Everyone's included

Accessible and Inclusive City Action Plan 2014-2019

Version 1 June 2014

CITY OF
GOLDCOAST

Contents

Disclaimer

Foreword

As Mayor, I want to see our city as a place where nobody is left behind.

'Everyone's included - Accessible and Inclusive City Action Plan (the Plan) is the City of Gold Coast's (the City's) next big step towards creating a city that is genuinely accessible and inclusive for all.

This Plan will make our city a better place to live and visit for people of all age groups and abilities. Providing good access makes good business sense and will ensure we are nationally and internationally recognised as an accessible destination.

The title of this Plan, 'Everyone's included' sets the tone for the City's proactive model of supporting an organisational culture where equity of access is routinely considered across our operations. The Plan sets the strategic direction for ensuring that we are doing all we can to remove barriers to access and inclusion. Taking into consideration the challenging economic conditions, it details the actions that will be taken to plan for progressive improvement in the delivery of quality infrastructure, facilities, services and information for all.

As we strive towards our City Vision (Gold Coast 2020), the Accessible and Inclusive City Action Plan fulfils a commitment to our residents and visitors. The plan also promotes compliance with the requirements of anti-discrimination legislation. However, this plan is not just about avoiding discrimination, it directly seeks to establish an accessible and welcoming environment for the diverse people who live, work and play here.

Capturing the community's needs and aspirations to inform the Action Plan would not have been possible without cooperative input from the community and organisations who work in and with the community on a daily basis. I sincerely thank all of the community members and organisations who took the time to provide input.

I am pleased to present the Accessible and Inclusive City Action Plan to the people of our city - it is our proactive and public commitment to improving accessibility for all. I look forward to seeing the positive outcomes of this Plan over the next five years.

Tom Tate, Mayor
CITY OF GOLD COAST

CITY OF **GOLD**COAST.

> " I am an extremely outgoing person. Without inclusiveness and accessibility, quite simply I would be stuck inside my home and I wouldn't be able to work or enjoy the things that others enjoy! "
>
> Savvy Hunt

Executive summary

The City of Gold Coast's Accessible and Inclusive City Action Plan is a key program of work in the Gold Coast 2020 (City of Gold Coast Corporate Plan[1]). It represents a major milestone for our city. This plan is about removing barriers and improving access to City operations. The Plan seeks to enhance the lifestyle and wellbeing of all residents and visitors, regardless of age or ability, while fostering a stronger sense of community wellbeing, connectedness, pride and belonging.

The Plan represents an integrated and coordinated approach to access and inclusion and is well informed by feedback from community engagement. Specifically, the Plan includes seven action areas, which will deliver more than 170 actions. These actions will be implemented across the entire organisation, over the next five years, and will result in greater access and inclusion to all of our:

- customer service functions
- employment and recruitment processes
- community engagement
- planning and approval mechanisms
- corporate planning and communications
- pedestrian and transport infrastructure
- community and recreational facilities.

Each action area in the Plan outlines the actions, who is responsibe for implemention and timeframes for completion.

The Plan also assists with the City's preparation for the Gold Coast 2018 Commonwealth Games™, by including actions to develop a mobility or visitor map identifying accessible facilities in the city and networking with providers to increase accessible tourism.

This plan considers our ageing community and the needs and requirements of the city's older residents.

The City of Gold Coast's Accessible and Inclusive City Action Plan will be consistently monitored, evaluated and updated over its five-year lifespan to ensure actions remain responsive, timeframes are being met, and that it continues to meet the changing needs of city residents and visitors.

1 For more information about the Gold Coast 2020 visit **cityofgoldcoast.com.au/2020**

Introduction

People

In 2011, the city had 526,173 residents[1]. Of these, 92,000 had a disability and more than 75,000 residents were aged over 65.

The city is also a major destination for both domestic and international visitors.

Statistics show that there is an increase in the percentage of people with a disability as people age, which will mean increased levels of disability in the future.

Extensive consultation was undertaken to develop this plan. The findings from the consultation were critical in informing the actions and timeframes. Further information on the community consultation is in Appendix 2 - Engagement methods.

[1] Source: Australian Bureau of Statistics, Regional Population Growth, Australia, 2012 (catalogue 3218.0). Released 3 September 2013.

[2] Customised data for Gold Coast City taken from the Australian Bureau of Statistics, Survey of Disability, Ageing and Carers: 2009.

[3] Queensland Government population projections, 2011 edition (medium series), Office of Economic and Statistical Research, Queensland Treasury.

[4] 2011 Alzheimer's Australia Queensland Report — Projections of Dementia Prevalence and Incidence in Queensland 2011-2050

[5] Queensland Government population projections, 2011 edition (medium series), Office of Economic and Statistical Research, Queensland Treasury.

[6] Tourism Research Australia, International and National Visitor Survey and Destination Q. Year ending December 2013.

Did you know?

- 16.2% of the city's population has a disability.[2]
- As people get older their level of disability increases.
- 20.2% of the city's population will be aged 65 years and older by 2031.[3]
- The number of people in the city with dementia is set to increase by 498 per cent by 2050.[4]

Did you know?

City of Gold Coast is Australia's second largest local government area (in terms of population).

The city will be home to more than 798,000 people by 2031 - that's an extra 12,000 residents each year.[5]

Did you know?

The city attracts close to 12 million visitors each year.[6]

Role of local government

Legislation

The City of Gold Coast has obligations to provide equitable access to its goods and services and to prevent discrimination. These obligations are outlined in the following pieces of anti-discrimination legislation:

- *Disability Discrimination Act 1992* **(Cth) (DDA)**
- *Age Discrimination Act 2004* **(Cth)**
- *Queensland Anti-Discrimination Act 1991* **(Qld)**

The City also has obligations under Commonwealth Disability Standards, including:

- *Disability (Access to Premises — Buildings) Standards 2010* **(Premises Standards)**
- *Disability Standards for Accessible Public Transport 2002* **(DSAPT)**

Anti-discrimination legislation requires a local government to ensure it does not discriminate against people on the basis of disability, age or impairment, in:

- the provision of goods, services and facilities
- the provision of access to premises and associated facilities, that the public (or a selection of the public) are allowed to enter or use
- employment practices and treatment in the workplace.

City of Gold Coast CEO, Dale Dickson and Community Services staff member, Dee Wardle

Local Government Act 2009

The *Local Government Act 2009* places a number of obligations on local government authorities regarding the provision of equitable access including:

- observation of the Principles of Local Government, which include sustainable development and management of assets and infrastructure, delivery of effective services, democratic representation, social inclusion and meaningful community engagement
- best-practice in service delivery and continual improvement. The Chief Executive Officer (CEO) is responsible for managing local government in a way that promotes excellence in service delivery and continual improvement
- Equal Employment Opportunity (EEO). The CEO has the responsibility of managing local government employees using management practices that promote equal employment opportunities. Furthermore, the Local Government (Operations) Regulation (2010) requires councils to develop and implement an EEO management plan and establish procedures to monitor compliance
- access and equity. The CEO has the responsibility of establishing and implementing practices about access and equity, to ensure that community members have access to local government programs and services.

Purpose

The purpose of this plan is to assist the City to remove existing or potential barriers to its premises, public infrastructure, services, programs, information, communication and employment processes.

The Plan adheres to section (s) 61 of the DDA by specifically:

- identifying access barriers
- outlining actions to remove barriers and improve access
- including priorities for actions
- identifying who has responsibility for completing actions
- outlining how monitoring, review and evaluation will be conducted.

The Plan sets out how we will improve access to our premises, public infrastructure, services, programs, information, communication and employment processes.

The City of Gold Coast is proud of its achievements in access and inclusion and is committed to ongoing improvement.

Achievements

Gold Coast Urban Award 2007

Innovation in Urban Design - Gold Coast Oceanway

Disability Action Week Award 2008 for Building Accessible Housing and Environments (Qld)

Inclusive Community Champion Awards

2010 - Regional Winner for Best Recreational Leisure Entertainment Venue or Precinct for the Southport Broadwater Parklands (Qld)

2011 - Regional Winner for Best Government Department or Agency (Qld)

2011 - State Winner for Kurrawa All Abilities Playground (Qld)

2012 - Best Government Department or Agency — Active and Healthy Program

The Plan is designed to move our great city forward, proactively, sustainably and progressively in an economically challenging environment.

It is important to acknowledge that making the entire city accessible and inclusive is beyond the scope of this plan and the City of Gold Coast's responsibility as a local government authority. However, we will continue to advocate on behalf of residents and visitors, and work in partnership with the community, business sector, professional organisations and other levels of government, to improve access and inclusion throughout the city.

Action areas

The Plan is structured into seven action areas:

1 City services and information

2 Customer contact and community engagement

3 Buildings and community spaces

4 Getting around the city

5 City planning and development

6 Programs, events and tourism

7 Social enterprise, employment and training

Each section details:

- what the community said it would like the City to do
- actions the City will undertake to improve access and inclusion
- the area responsible for each action
- the timeline for implementation of actions.

This document details the actions for all seven action areas, in the order shown above.

The 'Key' below provides the full-title of work areas at City of Gold Coast with responsibility for particular actions.

