

# Disability Access and Inclusion Action Plan

## Phase 1 Engagement Summary

November 2025



### **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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# Creating accessible and inclusive communities

*City of Moreton Bay is developing a new Disability Access and Inclusion Plan to help guide our journey toward becoming a highly accessible and inclusive city.*

In 2018, Council adopted the Disability Access and Inclusion Plan (DAIP) 2018–2022, which reflected our commitment to building a strong, inclusive community. The plan aimed to provide everyone, regardless of ability, access to Council infrastructure, services, and opportunities.

In early 2025, Council began developing a new DAIP. This process is being delivered in three key phases, in close consultation with our community:

- Phase 1 – capturing ideas and lived experiences
- Phase 2 – developing actions for the new plan
- Phase 3 – seeking feedback on the draft plan.

During Phase 1, we invited community members to share their experiences of access and inclusion and help shape the direction of the new plan.

To support this process, Council engaged Beacon Strategies, a consultancy firm with expertise in inclusive engagement. Their role was to bring the voices of people with lived

experience of disability into the engagement.

## Engagement snapshot

Between July and August 2025, we had:



**154 people** completed the survey



**1151 visitors** to the project website



**29 people** participated in a focus group or interview.

### Key insights we heard included:

- there are strong connections between access, accessibility, and social and economic inclusion
- people with disability, service providers and peak bodies want ongoing collaboration and partnership with Council
- despite acknowledged progress over the past five years, access and accessibility are still significant issues for people with disability in City of Moreton Bay
- Council has a role to play in the inclusion of people with disability and the education of the general community around inclusion.

# How we engaged

We invited broad community feedback as part of the first phase of consultation between 17 July and 18 August 2025.

The opportunity to have a say was promoted via:

-  dedicated project webpage on Your Say Moreton Bay
-  promotional posters and postcards displayed in libraries, customer service centres and community organisations
-  emails to disability organisations, service providers and Your Say Moreton Bay subscribers
-  Auslan interpreted social media video targeted to people with disability
-  pop-ups at libraries as part of regular programming supporting people with disabilities
-  at local interagency and network meetings.



*Poster promoting the DAIP consultation*

## Collecting feedback

Community members could share their feedback by:

- completing an online or hard copy survey
- posting on an online ideas wall
- talking to the project team at pop-ups
- Emailing feedback to [yoursay@moretonbay.qld.gov.au](mailto:yoursay@moretonbay.qld.gov.au).

Beacon Strategies also recruited participants via disability service providers operating within City of Moreton Bay and through Disability Peak Body organisations for interviews and focus groups. These activities occurred in July 2025 and included:

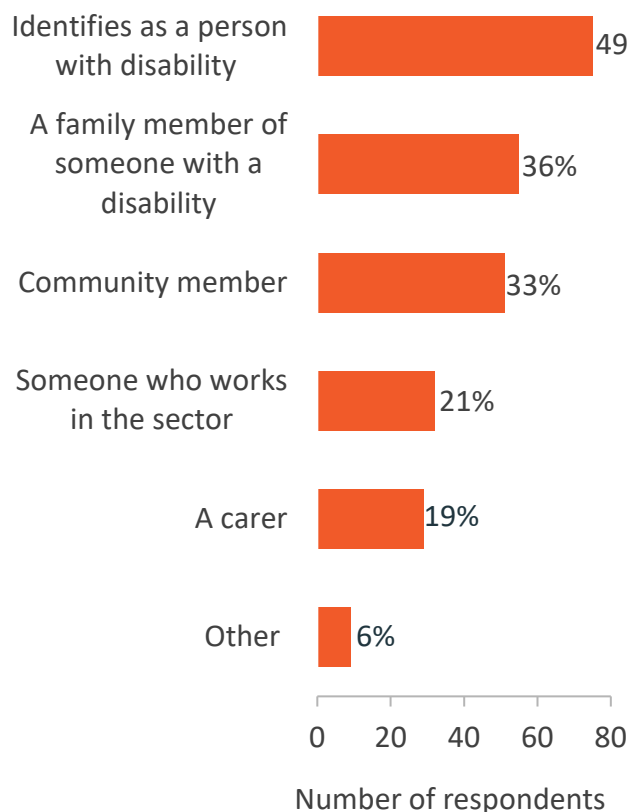
- eight individual interviews conducted online and in-person (each up to one hour duration)
- two focus groups with people with disability, carers and family members
- two focus groups with service providers and peak body representatives.

