, recycling and green waste bins. These stickers will be in stock when required and requested by residents.

Social Planning to consider access and inclusion outcomes in planning and design for future facilities.

Status	Complete
Responsible area	Community Services
Update	<p>Access and inclusion outcomes will now be included in requests for quotes for all community facility-related projects. Three major projects received a range of engagement and support.</p> <p>Logan Central Youth Centre. Wilbur Street, Logan Central.</p> <p>This included:</p> <ul style="list-style-type: none"> › We engaged with stakeholders during the co-design phase. › This included youth participation and included young people with disability. › We considered conceptual designs that considered access and inclusion design elements. <p>The Buzz at Yarrabilba</p> <p>The Buzz at Yarrabilba was designed with key accessible and inclusive design elements, these include:</p> <ul style="list-style-type: none"> › an accessible reception area › accessible kitchen and kitchenette › additional toilets for people with disability beyond that required by the <i>Disability Discrimination Act (1992)</i> › ramps included in landscaped areas and hallways › wider doorways › wayfinding signage with high contrasting lettering and background. <p>Beenleigh Aquatic Centre upgrade</p> <ul style="list-style-type: none"> › During engagement, key questions were asked in relation to pools to assist and improve access and inclusion. › We interviewed seniors about programs and needs for users with limited mobility. › We interviewed staff on adult changeroom for people with disability and hoists.

Action**Social Planning to provide advice relating to access and inclusion.**

Status	Complete
Responsible area	Community Services
Update	<p>The Social Planning Program provided ongoing access and inclusion advice on:</p> <ul style="list-style-type: none"> › draft strategies › Council master plans › relevant policies › planning scheme review. <p>Feedback was provided as part of the Logan Planning Scheme. Topics included:</p> <ul style="list-style-type: none"> › access and inclusion issues › accessibility in public spaces and universal design › a range of housing, including adaptable housing, multi-generational housing and ageing-in-place › readability and legibility of the planning scheme › consideration of social outcomes in the strategic framework, to support and promote inclusion and equitable access, housing diversity and affordability. <p>The Social Planning Program seeks opportunities to be a stakeholder to other branches within Council. The team advocates for accessibility and inclusion outcomes as part of its core business.</p>

Installation of Hearing Loops at the Kingston Butter Factory Cultural Precinct.

Status	Complete
Responsible area	Sport, Leisure and Facilities
Update	<p>Hearing loops are now available at the Kingston Butter Factory Cultural Precinct.</p> <p>A portable system is available (Listen Technologies LT 800-150). Eight neck loops plus earpieces are available on request.</p> <p>The transmitter also works over wi-fi. The listener downloads the app for a smart phone, then tunes the hearing aid through Bluetooth.</p>

Action

Provide support, strategies and develop resilience during COVID-19 pandemic.

Status	Complete
Responsible area	Disaster Management
Update	<p>During the response to the COVID-19 pandemic, resources and information were given to key stakeholders and partners to prepare and manage within the following categories:</p> <ul style="list-style-type: none"> › COVID-19 resources › business continuity › mental wellbeing › support for community and providers.

Image: Main foyer, Kingston Butter Factory. For information on venue accesibility, visit loganarts.com.au/accessibility.

