



Disability Access and Inclusion Action Plan

Phase 2 Engagement Summary

July 2026

Acknowledgment of Traditional Custodians

City of Moreton Bay acknowledges the Jinibara, Kabi Kabi and Turrbal peoples and pays respects to Elders, past, present and emerging. Council recognises that City of Moreton Bay has always been a place of cultural, spiritual, social and economic significance to its Traditional Custodians. Council is committed to reconciliation and working in partnership with Traditional Custodians and Aboriginal and Torres Strait Islander communities to shape a shared future for the benefit of all communities within the city and beyond.



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Our accessible and inclusive city of tomorrow

City of Moreton Bay is developing a new Disability Access and Inclusion Plan (DAIP) to guide how we can make our built environment, services, information and organisational culture more accessible and inclusive for everyone. The new DAIP will build on our existing 2018–2022 Disability Access and Inclusion Plan.

This process has been delivered with two phases of community consultation:

- Phase 1 – capturing ideas and lived experiences. Read more about this phase of the consultation [here](#).
- Phase 2 – seeking feedback on the draft actions for the new plan (See Appendix A to read draft actions).

This engagement summary outlines the consultation activities during Phase 2. During this phase, Council continued its partnership with Beacon Strategies, who delivered targeted engagement through a series of focus groups and interviews with members of our disability community.

The new DAIP is being developed as the first stage of a longer-term approach to improving accessibility and inclusion across Council. Some feedback will be addressed through the first plan, while other feedback will help inform future stages, implementation planning and ongoing improvement over time.

Engagement snapshot

During Phase 2 consultation (April to June 2026), we had:

- 29 participants in focus groups and interviews
- 182 webpage visitors
- 8 online feedback forms completed via our Your Say Moreton Bay platform
- 1 email.

The findings from the focus groups and interviews included:

- support for the general direction of the draft DAIP framework
- clearer actions are needed that include what will be delivered, how success is measured, who is responsible and how progress will be shared
- more detail on how we will work in partnership with peak bodies and people with lived experience
- the draft actions fall short in some areas.

Feedback from the online form and emails about the draft DAIP actions highlighted a need to:

- include Universal Design in Council policies and documents
- increase consideration of lived experience and engagement with peak bodies
- reduce accessibility barriers in the built environment, and in digital services and information.

How we engaged

In April 2026, Beacon Strategies undertook:

- three interviews with people with lived experience
- five focus groups with representatives from a diverse range of peak body representatives and people with lived experience.

The interviews and focus groups captured feedback on the phase 1 consultation findings and the draft DAIP framework and actions.

We also invited broad community feedback on the draft DAIP actions between 8 May and 5 June 2026 using a feedback form host on our Your Say Moreton Bay consultation platform.

The opportunity to provide feedback on the draft DAIP actions was promoted via:

- dedicated project webpage on Your Say Moreton Bay (received 236 page visits during the consultation period)
- emails to Your Say Moreton Bay subscribers who had nominated interest in projects like this (sent to 81 people)
- presentation of draft DAIP framework to Moreton Bay Disability Interagency Network (approximately 30 attendees)
- inclusion in the monthly Your Say Moreton Bay newsletter (sent to more than 7000 people)
- a Facebook and LinkedIn post on our corporate pages
- information shared with Councillors via a Councillor information pack.

Community members could share their feedback on the draft actions by:

- completing an online or hard copy feedback form
- emailing feedback to yoursay@moretonbay.qld.gov.au.



LinkedIn post promoting the consultation.