Key

Resp	Responsibility
A	Assets
C	Construction
CCM	Corporate Communication
CC	Customer Contact
CD	City Development
CG	Commonwealth Games
CP	City Planning
CL	City Libraries
CR	Corporate Risk
CT	City Transport
CAM	Corporate Asset Management
CPO	Chief Procurement Office
CP&P	Corporate Planning and Performance
CV&S	Community Venues and Services
D	Design
DM	Disaster Management
ED	Economic Development
ES	Executive Services
GCW	Gold Coast Water - (Operational Performance)
HR&LS	Health Regulatory and Lifeguard Services
IS	Information Services
M	Maintenance
MP	Major Projects
P	Projects
PS	Property Services
P&C	People and Culture
P&RS	Parks and Recreational Services
PMO	Program Management Office
RS	Revenue Services
SE	Special Events
S&LC	Safe and Liveable Communities
T&T	Transport and Traffic
TP	Tourist Parks
W&RM	Waste and Resources Management

CUSTOMER SERVICE

Photographer John Mills

Action area 1:
City services and information

What the community said it would like the City to do

Areas for improvement that were identified by the community include:

- access to information about City activities, services, facilities and community events

- the City to be aware of, and fully utilising, available technology and systems for communicating with residents and visitors

- providing information in different formats and font sizes to suit people with vision impairment and other disabilities, and having this information prominently located on web pages for reading on screen or downloading.

Community members also suggested we advocate to local business and tourist organisations for the provision of information about accessible restaurants, tourist accommodation and public facilities in the city.

Outcomes

1. **City of Gold Coast information and communication systems are accessible to people of all ages and abilities.**

2. **Our Tourist Parks are inclusive and accessible.**

3. **Disaster management planning considers people of all ages and abilities.**

4. **The City provides a range of accessible services.**

5. **The community can easily find contacts and information about accessible City services and locations.**

What are our key actions?

What does this mean for me?

Action:
Review current rate payment methods to identify any access barriers for seniors or people with disabilities.
(Refer to Action 1.1.10)

Action:
Audit immunisation service centres to identify the level of accessibility at each location.
(Refer to Action 1.4.8)

Action:
Continue to provide mowing assistance for road reserve areas fronting residential properties, to eligible residents who are aged or have a disability. **(Refer to Action 1.4.2)**

Now I can pay my rates easily.

I know the locations where it is easiest for me to immunise my family.

I can get help from the City to mow the lawn in front of my house if I am physically unable to do this myself.

The following section details how we will improve access and inclusion to City services and information.

Outcome 1:
City of Gold Coast information and communication systems are accessible to people of all ages and abilities.

Action		Timeline	Resp
1.1.1	Provide and upgrade Information and Communication Technology (ICT) facilities and services to meet defined requirements for accessibility.	Ongoing	**IS**
1.1.2	Include a requirement to meet the intent of the DDA in the project planning phase for all new ICT systems and online services.	Ongoing	**PMO**
1.1.3	Engage a suitably qualified and experienced access advisor in the early planning stages for new ICT to provide advice on the accessibility of systems, and to ensure consistency with the intent of the DDA. Incorporate in the project methodology, testing by users with a range of disabilities.	Ongoing	**PMO**

Outcome 1 continued:
City of Gold Coast information and communication systems are accessible to people of all ages and abilities.

Action		Timeline	Resp
1.1.4	Make web information accessible by ensuring that, as far as practicable: • attachments are provided in alternate format to PDF • accessible contact options are included e.g. email, phone and National Relay Service.	Ongoing	**MP HR&LS CD**
1.1.5	Upload PDF alternatives, such as Word document versions, of all online planning scheme documents on our website to facilitate access for people using screen reading software.	Ongoing	**CP**
1.1.6	Minimise accessibility barriers for people with vision impairment, in the development of the Planning Scheme website, to comply with level AA of the World Wide Web Consortium Accessibility Guidelines (WACG 2.0) – wherever practicable.	Ongoing	**CP**
1.1.7	Upload PDF alternatives, such as Word document versions, of all new City development documents on our website to facilitate access for people using screen reading software.	2014	**CD**
1.1.8	Investigate options for improving access to online information about City Library services and programs specific to people with disabilities. For example, establish a central point/page which links to all relevant information.	2015	**CL**
1.1.9	Investigate options for general rates, water and wastewater notices to be provided in large print and Braille upon request.	2016	**RS**
1.1.10	Review current rates payment methods to identify any access barriers for seniors or people with disabilities. Specifically consider accessibility for customers with: • vision or hearing impairment • intellectual disability or acquired brain injury • no Internet access.	2016	**RS**
1.1.11	Provide large print and Braille Waste and Recycling Calendars to residents upon request and promote their availability via: • printed messages on all calendars • email or newsletter to the community • a message on our Green GC website under the heading of 'Information for people with disabilities'.	2015	**W&RM**

Outcome 1 continued:
City of Gold Coast information and communication systems are accessible to people of all ages and abilities.

Action		Timeline	Resp
1.1.12	Review the City's Brand and Communication Guides and Signage Masterplan and amend where necessary to ensure consistency with the intent of the DDA.	2014	**CCM**
1.1.13	Investigate Communication Guide amendments to require the inclusion of a standard statement at the bottom of all corporate communications to advise of the various alternate formats in which information can be provided.	2014	**CCM**
1.1.14	Provide information to City staff regarding the production and use of accessible print, media and web information.	2014	**CCM**
1.1.15	Where viable, implement smart-forms, to enable community members to complete and submit more forms online.	2015	**HR&LS**
1.1.16	Implement an eDA for all application types.	2019	**CD**

Outcome 2:
Our Tourist Parks are inclusive and accessible.

Action		Timeline	Resp
1.2.1	Establish an online booking system for accessible cabins.	2016	**TP**
1.2.2	Review Tourist Park maps and include more information for people with limited mobility. For example, add icons to show the location of accessible parking, pathways, entrances, amenities and cabins.	2014	**TP**
1.2.3	Progressively provide information on accessible cabins, including images and descriptions of access, on the Tourist Parks website home page, under a heading of 'Accessible Accommodation'.	Ongoing	**TP**
1.2.4	Utilise the Access Guidelines for Tourist Parks in all City Tourist Park developments.	Ongoing	**TP**
1.2.5	Include access provisions consistent with the intent of the DDA and relevant Commonwealth Disability Standards in all specifications for the design of Tourist Park amenities and facilities.	Ongoing	**TP**

ANZAC Park   20m

B
Broadwater Parklands

Location
Map

Key Sites

Outcome 3:
Disaster management planning considers people of all ages and abilities.

Action		Timeline	Resp
1.3.1	Review hard-copy and online documents to ensure that information on how to prepare and respond in a disaster event, is accessible to everyone.	2016	**DM**
1.3.2	Supply information in audio, hard-copy and Braille to residents and visitors upon request.	2014	**DM**
1.3.3	Provide free training, resources and information to community groups, such as Neighbourhood Watch, to enable these groups to work on disaster preparedness with others in their local community.	Ongoing	**DM**
1.3.4	Work with the community to: • raise awareness of the need for everyone to be prepared for disasters • review disaster management information and planning to ensure it is accessible to everyone; specifically seniors and people with disabilities.	2014	**DM**
1.3.5	Work with local agencies that work alongside people who are often most vulnerable during disaster events to raise awareness of the need for preparedness. Target groups to include: • residents of aged-care facilities • older people living alone • people who are homeless • people with disabilities, including mental illness.	Ongoing	**DM**

Outcome 4:
The City provides a range of accessible services.

Action		Timeline	Resp
1.4.1	Continue to offer eligible residents pensioner rate concessions and rate deferral options; subject to annual Council endorsement.	Ongoing	**RS**
1.4.2	Provide mowing assistance of road reserve areas fronting residential properties, to eligible residents who are aged or have a disability and promote the service on the Parks website under the heading of 'Information for people with a disability'.	Ongoing	**P&RS**
1.4.3	Provide assistance to eligible seniors and people with disabilities to empty their waste and recycling bins and promote the service on printed material and online via the Green GC website.	Ongoing	**W&RM**

Outcome 4 continued:
The City provides a range of accessible services.