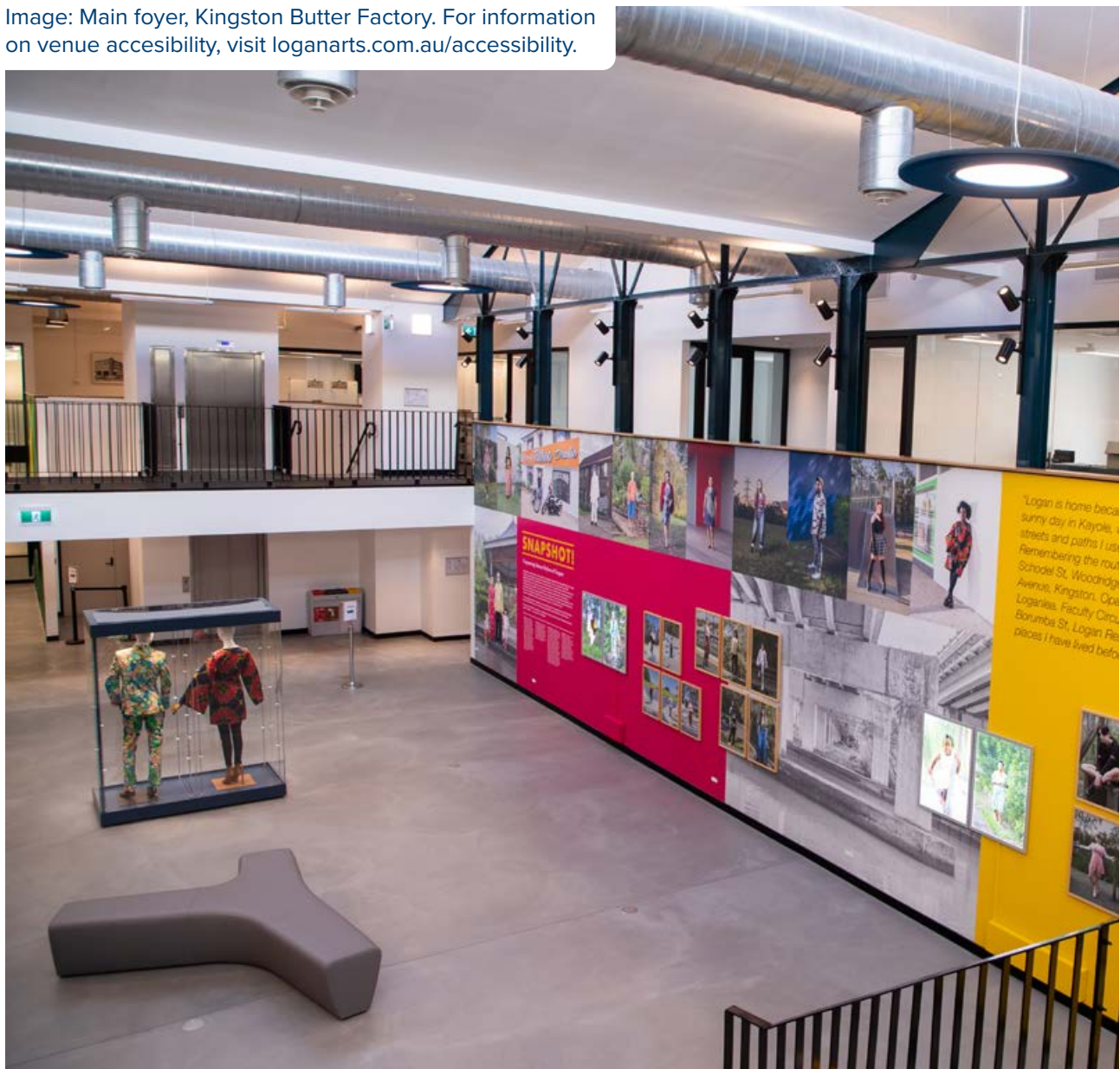


Image: Substation 33 activity at FIRST Service Inc.



Alternative formats

Alternative formats of the plan are available. Contact Council at details below 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 **07 3412 3412** and ask to speak to the community development program



Email **communityservices@logan.qld.gov.au**



Complete our online form on Council's Access and Inclusion website **logan.qld.gov.au/accessibility-inclusion-plan-2019-2022**



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)



133 677

Speak and Listen



1300 555 727

Internet Relay: Connect to National Relay Service



0423 677 767

Voice Relay



1300 555 727

Website



nrschat.nrscall.gov.au/nrs/internetrelay



Image: Community member getting a haircut at BEST Barber Co., Slacks Creek

Logan City Council

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