

Draft Inclusion Action Plan   
for People with Disability

2024-28

# Introduction

An estimated 63,000 residents of the Sunshine Coast have disability (18% of population) and this number may double over the next 20 years. It is likely that everyone either knows someone with disability or will experience disability at one point or another in their lives.

Council has developed a draft Inclusion Action Plan for People with Disability which outlines actions for delivery over the next five years to improve inclusion for residents and visitors to the Sunshine Coast with disability.

The preparation of the draft Inclusion Action Plan has been informed by engagement with people with lived experience of disability, including those with disabilities, caregivers, and people working in the disability sector; alongside input by the Inclusion Action Plan Reference Group and internal council staff.

Your feedback on the draft action plan is valued to help meet our shared aspiration of a more inclusive Sunshine Coast region for all.

If you are having trouble completing the survey, please contact Jane Goodwin at council who can assist you to complete the survey over the phone or via another suitable method.

**Jane Goodwin**  
**Email:** [commdevelopment@sunshinecoast.qld.gov.au](mailto:commdevelopment@sunshinecoast.qld.gov.au)   
**Phone:** 0407 699 821

We thank you for your time in helping to contribute towards making the Sunshine Coast a more inclusive region for people with disability.

**Please return your completed survey**

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| --- | --- |
| Email | [commdevelopment@sunshinecoast.qld.gov.au](mailto:commdevelopment@sunshinecoast.qld.gov.au) |
| In writing | Att: IAP - Community Development  Locked Bag 72  Sunshine Coast Mail Centre  QLD 4560 |

## Part A. Feedback on Council Principles and Priorities

The draft action plan includes the following aspiration for an inclusive Sunshine Coast:

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| *By 2028, the Sunshine Coast will be a region where people of all abilities have equitable* opportunities *to live, work, visit and play.* |

1. What does an inclusive Sunshine Coast for people with disability look like to you? (These could be key words, phrases, or you could even choose to write your own aspirational statement)

The draft action plan outlines four council principles and commitments:

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| * *Promoting and protecting human rights* * *Increasing disability awareness* * *Valuing lived experience* * *Improving access.* |

1. Is there anything missing from these principles and commitments that would support inclusion for people with disability?

The draft action plan outlines actions in five priority areas:

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| * *Awareness and education: disability awareness and education for council staff and the community (including business community and industry groups).* * *Employment and training: training, volunteering, work experience and employment at council and in the community.* * *Events and programs: events, activities and programs provided by council and others, including major events at facilities and in public spaces.* * *Built environment and public spaces: buildings, community facilities, housing, streets and streetscapes, pathways and sidewalks, natural areas, parks, open space and sports facilities, public amenities, and transport.* * *Participation and communication: information provided by council and others, and participation of people with disability in decision making processes.* |

1. Is there anything missing from these priority areas that would support inclusion for people with disability?

## Part B. Actions

Priority Area 1. Awareness and Education

This priority area includes disability awareness and education for council staff and the community (including business community and industry groups).

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| *Future actions*  *1.1 Deliver disability awareness training for all council staff and elected councillors.*  *1.2 Coordinate an annual week of activities that celebrates Disability Action Week within council and the community.*  *1.3 Develop and deliver a community education campaign to raise awareness of disability and the value people with disability bring to council and the community.*  *1.4 Work with business and tourism event organisers to promote the benefits related to inclusion.*  *1.5 Raise awareness and recognition of businesses that demonstrate excellence in inclusion.* |

1. Do you have any feedback on these actions related to awareness and education to improve inclusion for people with disability on the Sunshine Coast?

Priority Area 2. Employment and Training

This priority area includes training, volunteering, work experience and employment at council and in the community.

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| *Future actions*  *2.1 Promote council’s employment opportunities, work experience and traineeship programs to people with disability.*  *2.2 Continue to expand and promote council’s volunteering opportunities available to people with disability.*  *2.3 Promote and expand training initiatives provided by the disability sector to increase disability awareness within local businesses and the value inclusive workplaces bring to individuals and the community.*  *2.4 Review council’s recruitment and application process to strengthen inclusion for people with disability.*  *2.5 Undertake an audit of council workplaces to improve accessibility and processes for workplace adjustments.* |

1. Do you have any feedback on these actions related to employment and training to improve inclusion for people with disability on the Sunshine Coast?

Priority Area 3. Events and Programs

This priority area includes events, activities and programs provided by council and others, including major events at facilities and in public spaces.