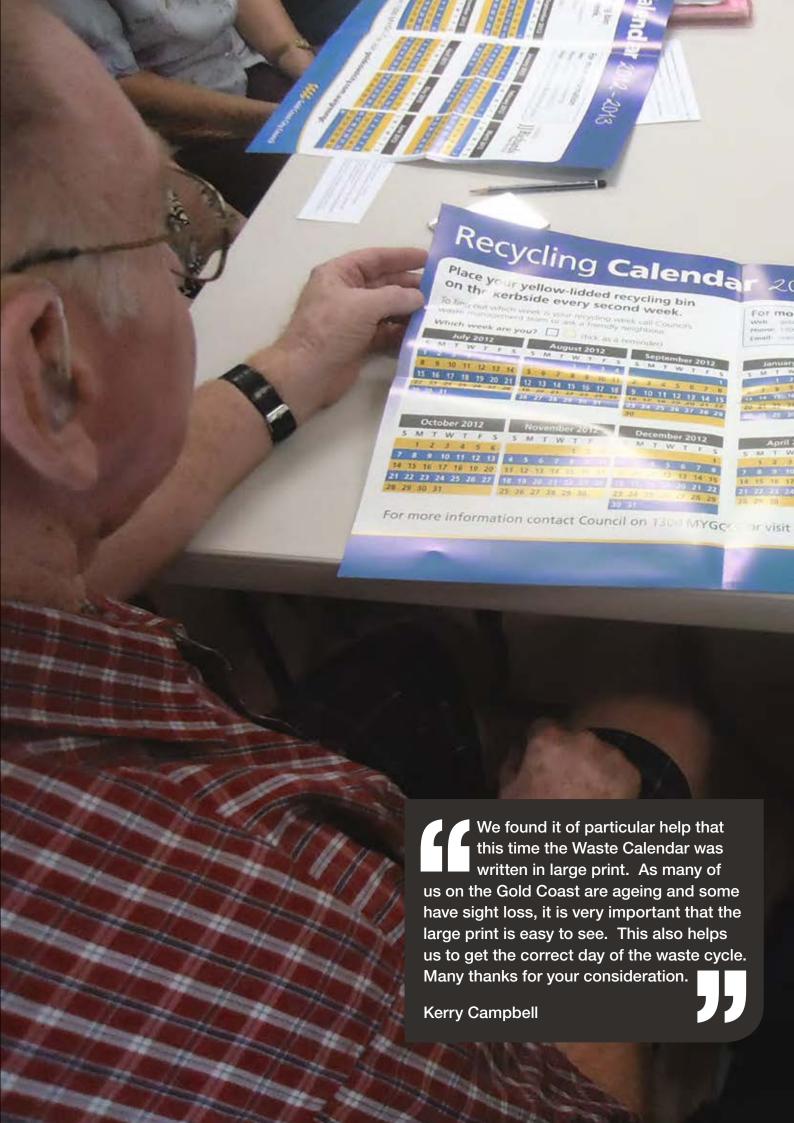| Action		Timeline	Resp
1.4.4	Investigate progressive replacement of the current standard-height bins with accessible-height bins, as part of routine asset management and replacement processes.	2016	**W&RM**
1.4.5	Progressively review City transfer stations to identify accessible areas, and install accessible signage to indicate areas which offer the easiest access for someone with a disability. For example, use signs to delineate points where there may be step-free access, handrails and wider parking bays.	2015	**W&RM**
1.4.6	Progressively list transfer station locations and associated accessible features, including images, on our Green GC website under the heading of 'Information for people with disabilities'.	2015	**W&RM**
1.4.7	Provide park gate keys for free, to eligible organisations that provide social and recreational outings for seniors and people with disabilities. (Keys enable vehicle access into the park, which assists people with limited mobility to access facilities including toilets and picnic areas). Advertise availability of the keys on the Parks website, under the heading of 'Information for people with a disability'.	Ongoing	**P&RS**
1.4.8	Audit immunisation service centres to identify the level of accessibility at each location and include accessibility information in printed and online information.	2015	**HR&LS**
1.4.9	Relocate immunisation services provided from City vans to more accessible immunisation centres.	2017	**HR&LS**
1.4.10	Review the Gold Coast Water incident management framework to ensure accessibility issues are addressed and appropriate actions are taken to ensure effective communication, identification and inclusion for all.	2014	**GCW**
1.4.11	Review the Gold Coast Water community partnership and education programs, to ensure accessibility issues are considered.	2014	**GCW**

Outcome 4 continued:
The City provides a range of accessible services.

Action	Timeline	Resp
1.4.12 Provide information and services for people with disabilities and older people at all branch libraries including: • special needs collection at Nerang (majority of items available for reservation and collection at all branches) • mobile and house-bound service — including the accessible mobile library • assistive and adaptive equipment • collections in a variety of formats • free meeting room space for not-for-profit/support group meetings.	Ongoing	**CL**
1.4.13 Review programs and existing assistive and adaptive equipment and replace out-dated items with more recent technology to enhance the accessibility of systems for people with a disability.	2015	**CL**
1.4.14 Work with people with disabilities to develop more initiatives and programs for people with disabilities e.g. story-telling with Auslan.	Ongoing	**CL**
1.4.15 Increase awareness of the availability of the special needs library collection by promoting it to local families, special schools, disability agencies and networks. Examples may include an introductory letter to principals of relevant schools, emails to local disability agencies, website screensaver and message, and community newsletter articles. Enhance online access to the collection by including images, to enable people to view and request items online.	2014	**CL**
1.4.16 Identify and assess Gold Coast Water high-risk customers (e.g. people on dialysis) and ensure appropriate processes and procedures are in place to meet their needs in the event of water outage.	2014	**GCW**

Outcome 5:
The community can easily find contacts and information about accessible City services and locations.

Action		Timeline	Resp
1.5.1	Use on-hold messages, the City of Gold Coast website and advertising to inform the community of current City programs and information, including how to access and request alternative formats of information.	2014	**CCM**
1.5.2	Utilise social media platforms and direct mail (e.g. Mayor's Message in rates notices) to share information and communicate with residents.	2014	**CCM**
1.5.3	Assist Councillors to prepare local newsletter articles and comments with content specifically targeted to seniors.	2014	**CCM**
1.5.4	List all available concessions and rebates for senior residents on the City of Gold Coast's seniors' web page **cityofgoldcoast.com.au/seniors**	2014	**S&LC**
1.5.5	Provide online information about the accessibility of individual branch libraries.	2015	**CL**
1.5.6	Provide contact options on the Planning Scheme website, including: • email • phone • National Relay Service • Translation and Interpretation Service • face-to-face (web link to list of accessible customer service locations).	Ongoing	**CP**
1.5.7	Develop mobility or visitor maps for availability online and in hard-copy as part of Gold Coast 2018 Commonwealth Games™ information. Maps to cover key precincts and include information on: • the location of accessible toilets and change facilities • the location of on-street accessible parking spaces and accessible commercial car parks • the location of accessible pay phones and public Teletypewriters (TTY) • potential barriers to access • accessible programs, facilities or services. E.g. All Abilities Playground.	2017	**CG**

> **"** We found it of particular help that this time the Waste Calendar was written in large print. As many of us on the Gold Coast are ageing and some have sight loss, it is very important that the large print is easy to see. This also helps us to get the correct day of the waste cycle. Many thanks for your consideration. **"**
>
> Kerry Campbell

Action area 2: Customer contact and community engagement

What the community said it would like the City to do

Suggestions from the community for improving customer contact and community engagement included:

- more proactive engagement of people with disabilities, especially on major projects

- establishing a 'one-stop-shop' for easy access to information, and simple options for providing feedback on a range of important facilities such as parking, pathways, road crossings, driveways, buildings, parks and playgrounds, bus stops, printed information and online information

- enhancing partnerships and improving networks between the City of Gold Coast and people with a disability to increase opportunities for information sharing and consultation.

Outcomes

1. **City of Gold Coast uses accessible and inclusive processes to engage with the community.**

2. **Our customer contact processes and services are accessible to people of all ages and abilities.**

What are our key actions?

What does this mean for me?

Action:
Review the Community Consultation Policy and associated processes, to ensure they meet our obligations under anti-discrimination legislation and are consistent with the intent of the *Disability Discrimination Act 1992 (Cth)* **(Refer to Action 2.1.1.)**

I can easily have a say in City decision-making.

Action:
Review online computer telephony options to identify opportunities to increase access for people with disabilities. **(Refer to Action 2.2.1.)**

I can easily contact the City of Gold Coast.

Action:
Audit all customer service areas of City administration centres, including the building and communication systems, to identify any access barriers, and actions for progressively improving access. **(Refer to Action 2.2.3.)**

I can easily access administration centres and customer services.

> " I have always loved the beach and I have never been able to access it. I am pleased to see that Council has installed a beach access pathway at the Broadwater Parklands and it is wonderful to be able to go down with my family and sit on the beach in my own scooter or wheelchair. I hope to see more of this on other beaches around the Gold Coast in the future.
>
> Sharon Morris "

The following section details how we will improve access and inclusion to our customer contact and community engagement processes.

Outcome 1:
City of Gold Coast uses accessible and inclusive processes to engage with the community.

Action		Timeline	Resp
2.1.1	Review our Community Consultation Policy and associated processes, to ensure they meet our obligations under anti-discrimination legislation and are consistent with the intent of the DDA.	2014	**CP&P**
2.1.2	When engaging with the community on major City projects, facilitate equitable access by: • utilising the Event Accessibility Checklist, produced by the Australian Network on Disability for planning and set-up **and.org.au/pages/event-checklist.html** • following the Guidelines for Producing Readable Text by Vision Australia **visionaustralia.org/business-and-professionals/ print-accessibility-services** • including access information and a message on all invitations to encourage participants to notify organisers of any accessibility requirements they may have • providing the above information and resources to consultants conducting engagement on behalf of Major Projects.	2015	**MP**
2.1.3	Send regular email updates to local residents, community groups and service providers to share information on our projects and events and to promote opportunities for community involvement in local projects and events.	Ongoing	**S&LC**

Outcome 2:
Our customer contact processes and services are accessible to people of all ages and abilities.

Action		Timeline	Resp
2.2.1	Review online computer telephony options to identify opportunities to increase access for people with disabilities. Examine functions such as: • bill payments • form lodgements • service requests • making complaints.	2016	**CC**
2.2.2	Provide the following in customer service areas of City administration centres: • lower height customer counter areas for customers and staff with disabilities • seating for people waiting in line for service • display information on counter cards or stickers to encourage customers to notify staff if they require assistance • signage to indicate the locations and availability of hearing loops.	Ongoing	**CC**
2.2.3	Progressively audit customer service areas of administration centre buildings, including communication systems, to identify actions to progressively improve access.	Ongoing	**PS** **CC**
2.2.4	Update online information regarding rates, water and sewerage payments and enquiries, including information about rate concession and deferral options, and highlighting the following accessible contact options: • Translation and Interpretation Service (TIS) • National Relay Service • email. Also, provide online concession and rate remission application forms in both PDF and Word document formats, to ensure accessibility for customers using screen reading software.	2015	**RS**
2.2.5	Publish City of Gold Coast contacts online and in relevant publications.	2015	**CC**

Centre
Management

Action area 3:
Buildings and community spaces

What the community said it would like the City to do

Stakeholders recommended a number of initiatives for enhancing resident and visitor experience in the city including:

- improving the accessibility of pathways and building entrances, in key buildings such as theatres, stadiums, pools and parks

- integrating better signage, including Braille, in building and precinct design - wherever possible

- providing more accessible car parking, self-opening doors, wider corridors and other accessible building features

- integrating best practice principles into the design of paths of travel to improve access for people in wheelchairs, those with mobility aids and people pushing prams

- creating more accessible beach access points.