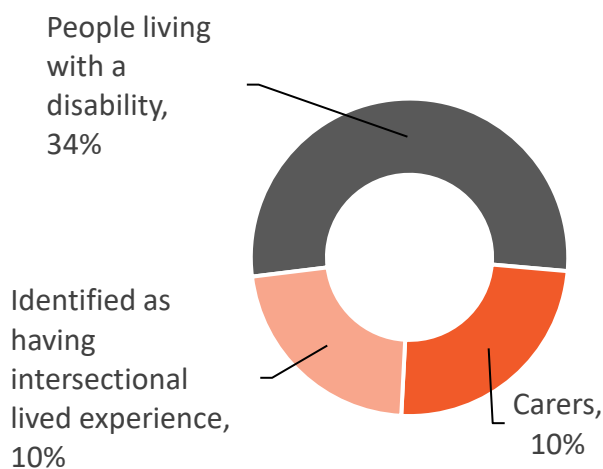
One respondent told us the Your Say Moreton Bay page was not clear or inclusive during the consultation.

Who participated

Participants in focus groups and interviews

During the interviews and focus groups, we heard from various participants, including:

- 34 % of participants who identified as living with a disability
- 10% of participants who identified as carers
- 10% of participants who identified as having intersectional lived experience, such as individuals who were both carers and living with a disability.



Focus group and interview participants' connection to disability. Note: some participants identified across more than one category.

Participants represented a diverse range of lived experiences, including:

- physical disability including wheelchair users and mobility challenges
- sensory disability such as hearing impairments
- mental health and psychosocial disability
- neurological and developmental conditions including autism and cerebral palsy

Service provider and peak body representatives:

- 41% were peak body representatives
- 3% were service providers
- All participating service providers and peak body organisations operate within City of Moreton Bay.

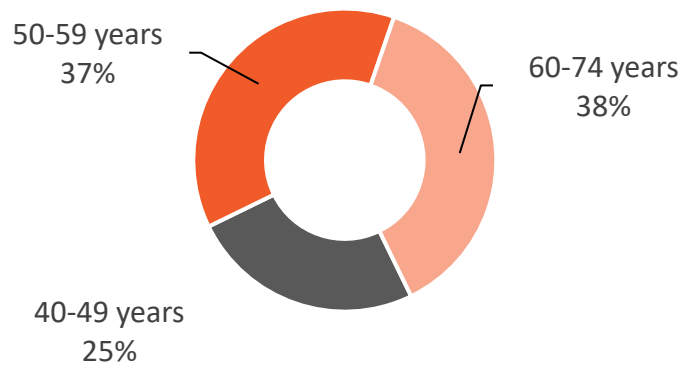
Participants in online feedback form

We had 8 participants provide feedback on the draft actions via an online feedback form.

Participants came from a variety of locations across City of Moreton Bay, including Clontarf, Elimbah, Eatons Hill, Whiteside and Beachmere.

Two participants identified as having a disability, three did not, and three did not specify.

Participants were from a variety of age groups, including 2 participants aged 40-49, 3 aged 50-59 and 3 above 60.



Ages of participants of the online feedback form.

We received one email to
yoursay@moretonbay.qld.gov.au

What we heard

Findings from focus groups and interviews

Beacon Strategies summarised the feedback received into four key findings.

The findings below reflect the feedback shared by participants during consultation. This feedback will help inform the final DAIP, as well as future stages of work, implementation planning and ongoing improvement over time.

1. There is support for the general direction of the draft DAIP framework.

- Most participants supported the overall direction of the draft DAIP framework and agreed that strengthening how Council works internally is a important first step.
- Many said the draft actions reflect what was shared in Phase 1, showing Council has listened to feedback.
- Participants said building better understanding of disability and creating a more inclusive culture within Council is key, as staff knowledge, attitudes, policies and processes affect everything Council does.
- Many participants described the draft DAIP as a good start and felt Council is on the right track providing a foundation for genuine change.
- Participants said disability inclusion should be everyone's responsibility across Council, not just one team,

and that Council should create a workplace where staff with disability feel safe, valued and visible.

“Having employees understand is the baseline of everything. And then it filters up from there and then you get this wonderful holistic approach.”