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| *Future actions*  *3.1 Promote existing guidelines for holding inclusive events, activities and programs.*  *3.2 Embed consideration of inclusion into council's permitting processes for events.*  *3.3 Promote Hidden Disabilities Sunflower program amongst business and event organisers.*  *3.4 Include a sensory space at all major council event venues and events e.g., Caloundra Music Festival, New Years Eve, Australia Day.*  *3.5 Engage an Auslan interpreter for formal council events, such as announcements, presentations and ceremonies e.g., citizenship ceremonies, media events, disaster management presentations.*  *3.6 Investigate and install hearing augmentation systems / voice to text technology (or other system) at all major council venues and events.*  *3.7 Develop a communication campaign toolkit to improve inclusion and participation for people with disability in community, cultural and sporting groups.* |

1. Do you have any feedback on these actions related to events and programs to improve inclusion for people with disability on the Sunshine Coast?

Priority Area 4. Built Environment and Public Spaces

This priority area includes buildings, community facilities, housing, streets and streetscapes, pathways and sidewalks, natural areas, parks, open space and sports facilities, public amenities, and transport.

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| *Future actions*  *4.1 Plan and deliver new physical and mobile Changing Places facilities.*  *4.2 Investigate locations where permanent accessible beach mats can be installed safely and raise awareness of their availability.*  *4.3 Review prioritisation of existing Accessibility Improvements Fund investments to improve inclusion outcomes.*  *4.4 Raise awareness with development industry about the social and economic benefits of universal design.*  *4.5 Raise awareness of the importance of physical and portable location specific communication boards at council facilities, service centres, recreational spaces and events.*  *4.6 Deliver additional accessible on-street parking bays in activity centres.*  *4.7 Investigate smart city solutions to improve accessibility in the built environment and public spaces.*  *4.8 Expand existing program of mobility mapping to new areas of the region.*  *4.9 Increase the number of accessible cabins at council’s Holiday Parks.*  *4.10 Provide dignified and equitable access to all stages at council-owned district and regional level community venues.*  *4.11 Identify, plan and secure enduring accessibility inclusion legacy initiatives / outcomes as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games.* |

1. Do you have any feedback on these actions related to the built environment and public spaces to improve inclusion for people with disability on the Sunshine Coast?

Priority Area 5. Participation and Communication

This priority area includes information provided by council and others, and participation of people with disability in decision making processes.

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| *Future actions*  *5.1 Promote council’s Access and Inclusion Coordination Group internally to increase participation and the opportunity to listen to, and learn from, people with lived experience of disability, and showcase the work council is doing.*  *5.2 Fund specialised accessible communication training for interested staff across council to act as a resource when called upon.*  *5.3 Update council’s reception check-in system to be more accessible and uphold customer privacy and security.*  *5.4 Develop a guideline for online content to direct how to convey accessibility specific information for council facilities (e.g., evacuation centres, venues, holiday parks, parks), events and programs.*  *5.5 Collaborate with Visit Sunshine Coast to improve information about accessible tourism including accommodation, venues and activities to allow visit planning.*  *5.6 Update Disaster Hub with information on the accessibility of evacuation centres.*  *5.7 Consider alternative methods of communication for people with diverse needs in a disaster.*  *5.8 Develop a guideline to outline accessible standards for a range of communication formats including documents, interpretive signage, website content and videos.* |

1. Do you have any feedback on these actions related to participation and communication to improve inclusion for people with disability on the Sunshine Coast?

1. Do you have any other feedback on the draft action plan?

## Part C. About You

1. Do you have a lived experience of disability? [Required]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes, I have a disability |  | Yes, I care for someone with a disability | |
|  | No |  |  | |
|  | Other – Please explain: | | |
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1. What suburb do you live in? [Required]

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1. What is your postcode? [Required]

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1. Are you of Aboriginal or Torres Strait Islander origin?

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| --- | --- | --- | --- |
|  | Yes, Aboriginal |  | No |
|  | Yes, Torres Strait Islander |  | Prefer not to say |
|  | Yes, both Aboriginal and Torres Strait Islander |  |  |

1. How old are you?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Under 18 years |  | 60–69 years |
|  | 18–24 years |  | 70–84 years |
|  | 25–34 years |  | 85+ years |
|  | 35–49 years |  | Prefer not to say |
|  | 50–59 years |  |  |

1. What language do you speak at home?

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| --- | --- | --- | --- |
|  | English |  | A different language |

1. Which gender do you identify with?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Woman/girl |  | Non-binary |
|  | Man/boy |  | Self-described |
|  | Prefer not to say |  |  |

1. Do you identify as having a diverse sexual orientation or gender (LGBTQIA+)?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes |  | No |