Outcomes

1. **Our community and staff buildings are inclusive and accessible.**

2. **The design, delivery and management of City assets is underpinned by principles of access and inclusion.**

3. **Accessibility is an essential design element for City parks, playgrounds and aquatic centres.**

4. **People of all abilities can enjoy the city's natural areas.**

5. **City property lessees and controlled entities are aware of their responsibilities under anti-discrimination legislation.**

6. **The Arts Centre Gold Coast is accessible to people of all ages and abilities.**

What are our key actions?

Action:

Implement the city-wide 'Public Toilet Refurbishment Program' to improve the accessibility and safety of public amenities. Provide regular updates to the 'National Public Toilet Map'.
(Refer to Action 3.1.7.)

Action:

Under the heading of 'Information for people with a disability' on the Parks website, provide a list of playgrounds which have boundary fencing and nearby accessible toilets, car parking and connecting pathways. **(Refer to Action 3.3.4.)**

Action:

Incorporate ramp entry into the standard design documentation for new and upgraded pools in aquatic centres. **(Refer to Action 3.3.7.)**

What does this mean for me?

I can locate and access public toilets easily.

I can easily plan outings and find accessible venues and locations for recreation.

I can use the City's pool facilities.

> "Since the opening of Sports House as a fully accessible sports facility almost two years ago, the one major thing that has astounded me is the obvious demand for fully inclusive and accessible places for participants with a disability to undertake recreational activities.
>
> Nearly all of the sports clubs based at Sports House now have a disability program, which have all gone from strength to strength and are continuously growing in numbers.
>
> Whilst seeing the disabled members out on the water is inspiring, its seeing these members back on land that is the exciting part. They are treated as any other member of the club would be treated and are growing genuine friendships with their club mates. This has seen once shy kids becoming confident, and this is showing whilst competing on the water, as all the disabled members are developing at an incredible rate. It's a true credit to both the club and the members, and a joy to watch."
>
> Dale Salmon, Manager — Sports House at Varsity Lakes

The following section details how we will improve access and inclusion to buildings and community spaces.

Outcome 1:
Our community and staff buildings are inclusive and accessible.

Action		Timeline	Resp
3.1.1	Obtain advice from our Accredited Technical Officer (Access), or an accredited and suitably qualified Access Consultant, at the inception of projects involving City administration buildings. Consider the resulting advice during the planning, construction and final approval stages of projects.	Ongoing	**PS**
3.1.2	Review existing access audits, or undertake audits for older branch libraries (where not previously audited), and progressively implement the recommendations as part of ongoing asset management planning.	Ongoing	**CL**
3.1.3	Investigate a mobility Scooter Recharge Point trial at a branch library location. Widely publicise the trial to the community via Internet, email to community networks, signage in libraries and in relevant library resources.	2015	**CL**
3.1.4	Review all City administration buildings to incorporate both audible and visible emergency information systems for people with vision and hearing impairment, such as: • visual cues including easy-to-read text on screens, clear concise signage, visible emergency alarms • clear, easy-to-understand audible announcements with specific instructions, to assist people with vision impairment • use of international symbols in signage to assist people with an intellectual disability or people who cannot read.	2017	**PS**

Outcome 1 continued:
Our community and staff buildings are inclusive and accessible.

Action		Timeline	Resp
3.1.5	Continue to ensure that all tender documents and contracts for the design of new administration buildings and connecting infrastructure contain specific requirements for adherence to current standards for accessibility and best practice outcomes, where achievable, for the following elements: • ramps and stairs • emergency egress • street furniture • pathways • way-finding • lighting • communication systems (audio loops) • customer service counters (lowered section for officers and customers with a disability) • accessible parking • access to buildings.	Ongoing	**PS**
3.1.6	Ensure upgrades to existing City administration buildings meet the requirements of the DDA and Premises Standards whilst giving due consideration to the design constraints of the building, and any future plans for the site.	Ongoing	**PS**
3.1.7	Continue to implement the city-wide 'Public Toilet Refurbishment Program' to improve the accessibility and safety of public amenities. Promote upgrades and new accessible facilities via regular updates to The National Public Toilet Map **toiletmap.gov.au**	2018	**P&RS**
3.1.8	Investigate accessible tap operating systems in hand basins, in response to concerns raised by the community about the inaccessibility of the 'push panels' currently used. Investigations to include sensor systems and short stem/flick lever taps.	2014	**P&RS**

Outcome 2:
The design, delivery and management of City assets is underpinned by principles of access and inclusion.

Action		Timeline	Resp
3.2.1	Raise organisational awareness of the availability of our Accredited Technical Officer (Access) for advice about compliance of new and existing assets, service delivery, and management plans, consistent with the DDA, Building Code of Australia/National Construction Code, the Premises Standards and all associated Australian Standards.	Ongoing	**S&LC**
3.2.2	As part of the review of the City's Asset Custodian Policy, include the following responsibility for asset custodians: 'Comply with the DDA and the City's Equitable Access Policy for all assets, develop plans to achieve compliance over-time for existing assets, and develop management plans for existing assets where compliance is not achievable.'	2014	**CAM**
3.2.3	Develop an Asset Class Acceptance Criteria to ensure that City assets delivered comply with the DDA.	2014	**A**
3.2.4	Ensure that the planning and design of new City infrastructure that is delivered, meets our obligations under anti-discrimination legislation and complies with relevant Commonwealth Disability Standards.	Ongoing	**MP** **A**
3.2.5	Update Asset Management Plan templates (Levels of Service section) to include 'accessibility' as a service component for asset custodians.	2014	**CAM**
3.2.6	Amend the Corporate Governance and Corporate Activity Frameworks, to include the requirement for all projects to consider accessibility obligations, as part of project planning and implementation (including compliance with relevant anti-discrimination legislation).	2015	**CP&P**

Outcome 3:
Accessibility is an essential design element for City parks, playgrounds and aquatic centres.

Action		Timeline	Resp
3.3.1	Engage with families and organisations that use the All Abilities Playground and adult-sized change facility at Kurrawa, to find out what is working well and to identify improvements. Develop a plan for progressive improvement in response to feedback from the community.	2015	**S&LC** **P&RS**
3.3.2	Investigate and assess existing parks, to identify possible future 'All Abilities' playground sites, based on the model at Kurrawa and feedback from the community.	2015	**P&RS**
3.3.3	Continue to monitor and maintain playground equipment, and provide a timely response to requests from the community about potential issues or concerns about access. Include a contact email and phone number on the Parks website under the heading of 'Information for people with a disability' for people to report concerns or provide feedback regarding the accessibility of parks and associated facilities.	Ongoing	**P&RS**
3.3.4	Provide a list of playgrounds on the Parks website, under the heading of 'Information for people with a disability', of all fenced, accessible playgrounds. For example, list those that have boundary-fencing and nearby accessible toilets, car parking and connecting pathways. Promote the list via website, email and newsletter to disability and playgroup networks, special schools and community organisations.	2015	**P&RS**
3.3.5	Review the City 'Planting Guide' with a view to increasing the number of edible and fragrant plants in parks and gardens throughout the city.	2015	**P&RS**
3.3.6	Provide online and printed information about the accessibility of City aquatic and community centres. Information may include a description of: • accessible parking • front entrance • entry to main pool • access to change room • change facilities • accessible toilets • pool chairs.	2016	**CV&S**

Outcome 3 continued:
Accessibility is an essential design element for City parks, playgrounds and aquatic centres.

Action		Timeline	Resp
3.3.7	Incorporate ramp entry into standard design-documentation for new and upgraded pools in aquatic centres.	2016	**CV&S**
3.3.8	Progressively incorporate accessibility upgrades into the annual review of asset management plans for aquatic centres and community centres, allowing targeted investment across our asset base. Identify access issues in older facilities and plan for improvements over time - as budget and resources allow. Engage the community to provide feedback on access issues and to assist with prioritisation of works.	Ongoing	**CV&S**
3.3.9	Achieve compliance with Commonwealth Disability Standards for the new community centres (Upper Coomera and Helensvale) and incorporate accessibility enhancements including: • internal fit out • egress/stair refuges (Helensvale) • way-finding principles (Helensvale) • set down areas.	2016	**CV&S**

Outcome 4:
People of all abilities can enjoy the City's natural areas.

Action		Timeline	Resp
3.4.1	Investigate natural bushland/bushwalking areas to identify accessible areas and features. Include details of these features, including photos, on the Parks website under the heading 'Information for people with a disability'.	2015	**P&RS**

Outcome 5:
Our community and staff buildings are inclusive and accessible to people of all ages and abilities.

Action		Timeline	Resp
3.5.1	Distribute awareness raising information to all lessees of City-owned property via a mail-out or article in the leasehold newsletter to increase access to community buildings.	Ongoing	**PS**
3.5.2	Review lease agreements to determine if any alteration needs to occur to comply with anti-discrimination legislation.	2016	**PS**
3.5.3	As part of the next round of renewals for City and Controlled Entities service level agreements, ensure that all entities are aware of their obligations under anti-discrimination legislation.	Ongoing	**ES**

Outcome 6:
The Arts Centre Gold Coast is accessible to people of all ages and abilities.