Participant

- There is a need for greater clarity within the draft DAIP including specific deliverables for each action, as well as clear information on measurement, accountability, resource allocation and progress visibility.
- Participants said the draft actions need to be clearer and more specific.
- Participants did not think the actions were too hard to achieve, but felt they were too broad and vague to guide real action.
- Many said it was unclear what Council will actually do, who is responsible, and how progress will be tracked. They want clearer steps, more detail, and defined measures for success over time.
- Participants suggested each action should include clear deliverables, timelines, and how progress will be tracked and shared with the community.

- Participants also suggested actions should show what resources are needed, including who will lead it, timeframes, budget, and any tools or support required. Without this detail, participants found it hard to understand what Council will achieve.
- Some suggested including a mix of short-term, low-cost actions and longer-term actions to show early progress and build momentum.
- Participants wanted a clearer explanation of how the “listen, learn, embed, repeat” approach will work in practice to drive real change.

“Anyone can make an action plan, but it is the implementation that needs to be done correctly.”

Participant

2. There is a requirement for detailed plans demonstrating how Council will partner with peak bodies and people with lived experience. This includes co-design, partnerships, collaboration and consultation as part of all actions contained within the new DAIP.

- Participants want clear and detailed details showing how Council will work with peak bodies and people with lived experience across all the actions in the plan.
- While the actions mention embedding lived experience input by engaging people with disability, carers and families, participants felt this is not enough and it is unclear who decides what is ‘relevant’. Many participants said it is not clear how these partnerships will actually work in practice.

- Participants want working together, co-design and ongoing community involvement to be built into all actions, not treated as optional or occasional.
- People with lived experience and peak bodies should be involved from the start, through delivery, and in reviewing outcomes.
- Participants want a clear and structured approach for how council will partner and engage with the community over the life of the new DAIP. People with disability should be active contributors and co-creators, not just people who receive outcomes.
- Participants suggested this should include regular communication, clear updates on progress, planned opportunities to provide input, and simple ways to give feedback.
- Decisions about accessibility and inclusion should be open, transparent and informed by lived experience and expert advice.

“Co-design with people with lived experience is essential in all areas.”

Participant

3. The draft actions fall short in some areas.

Participants indicated the draft DAIP is headed in the right direction, but it falls short in some areas. These include:

- plan lacks ambition
- universal design principles are not articulated
- gaps between phase 1 recommendations and draft actions
- draft DAIP lacks actions that support social inclusion
- no clear outcome for completed audits
- some language used in the draft DAIP is ambiguous or not appropriate
- mental health, intersectionality and invisible disability require stronger recognition
- information barriers are as important as physical barriers
- dignity should be incorporated alongside universal design
- access needs to be understood more broadly. The draft DAIP does not yet fully reflect broader organisational and community inclusion needs.

“It says ‘easy to read and AUSLAN where appropriate’. I don’t think the ‘where appropriate’ should be in there, AUSLAN is appropriate at all stages. Hearing people determining what’s appropriate, rather than it coming from a deaf person’s point of view.”

Participant

What we heard from online feedback form and email

The following summarises findings from broad engagement on the draft DAIP actions.

1. Include Universal Design in Council policy and documents

Feedback highlighted the need to embed universal design across all Council processes. Feedback emphasised that without integrating universal design into statutory documents such as the Planning Scheme, outcomes will remain inconsistent, particularly in developer-led infrastructure (e.g. footpaths, street design).

“Bottom line: explicitly include the MBRC Planning Scheme in the suite of documents where Universal Design principles will be embedded.”

Respondent

2. Increase consideration of lived experience and engagement with peak bodies

Feedback highlighted the importance of authentic collaboration with people with disability. This includes:

- involving the disability community in managing and using the community spaces and also involving them in the State and Federal infrastructure grant discussions and identifying infrastructure upgrades and funding priorities.

“Commit to All actions to be done in collaboration with the disability community through authentic co-design.”

Online participant

3. Reduce accessibility barriers in the built environment, and in digital services and information

Feedback identified ongoing practical accessibility barriers in the built environment, including:

- insufficient and poorly located accessible parking (e.g. at shopping centres)
- inadequate footpath provision and connectivity
- lack of curb ramps and safe transitions between parking and pathways
- gaps in access to local neighbourhood infrastructure, not just high-use areas.