Action		Timeline	Resp
3.6.1	Continue to implement the Arts Centre Disability Action and Management Plans including: • installation of Braille and tactile signage • visible and audible fire alarms and emergency procedures.	Ongoing	**PS**

Action area 4: Getting around the city

What the community said it would like the City to do

Stakeholders provided a number of suggestions on how to improve accessibility for people moving throughout the city. These included:

- improving public transport infrastructure, with better design for access and safety

- providing better information with improved timetables and accessibility information to help journey planning

- raising awareness about the needs of passengers with disabilities, older people and carers travelling with young children to public transport operators, including cab drivers

- improving pathways by creating greater widths, better gradients and surfaces

- monitoring pahtways to ensure they are free of clutter and obstacles

- providing more information about accessibility through the use of 'way finding' aids. For example, signage, standard designs and features, tactile ground surface indicators and audio aids at signalised crossings

- adopting a more consistent approach to the provision of accessible parking and improving enforcement activities to promote proper use of accessible bays.

Outcomes

1. **The City supports low-cost or free accessible public transport for seniors and people with disabilities.**

2. **Accessible parking is available throughout the city.**

3. **The city is seamlessly connected via accessible pathways and road crossings.**

4. **City assets comply with Commonwealth Disability Standards and achieve best-practice wherever possible.**

What are our key actions?

Action:
Investigate and implement free off-peak public transport for seniors. **(Refer to Action 4.1.3.)**

Action:
Undertake a city-wide parking bay audit and include information about accessible bays on our website. **(Refer to Action 4.2.4.)**

Action:
Establish a program for identifying and upgrading all City-owned, non-compliant kerb ramps and pathways associated with road crossings, to meet Commonwealth Disability Standards. **(Refer to Action 4.3.3.)**

Action:
Implement the City Bus Stop Upgrade Program, in accordance with the requirements of the DSAPT by 2022. List the locations of all DSAPT compliant bus stops on our website, including images, and a contact for reporting any access issues or damage to bus stops. **(Refer to Actions 4.4.4 and 4.4.5.)**

What does this mean for me?

I will have more opportunity to get out and about and access the services I need.

I can easily find out where to park.

I can cross my local streets easily and safely.

I have improved access to public transport and can easily find information about my nearest accessible bus stop.

The following section details how we will make it easier for everyone to get around the city.

Outcome 1:
The City supports low-cost or free accessible public transport for seniors and people with disabilities.

Action		Timeline	Resp
4.1.1	Continue to operate and optimise the Council Cab service so that seniors and mobility impaired residents have weekly access to local shopping and medical facilities.	Ongoing	**T&T**
4.1.2	Develop and provide public and community transport information in hard-copy and online; including accessibility features of each service for people with restricted mobility. For example, people with prams, wheelchairs or walking aids, and where possible provide confirmation of accessible pathways between destinations and transport stops. Include maps in promotional material about public and community transport services that show the locations of stops along the route.	Ongoing	**CT**
4.1.3	Investigate and implement free off-peak public transport for seniors.	2014	**CT**

Outcome 1 continued:
The City supports low-cost or free accessible public transport for seniors and people with disabilities.

Action		Timeline	Resp
4.1.4	Advocate to the State Government and private bus operators in the city to:	Ongoing	**CT**

- confirm a timeline for when the Gold Coast bus fleet will be fully accessible

- confirm options and timeframe to deliver accessible information on bus stop and bus service accessibility

- confirm options and timeframe to deliver appropriate information on bus stop/station accessibility e.g. stops on steep sites and the next nearest accessible bus stop

- address bus stop locations that do not have a safe, convenient and accessible pedestrian crossing point

- investigate improved wheelchair stability/safety on buses

- investigate opportunities for audible and visual 'real time' travel information for all buses and bus stops

- provide training for bus drivers regarding access and inclusion, including driver awareness, driving style and understanding of barriers for people with disabilities, including people using assistance animals.

Outcome 2:
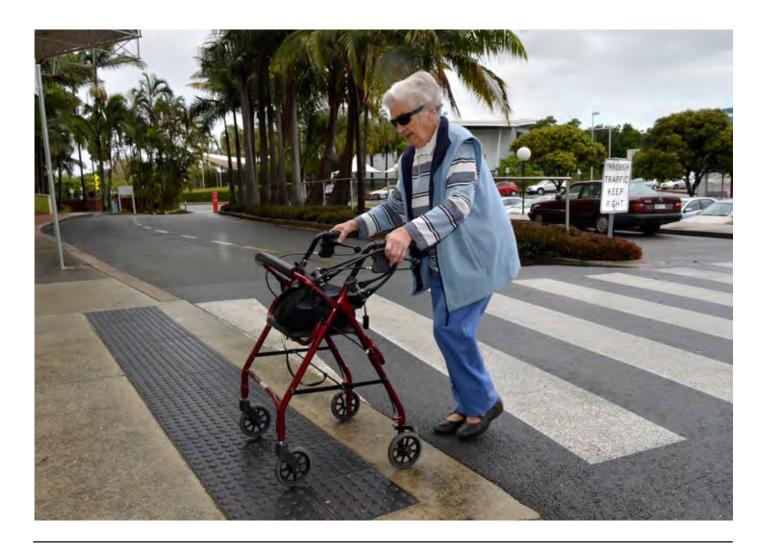## Accessible parking is available throughout the city.

Action		Timeline	Resp
4.2.1	Investigate the potential to use new parking management technology to assist with compliance of disability parking bay use.	Ongoing	**HR&LS**
4.2.2	Collaborate with City Transport to improve parking compliance within the community via education on the appropriate use of disability parking bays.	Ongoing	**HR&LS**
4.2.3	Advocate to State Government agencies to improve parking compliance.	Ongoing	**HR&LS**
4.2.4	Develop a City Parking Strategy which achieves the following: - review all relevant town planning requirements, the City Transport Plan, and relevant codes and standards, to ensure consistency in requirements for supply of accessible parking bays - assess on and off-street accessible parking needs in high-use areas including activity centres and health service precincts, to increase provision (up to six per cent) - provide guidance on locating and designing accessible parking bays for development - provide recommendations on the implementation of Parking Strategy initiatives in our Planning Scheme, Car Parking, Access and Transport Integration Constraint Code - seek feedback from the community regarding accessible parking and progressively implement endorsed recommendations - assess accessible parking needs of the city and maximise utilisation of accessible parking bays via the provision of access to information including 'real time' - request State Government review of the Australian Disability Parking Scheme to minimise illegal or misuse of accessible parking bays - explore options including provision of contact email/SMS to enable reporting of alleged misuse of parking bays - undertake a parking bay audit of the city including disability parking bays and include information on the City's website - Where to Park on the Gold Coast.	2015	**CT**

Outcome 3:
The city is seamlessly connected via accessible pathways and road crossings.

Action		Timeline	Resp
4.3.1	Repair paths of travel (i.e. pedestrian connections) in response to community requests and annual inspections, to provide improved access.	Ongoing	**A**
4.3.2	Provide a map on the City's website showing pathway locations.	2016	**CT**
4.3.3	Establish a program for identifying and upgrading all City-owned, noncompliant kerb ramps and pathways associated with road crossings, to meet Commonwealth Disability Standards.	2014	**A**
4.3.4	Ensure all planning and design activities address accessibility considerations and are undertaken in accordance with legislative obligations under the DDA and the agreed functional design specifications (asset class acceptance criteria) where available. Incorporate opportunities for increased accessibility beyond 'deemed to satisfy' requirements, considering overall functionality for all users.	Ongoing	**D**

Outcome 3 continued:
The city is seamlessly connected via accessible pathways and road crossings.

Action		Timeline	Resp
4.3.5	Provide input to the City Solicitor's Local Law Review processes with a view to highlighting the benefits of clear, accessible paths of travel for pathway users of all ages and abilities, as consistent with the requirements of the DDA.	Ongoing	**HR&LS**
4.3.6	Provide feedback to Planning and Environment regarding concerns expressed by residents about access for wheelchairs from driveways onto the road.	Ongoing	**HR&LS**
4.3.7	Update all Standard Operation Procedures including checklists, to ensure accessibility issues are considered to the extent permitted under legislation in the licensing and permit approval assessment process. For example, roadside dining activities.	2014	**HR&LS**
4.3.8	Facilitate the incorporation of standard drawings for kerb ramps (ramped pedestrian crossings) issued by the Institute of Public Works Engineering Australia Queensland Division into the Land Development Guidelines, for consistent use across the organisation.	2016	**CP** **CD**
4.3.9	Maintain clear, accessible paths of travel for people with disabilities, as part of routine maintenance services, and respond to requests from the community regarding maintenance concerns related to access.	Ongoing	**M**
4.3.10	Continue to investigate and rectify access issues at road crossings and provide median cut-throughs at appropriate locations on roadways taking into account feedback from community members. Include a contact on the City's website for residents to report concerns about traffic facilities e.g. signage, line marking and pedestrian safety.	Ongoing	**T&T**
4.3.11	Investigate and rectify insufficient timing at signalised crossings as reported by community members. Include a contact on the City's website for residents to report concerns about transport infrastructure.	Ongoing	**T&T**

Outcome 4:
City assets comply with Commonwealth Disability Standards and achieve best-practice wherever possible.

Action	Timeline	Resp
4.4.1 Include Commonwealth Disability Standards provisions in the scope for design briefs for new and upgraded: • pathways and kerb ramps to AS1428.1 (2009) • tactile ground surface indicators to AS1428.4.1 (2009) • car parking to AS2890.6 (2009). And wherever possible: • pedestrian kerb ramps at a minimum width of 1200mm • pedestrian pathways at a minimum width of 1800mm.	Ongoing	**T&T**
4.4.2 Ensure that the planning and design stages of all major transport projects consider impacts on access and inclusion. Consider access issues during the concept planning phase, including the location of services and facilities (e.g. libraries, community centres, health services etc.) and access for people who do not drive.	Ongoing	**CT**
4.4.3 Prioritise planning and provision of accessibility upgrades for transport infrastructure to allow for progressive improvement and to inform our annual Capital Works program (e.g. pathway and intersection upgrades, increased accessible parking etc.).	Ongoing	**CT**
4.4.4 Implement the City Bus Stop Upgrade Program, in accordance with the requirements of the DSAPT.	2016	**CT**
4.4.5 List the locations of all DSAPT compliant bus stops on our website, including images, and a contact for reporting any access issues or damage to bus stops.	2019	**CT**

> "I look forward to being able to take my family, especially my granddaughters, to the Southport Broadwater Parkland Rockpools when they next come to see me as we know we can access almost everything in that park. I really want to have a great day out with them and be a part of the fun. All I want out of my life is to be treated with respect and be a Mum and a Nanna to my grandchildren and enjoy going 'out' with my family with no hassles or barriers."
>
> Josie

Action area 5:
City planning and development

What the community said it would like the City to do

Stakeholders identified the need for more accessible developments throughout the city. Suggestions to achieve this include:

- increasing awareness of best practice planning and design principles through the provision of supporting information and guidelines, training and compliance

- increasing awareness and understanding of legislation governing built environment outcomes

- increasing opportunities for community members to contribute to strategic planning and design processes of major projects

- applying the same standards of accessibility for public buildings and facilities, to the private and commercial sectors, e.g. shopping centre and commercial complexes could improve access and movement by applying access principles to the design of essential features such as parking areas, bus stops, drop-off and taxi zones

- increasing the provision of affordable, adaptable and accessible housing

- increasing awareness of the economic benefits associated with inclusive and equitable access.

It should be noted that the City's ability to influence some of these matters is limited to our role in the planning process and advocacy.

Outcomes

1. **The City's planning and design work demonstrates leadership in access and inclusion.**

2. **We assist not-for-profit housing providers.**

What are our key actions?

Action:
Enhance the physical accessibility of city streets as part of our Centre Improvement Program. **(Refer to Action 5.1.3.)**

Action:
Provide information to the building and construction industries about access requirements for buildings and new developments. **(Refer to Action 5.1.14.)**

Action:
Fast-track the assessment of applications from not-for-profit providers for affordable and universally designed housing developments. **(Refer to Action 5.2.1.)**

What does this mean for me?

My local business centres are pedestrian friendly and I can easily access the businesses I need.

I will have access to more buildings and places in the city.

I have greater housing choice.

The following section details how we will improve access and inclusion in City planning and development.

Outcome 1:
The City's planning and design work demonstrates leadership in access and inclusion.

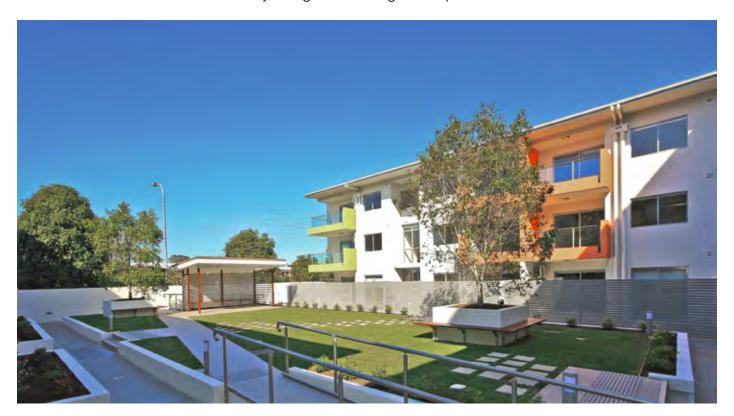| Action		Timeline	Resp
5.1.1	Develop best practice technical guidelines for asset custodians to guide the design of key elements of accessibility including: • ramps and stairs • emergency egress • street furniture • pathways • way finding • lighting.	2015	**S&LC**
5.1.2	Ensure our Accredited Technical Officer (Access), or a suitably qualified and experienced access consultant, is engaged during the early planning stages of all major, new, upgrade and renewal projects, to provide advice regarding access and inclusion.	Ongoing	**CL** **MP** **P&RS** **A** **CD**
5.1.3	Enhance the physical accessibility of city streets as part of our Centre Improvement Program.	Ongoing	**CD**
5.1.4	Ensure that all contributed assets are built to comply with Disability Standards in accordance with the DDA.	Ongoing	**CD**
5.1.5	Review the City's Open Space Management Guidelines and associated documents (Activity Specification for Generic Open Space Management Plan), to consider the City's DDA obligations.	2014	**CD**
5.1.6	Building Certification officers to provide a service which ensures compliance with the Building Code of Australia/National Construction Code, Premises Standards and all associated Australian Standards.	Ongoing	**HR&LS**
5.1.7	Review all building certification applications, assessments (including checklists) and approval documents, to ensure accessibility issues are considered as part of the assessment process.	2014	**HR&LS**

Outcome 1 continued:
The City's planning and design work demonstrates leadership in access and inclusion.

Action	Timeline	Resp
5.1.8 Amend the Corporate Governance and Corporate Activity Frameworks, to include the requirement for all projects to consider accessibility obligations, as part of project planning and implementation (including compliance with relevant anti-discrimination legislation).	2015	**CP&P**
5.1.9 Develop an Equitable Access Guideline for implementation in the development assessment process to inform good access outcomes in new developments. The guidelines to contain: • information about the economic and social benefits of providing accessibility • examples of good development outcomes • contacts and resources for further information and advice.	2014	**S&LC**
5.1.10 Implement an Equitable Access Guideline in the development assessment process.	2015	**CD**
5.1.11 Collaborate with City Planning officers to develop a Social and Health Impact Assessment Code for implementation in our new planning scheme.	2015	**S&LC**
5.1.12 Include advisory notes, about the requirements of the DDA, in development approvals that include public land not within the road reserve.	2014	**CD**
5.1.13 Continue to apply the AustROADS manual to the assessment of development applications.	Ongoing	**CD**
5.1.14 Provide information to the building and construction industries about access requirements for buildings and new developments, including: • Australian Standards applicable to building applications e.g. AS1428 • a developer's responsibility to meet the DDA requirements in the design of new buildings and developments • the opportunities associated with delivering an accessible development • a copy of the Australian Human Rights Commission's Missed Business document • articles in development industry newsletters, and • conduct building inspections to assess compliance and investigate complaints.	Ongoing	**CD**

Outcome 2:
We assist not-for-profit housing providers.

Action	Timeline	Resp
5.2.1 Fast-track the assessment of applications from not-for-profit providers for affordable and universally designed housing developments.	Ongoing	**CD**

Examples of accessible common areas and bathroom by Horizon Housing Company.

Action area 6:
Programs, events and tourism

What the community said it would like the City to do

To ensure that everyone has the opportunity to fully participate in the tourism, sporting and cultural activities of the city, stakeholders suggested the following:

- the City conduct its events in accessible venues and provide an events checklist to organisers to promote events that provide access and inclusion

- promote the importance of access in the City's Tourism Strategy, including why providing good access makes good business sense

- provide the business community with support and guidance to maximise accessible tourism opportunities and market the City as accessible, particularly in the lead-up to the Gold Coast 2018 Commonwealth Games™.

Outcomes

1. City supported programs and events are accessible and inclusive.

2. Everyone can enjoy the Gold Coast 2018 Commonwealth Games™.

3. Our city welcomes and includes people of all ages and abilities.

What are our key actions?

What does this mean for me?

Action:
Our Active and Healthy Program will be inclusive with activities for people with disabilities, seniors and families with children. The community will be invited to provide feedback on the program and activities. Hard-copies of the program will be distributed to local disability and seniors' organisations and to residents and visitors without Internet access. **(Refer to Action 6.1.1)**

I can participate in the City's Active and Healthy Program.

Action:
We will require event organisers to provide site maps showing the location of accessible facilities at their event. **(Refer to Action 6.1.5.)**

I can attend a wide range of events in the city.

Action:
Advocate to the Gold Coast 2018 Commonwealth Games Corporation (GOLDOC) for access audits of all Games venues and websites. **(Refer to Action 6.2.3.)**

I will have the opportunity to attend the Gold Coast 2018 Commonwealth Games™ events and celebrations.

The following section details how we will improve access and inclusion to programs, events and tourism.

Outcome 1:
City supported programs and events are accessible and inclusive.

Action		Timeline	Resp
6.1.1	Include activities that are accessible, and of interest to people with disabilities and seniors in the City's Active and Healthy Program. Provide opportunities for the community to provide feedback on activities, and reflect this in revisions of the program - where practicable. Continue to distribute hard-copy programs to local disability and seniors' organisations and to residents and visitors upon request, to the extent that brochures remain available.	Ongoing	**P&RS**
6.1.2	Provide a copy of Meetings and Events Australia's Accessible Events guide to Active and Healthy Program providers, to increase access to activities for people with disabilities.	2015	**P&RS**
6.1.3	Amend the application process for Community Grants, including Seniors' Week grants, to require applicants to demonstrate how they will provide access for people with disabilities to their event or activity.	2015	**ES**
6.1.4	Provide all Community Grants applicants with a copy of Meetings and Events Australia's, Accessible Events guide, to facilitate events that are accessible to everyone.	2015	**ES**

Outcome 1 continued:
City supported programs and events are accessible and inclusive.