4. Reduce accessibility barriers in digital services and information

Feedback also suggested the need for improved digital services and information including:

- clearer, more accessible communications as standard for Council
- the absence of disaster risk management and emergency planning for people with disability
- opportunities to strengthen advocacy, partnerships, and grant programs to deliver accessibility improvements collaboratively.

*“Why isn't disaster risk management not included?
We live in an area that experiences storms, floods and fires.”*

Online participant



Next steps

Thank you to all community members who participated in the final phase of consultation for the new DAIP.

We are currently reviewing and considering all feedback received during community consultation before finalising the new DAIP. We are taking a staged approach to accessibility and inclusion (see Appendix B). The new DAIP represents the first stage of this work and will focus on strengthening Council's internal systems and processes, while providing a foundation for future actions over time. While not all feedback may be included in this first stage of the plan, it will help inform future stages as the work progresses.

The new DAIP is expected to be presented to Council for adoption in late 2026. To stay up-to-date on the project or to learn more about our staged approach to access and inclusion, click the **+Follow** button at the top left of the project webpage via moretonbay.link/access-inclusion-plan.

Appendix A: Draft actions for the new Disability Action and Inclusion Plan

The draft actions sit under the three DAIP action areas:

- Built Environment
- Digital Services and Information
- Experience and Culture.

Each action area targets a different but interconnected part of Council's work, ensuring a coordinated and measurable approach to delivering meaningful, lasting change for our community.

Built Environment

1. Develop a Universal Design Guideline and systematically embed it into Council-led capital projects, procurement frameworks, policy documents and related governance processes.
2. Strengthening project governance requirements to ensure qualified access advice is considered early in concept and detailed design stages for significant capital works.
3. Audit Council's standard design drawings to assess alignment with universal design principles and identify opportunities for improvement.
4. Advocate for State and Federal investment in accessible infrastructure upgrades (e.g. regional facilities, accessible pathways, beach access) through Council's advocacy channels.
5. Undertake access audits of high-use community facilities as evidence for future upgrades.

Digital Services and Information

1. Update Council's Accessible Communications and Information Standard, including plain language, accessible formats, captions, alt text, Easy Read and AUSLAN where appropriate.
2. Audit Council's standard document templates to identify and address accessibility gaps, ensuring public documents meet best-practice accessibility standards.
3. Improve accessible pre-visit information for Council's high-use facilities and events, including access maps, sensory information, parking and transport options.

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4. Introduce an inclusive events checklist covering physical access, sensory needs, quiet spaces, accessible amenities and parking for all significant Council-run events.
 5. Establish a dedicated Access and Inclusion Hub on Council's intranet (Embarc) to provide clear guidance, templates and support for staff.
 6. Undertake an accessibility audit of Council's website and key digital services and implement quick wins (e.g. alt text, plain language).
 7. Update Council's external-facing Access and Inclusion page to showcase Disability Access and Inclusion initiatives and resources such as pre-event checklist, etc.

Experience and Culture

1. Build a clearer understanding of disability representation across Council's workforce, including physical and non-physical disability to inform workforce planning and development.
2. Deliver targeted disability awareness and inclusion training, prioritising elected representatives, senior leaders and department managers.
3. Embed lived experience input by engaging people with disabilities, carers and families as subject matter contributors to relevant Council projects and upgrades.
4. Introduce initiatives that support the inclusion of people with invisible disabilities, including inclusive signage, customer service practices and staff guidance at high-use community facilities and service points.

Appendix B: Stages of developing a Disability Access and Inclusion Plan

1. Assess	2. Build	3. Lead	4. Expand
Understand what's working and what needs to change	Put strong foundations in place	Set a high standard	Keep improving and growing the impact over time

Source: *Adapted from the Australian Human Rights Commission (2021), Disability Action Plan Guide 2021. Sydney. Available online: [Disability Action Plan Guide \(2021\) | Australian Human Rights Commission](#)