Action		Timeline	Resp
6.1.5	Include a condition in event agreements for organisers to provide equitable access for people with disabilities. For example, planning documents produced by event organisers are to include a map/site plan showing the location of accessible: • parking bays • amenities • entrances and exits (e.g. step free, and stair-only access points) • food stalls/bar area(s) • ticketing areas.	2014	**SE**
6.1.6	Include a copy of Meetings and Events Australia's Accessible Events guide on the Events Gold Coast website and provide a copy or web link to the guide to event organisers doing business with the City.	2014	**SE**
6.1.7	Include a list of local contacts and resources on the Events Gold Coast website to assist organisers to plan and host accessible events.	Ongoing	**SE**
6.1.8	Include Safe and Liveable Communities as a key internal stakeholder for consultation on accessibility issues for specific events as required.	Ongoing	**SE**

Outcome 2:
Everyone can enjoy the Gold Coast 2018 Commonwealth Games™.

Action		Timeline	Resp
6.2.1	Advocate to the Queensland Government (Office of Commonwealth Games Coordination) for an accessible and inclusive Games - A Games for everyone.	Ongoing	**CG**
6.2.2	Consider accessibility issues in the development of the Public Domain and City Operation Strategies consistent with the intent of the DDA and include input from: • the South East Queensland Regional Disability Advisory Council • access professionals with experience of planning access at major events, including sporting events • Safe and Liveable Communities • local community networks and user groups, such as seniors, families with young children and people with disabilities.	2014	**CG**

Outcome 2 continued:
Everyone can enjoy the Gold Coast 2018 Commonwealth Games™.

Action	Timeline	Resp
6.2.3 Advocate to the Gold Coast 2018 Commonwealth Games Corporation (GOLDOC) for access audits of all Games venues and websites, to identify potential access issues and implement recommendations in time for the Games.	Ongoing	**CG**
6.2.4 Advocate to GOLDOC for provision of: • access and awareness training for all volunteers • accessible signage and way-finding • accessible website information • accessible ticketing and programs • accessible game venues; and • engagement with accessible accommodation and transport providers to make accessible travel and accommodation information easy to find.	Ongoing	**CG**

Outcome 3:
Our city welcomes and includes people of all ages and abilities.

Action		Timeline	Resp
6.3.1	Promote the contribution that people of all ages and abilities make to our city, during Disability Action Week and International Day of People with a Disability via: • internet and screensaver messages • on-hold phone message • eNewsletter articles • global staff email.	Ongoing	**S&LC**
6.3.2	Work with Gold Coast Tourism to promote tourism opportunities in the city for people of all abilities.	2015	**ED**
6.3.3	Economic Development to work with Gold Coast Tourism to include accessible tourism on both the City and Gold Coast Tourism websites, providing web links to accessible tourism providers, transport and accommodation.	2015	**ED**
6.3.4	Economic Development to network with accessible tourism providers to identify opportunities for increasing accessible tourism.	Ongoing	**ED**
6.3.5	Economic Development and Gold Coast Tourism to prepare a Tourism Destination Management Plan 2020, which considers accessible tourism.	2015	**ED**
6.3.6	Economic Development to encourage tourism operators to consider accessibility in their business planning.	Ongoing	**ED**
6.3.7	Provide a copy of the Australian Human Rights Commission's Missed Business document to local business owners. Priority businesses include restaurants and cafés, retail outlets and surf clubs.	2016	**ED** **S&LC**

Action area 7:
Social enterprise, employment and training

What the community said it would like the City to do

Community members and staff suggested a systematic approach using a range of policies, practices and support services to achieve accessible and inclusive employment. Suggestions included:

- proactive review of recruitment policies and practices in collaboration with disability employment agencies and community-based programs

- senior executives and managers adopting a strong, supportive approach to employment and supervision of people with disabilities, and to staff rehabilitation programs or staff experiencing temporary disabilities through ill health or injury

- organisational awareness raising of the particular skills, knowledge and experience that a diverse workforce, including people with a disability, brings to our organisation and city

- providing more information to staff on the process of successfully integrating people with a disability into the workplace, and supporting staff with a caring role

- developing more proactive relationships with disability services agencies and providers to assist with attraction and retention of staff with a disability, including removing barriers to employment, and implementing reasonable adjustment processes to meet the needs of staff.

Outcomes

1. **Our business processes support local social enterprise.**

2. **We provide accessible and inclusive employment, work experience and training.**

3. **City staff are knowledgeable in access and inclusion.**

What are our key actions?

Action:
Investigate opportunities to increase the number of contracts we have with local social benefits suppliers for the supply of goods and services (within suitable procurement spend categories).
(Refer to Action 7.1.2.)

Action:
Develop a Reasonable Adjustment Policy to assist in attracting skilled and talented people with a disability and to retain employees who may acquire a disability.
(Refer to Action 7.2.3.)

Action:
Comprehensively review recruitment processes through targeted community engagement with the local disability sector, and current employees with a disability, to identify any barriers in our processes. Develop a plan and implement progressively to remove barriers.
(Refer to Action 7.2.4.)

Action:
Provide training in disability access and awareness for all staff who routinely interact with the public. **(Refer to Action 7.3.12.)**

What does this mean for me?

Increased social and economic benefits for my community.

I have more employment options and I feel valued as a City employee.

If I apply for a job with City of Gold Coast I know the process will be equitable, open and transparent.

At City locations such as customer service centres, libraries, aquatic centres and City Tourist Parks, I will be assisted by City staff who have been trained in disability access and awareness.

The following section details how we will improve access and inclusion to social enterprise, employment and training.

Outcome 1:
Our business processes support local social enterprise.

Action		Timeline	Resp
7.1.1	Promote the availability of social benefits suppliers across the City by creating a register of suppliers for consideration when procuring goods and services. Investigate the feasibility of requiring Project Managers to obtain at least one quote from a social benefits supplier (where an appropriate, local supplier exists).	2015	**CPO**
7.1.2	Investigate opportunities to increase the number of contracts City of Gold Coast has with local social benefits suppliers, for the supply of goods and services (in suitable procurement spend categories).	2014	**CPO**

Outcome 2:
We provide accessible and inclusive employment, work experience and training.

Action		Timeline	Resp
7.2.1	Ensure all position descriptions, job application forms, job application guides and work skills/traineeship forms on our web page are provided in PDF and Word document formats to facilitate access for someone using screen reading software.	2014	**P&C**
7.2.2	Update our 'How to submit a job application' web page to include contact options for email and National Relay Service.	2014	**P&C**
7.2.3	Develop a Reasonable Adjustment Policy to attract skilled and talented people with a disability and to retain employees who acquire a disability. Develop and implement a plan for progressive removal of barriers.	2014	**P&C**
7.2.4	Conduct a comprehensive review of recruitment processes through targeted community engagement with the local disability sector and current employees with a disability, to identify any barriers in our processes.	2016	**P&C**

Outcome 2 continued:
We provide accessible and inclusive employment, work experience and training.

Action		Timeline	Resp
7.2.5	Review the Organisational Learning Unit's Supervisory Development and Recruitment and Selection training programs to include awareness raising material for non-discriminatory supervisory behaviours and selection and recruitment processes.	2014	**P&C**
7.2.6	Provide a fact sheet on access to all new employees during induction.	2014	**P&C S&LC**
7.2.7	People and Culture to formally advise Facilities Management whenever an employee requiring a Personal Emergency Evacuation Plan joins our organisation.	Ongoing	**P&C**
7.2.8	Conduct an annual audit of staff work locations, to ensure that all employees who require assistance in the event of an emergency evacuation have a Personal Emergency Evacuation Plan in place.	Ongoing	**PS**
7.2.9	Review and update emergency evacuation procedures after every evacuation event (including training exercises).	Ongoing	**PS**
7.2.10	Review our injury management processes, including the Redeployment Program, in conjunction with Corporate Risk and key stakeholders (such as ill and/or injured staff), to identify any additional training and support requirements for Health and Injury Management officers, People and Culture Consultants and Managers/Supervisors.	2014	**P&C**
7.2.11	Continue to provide resources to Supervisors and Managers, to assist them to support a staff member, who has acquired a disability or significant injury or illness, to return to work. Resources include: • Return to Work Guide • contacts for counselling and support services, such as the Employee Assistance Program and Beyond Blue • reports, identifying options for workplace modification – where required.	Ongoing	**CR**

Outcome 2 continued:
We provide accessible and inclusive employment, work experience and training.

Action	Timeline	Resp
7.2.12 Continue to deliver the Health Promotion Program promoting activities that target identified health needs and those that are accessible to staff of all ages and abilities. Health needs may include: • diet • physical activity • stress and anxiety.	Ongoing	**CR**
7.2.13 City Officers to meet twice annually with the Vocational Educational and Training (VET) Network Gold Coast, to share information and identify opportunities for improving our employment and work experience processes for people with a disability.	Ongoing	**P&C**
7.2.14 Investigate the feasibility of a work experience project between the City and the Vocational Education and Training (VET) Network Gold Coast, for inclusive and accessible work experience participation by people with disabilities (not restricted to practicum requirements for a designated course or study area).	2014	**P&C**

Outcome 3:
City staff are knowledgeable in access and inclusion.

Action		Timeline	Resp
7.3.1	Ensure that online and printed training material produced by People and Culture is informed by Vision Australia's fact sheets for accessibility. Provide information for staff upon request in: • audio • large print • a format that is compatible with screen reading technology, e.g. Word document.	2014	**P&C**
7.3.2	Utilise the Australian Network on Disability's Accessible Events Checklist in planning and delivering all staff training sessions **and.org.au/pages/event-checklist.html** Ensure that all training invitations include information about the accessibility of the venue. For example, a description of the entry, and access to-and-from the venue, as well as a message encouraging participants to notify organisers of any accessibility requirements they may have.	2014	**P&C** **HR&LS**

Outcome 3: continued
City staff are knowledgeable in access and inclusion.

Action		Timeline	Resp
7.3.3	Provide disability access and awareness training to all People and Culture staff, and Diversity and Equity Officers, to increase understanding of diversity, access and inclusion of people with a disability.	2014	**P&C**
7.3.4	Provide disability access and awareness training to relevant Corporate Risk and Health and Injury Management officers to increase understanding of diversity, access and inclusion of people with a disability.	2014	**CR**
7.3.5	Encourage contracted staff that regularly interact with the public to undertake disability, access and awareness training.	Ongoing	**TP**
7.3.6	Provide training to staff on our obligations under anti-discrimination legislation, and relevant Commonwealth Disability Standards.	2014 2015 2014	**C** **D** **P**
7.3.7	Develop the Gold Coast Water customer management framework and customer service plans to consider accessibility issues and identify staff training needs.	2014	**GCW**

Outcome 3: continued
City staff are knowledgeable in access and inclusion.

Action		Timeline	Resp
7.3.8	Provide training for all Traffic Branch staff involved in the planning and design of traffic management and operations about our obligations under anti-discrimination legislation, and relevant Commonwealth Disability Standards.	2014	**T&T**
7.3.9	Provide training to building certification officers on the Building Code of Australia/National Construction Code and the Premises Standards and all associated Australian Standards, as part of their accreditation.	Ongoing	**HR&LS**
7.3.10	Provide training for all Customer Contact staff in disability access and awareness, including communicating with people with disabilities and the use of assistive and adaptive technology, e.g. hearing loops and National Relay Service.	Ongoing	**CC**
7.3.11	Provide opportunities for access and inclusion training to all relevant officers across the organisation as resources permit.	Ongoing	**DM S&LC**
7.3.12	Provide training in disability access and awareness for all staff that regularly interact with the public.	Ongoing	**P&RS CL W&RM RS**
7.3.13	Provide the Local Disaster Management Group and Incident Management Team in the Disaster Coordination Centre with information/training to raise awareness of disability and access issues to inform planning and decision making in disaster events.	2014	**DM**
7.3.14	Provide training in disability awareness, including communicating with people with disabilities to all Town Planning Advice counter staff.	2014	**CD**
7.3.15	Provide training on disability access and awareness to all relevant City Development staff, in particular, technical officers, planners, engineers and building compliance inspectors, to increase understanding of diversity, access and inclusion of people with a disability.	2015	**CD**
7.3.16	Provide training on disability access and awareness to relevant City Planning staff, in particular, planners, to increase understanding of diversity, access and inclusion of people with a disability.	2014	**CP**

How we will monitor, evaluate and update the plan

The Accessible and Inclusive City Action Plan will be subject to ongoing monitoring and review.

Yearly progress reporting will be conducted internally and communicated to the community. Progress reports will include performance indicators to measure the success of the Plan. Monitoring may in some instances result in amendments, or changes to actions to ensure they are timely, responsive to emerging issues and reflect progress.

The community will be consulted for feedback on the City's progress on actions, and encouraged to inform us of new priorities for consideration as part of future reviews.

A complete review of the Plan, including evaluation of progress and revision of actions will occur by 2019. This process will involve engaging City of Gold Coast staff and the community.

Appendix 1: Glossary

Accessible - Features intended to facilitate access for everyone.

Accessible path of travel - An uninterrupted, barrier-free, path of travel to, into or within a building and connecting key facilities places and spaces.

Advocacy - Lobbying State and Commonwealth Members of Parliament and government departments for funds and services and legislative change.

Best practice - A superior method, innovation or world-class practice that contributes to the improved performance of an organisation, usually recognised as best by other peer organisations. For example, in some cases best practice in disability access may exceed compliance with the DDA.

Braille - A system of touch reading for the blind, which employs raised dots that are evenly arranged in quadrangular letter spaces or cells.

Discrimination - The practice or act of treating a person unfavourably because of attributes including: age, sex, race, impairment/disability, religious belief or activity, relationship or parental status, trade union activity, lawful sexual activity, sexuality, pregnancy, breast feeding needs, family responsibilities, income or gender identity.

Equitable access - Individuals have fair and socially just access to services, information, facilities, places and opportunities to engage in civic life free from discrimination. It requires the identification and removal of barriers that prevent equitable access.

Handrail - A rail used in circulation areas such as corridors, passageways, ramps and stairways to assist continuous movement.

Kerb ramp - An inclined surface on a continuous accessible path of travel with a maximum rise of 190 mm, a length not greater than 1520 mm and a gradient not steeper than 1 in 8, located within or attached to a kerb.

Sensory impairment - Any significant loss of hearing or vision.

Tactile ground surface indicator (TGSI) - Truncated cones and/or bars installed on the ground or floor surface, designed to provide pedestrians who are blind or vision-impaired with warning or directional orientation information.

Tactile signs - Signage incorporating raised text, and/or symbols and Braille to enable touch reading by people who are blind or vision-impaired.

Universally designed housing - Housing that is designed for occupants of all ages and abilities, including visitors. They contain features such as level entrance to the front door, wider hallways and accessible amenities.

Appendix 2: Engagement methods

Stakeholder engagement for the development of the Accessible and Inclusive City Action Plan was facilitated primarily by the Institute of Access Training Australia (IATA), which has extensive experience in developing action plans for a range of organisations. IATA has demonstrated skill and experience in engagement and provided vital leadership to our internal steering group during the development of this plan.

Multiple engagement methods were used in an effort to ensure that participation was accessible to anyone who wished to be involved.

Specific methods included:

- community forums
- presentations/information sessions
- focus groups
- surveys
- written submissions
- phone/email/SMS/person-to-person interviews
- informal discussions
- comments via our 'Have your say' community engagement web page.

Further details regarding the main forms of engagement are outlined over the page.

Community forums and focus groups

Four focus groups and three open community forums were held. A total of 94 people attended. The focus groups provided the opportunity for people with specific disabilities and service providers to inform us of issues and priorities in a relaxed, known environment. The community forums were targeted at organisations and agencies that represent, support, or work with people with disabilities. The staff focus group was held to provide staff, (particularly those with a disability, or having a caring role for a person with a disability), with the opportunity to share their experiences and ideas in relation to access issues, opportunities and priorities for action.

The following four key questions were discussed during these sessions:

• what are we doing well?

• what are the access barriers and issues?

• what suggestions do you have for improving access and inclusion?

• what are your suggested priorities for access action?

The actions, issues and opportunities identified during engagement have formed the basis for the Accessible and Inclusive City Action Plan 2014-2019.

This feedback was invaluable in identifying current barriers experienced by staff and community members, as well as opportunities for us to take positive action to improve access and inclusion for everyone.

Employee forums

Fifteen forums were held across various City service and operational areas to obtain feedback on levels of accessibility and suggestions for future improvement. A total of 88 employees attended forums.

During the forums, staff were asked four key questions:

• what is your branch currently doing to provide and improve access for people with disabilities?

• what barriers are you aware of which prevent people with disabilities accessing your services?

• what suggestions do you have to remove barriers?

• what are your suggested priorities for action?

Employee survey

A survey was distributed online and in hard-copy to all City staff (employees were able to respond anonymously). Uptake across the organisation exceeded expectations, with more than 330 responses received. The survey covered the following key areas and questions:

- what are the main methods of communication you use with other employees and the community?

- what is your level of understanding of access needs of people that have various access and mobility challenges?

- what is your work area currently doing to improve access and/or to include people with a disability?

- are you aware of any access barriers in your work area, or in the service or information that your area provides to the organisation and the community?

- what actions would you suggest for removing these barriers and improving access?

- have you experienced any access barriers or issues in getting to, or undertaking your work?

- what training would you like to undertake and who else should attend such training?

- do you have any other specific concerns, issues, opportunities or general comments in relation to access, inclusion and disability?

Appendix 3: Stakeholders

Organisations involved in community forums and focus groups included:

Able Australia Service — Gold Coast

Better Hearing Australia — Gold Coast Inc.

Carers Queensland

Catholic Women's League

Centacare

Churches of Christ Care HACC (Home and Community Care) Services South Coast

Community and Specialist Support Incorporated (CASSI)

Department of Communities, Child Safety and Disability Services

Disabled Surfers Association Australia

FSG Australia

Gold Coast "Hot Topics" Group

Gold Coast Advocacy

Gold Coast Amputees' Support Group

Gold Coast Employment Support Services

Gold Coast Institute of TAFE

Gold Coast Multiple Sclerosis Support Group

Gold Coast Seniors Regional Round Table Committee

Gold Coast/Tweed Seniors Paper

Guide Dogs Queensland

House With No Steps

Mental Illness Fellowship Queensland

MS Society Queensland

Mudgeeraba Special School

Multicap

Mylestones Employment

Nerang Community Respite Care Association

ON-Q Human Resources

Ozcare

Para Mobility

Parkinson's Society of the Gold Coast

Queensland Education

Queensland Health, Mental Health Services

Queenslanders with a Disability Network

Shepherd Community Services

Southern Star Community Services

Southport Church of Christ

Spinal Injures Association Australia

Spiritus — The Anglican Church Caring

Trinity Disability Support Services

Vision Australia

Volunteering Gold Coast

Requesting a copy of this plan

This plan is available online as a Word document, PDF, mp3 audio, large print and RTF. To access the document visit the City's website **cityofgoldcoast.com.au/access**

Printed hard-copies and alternate versions of this plan are provided to the community for free. To request a copy please phone **1300 GOLDCOAST** (1300 365 326) or email **socialresearch@goldcoast.qld.gov.au**

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