# Who participated

## Survey respondents

154 people completed the survey via the online tool on Your Say Moreton Bay or hard copy. Key demographics of the participants are summarised below.

We asked people what best describes them with the option to select as many as apply. Almost 50% identified as having a disability.

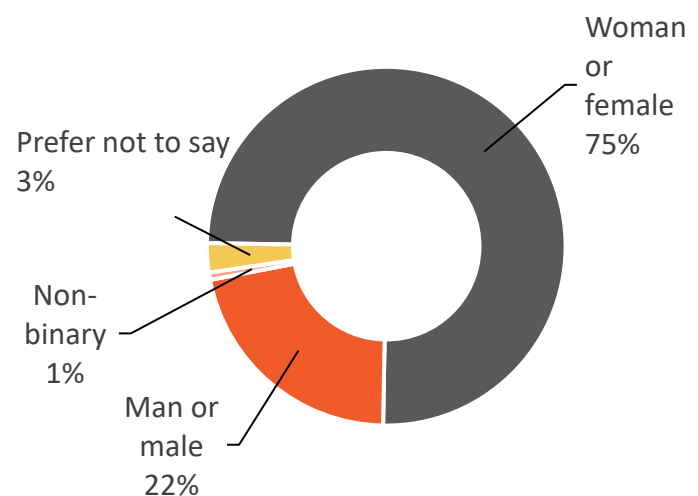


*How respondents describe themselves*

Respondents with disabilities, identified having a range of disability types, including:

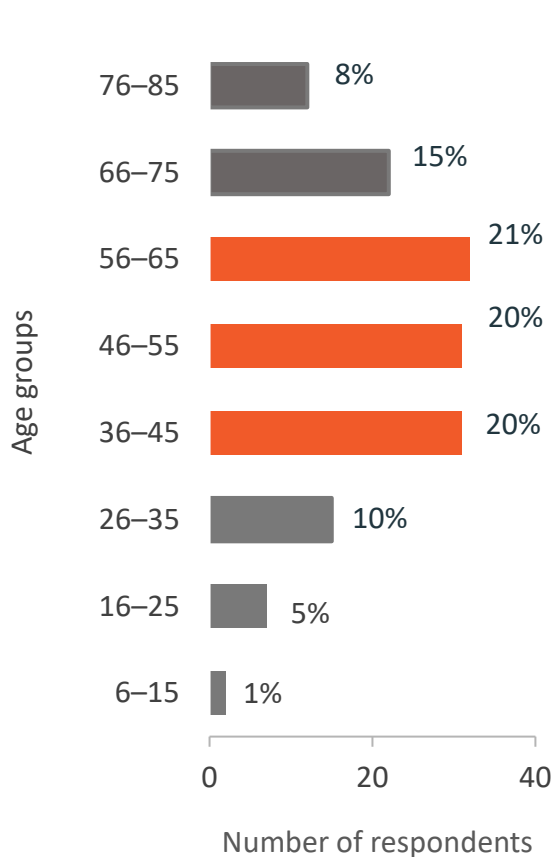
- vision impairments
- neurodevelopmental disorders
- physical disabilities
- acquired brain injuries
- neurological disabilities
- hearing impairments
- speech language impairments
- psychosocial
- developmental delays.

Three quarters of the survey respondents are women (75%).



*How respondents describe their gender*

Over 60% of respondents are between 36 and 65 years old.

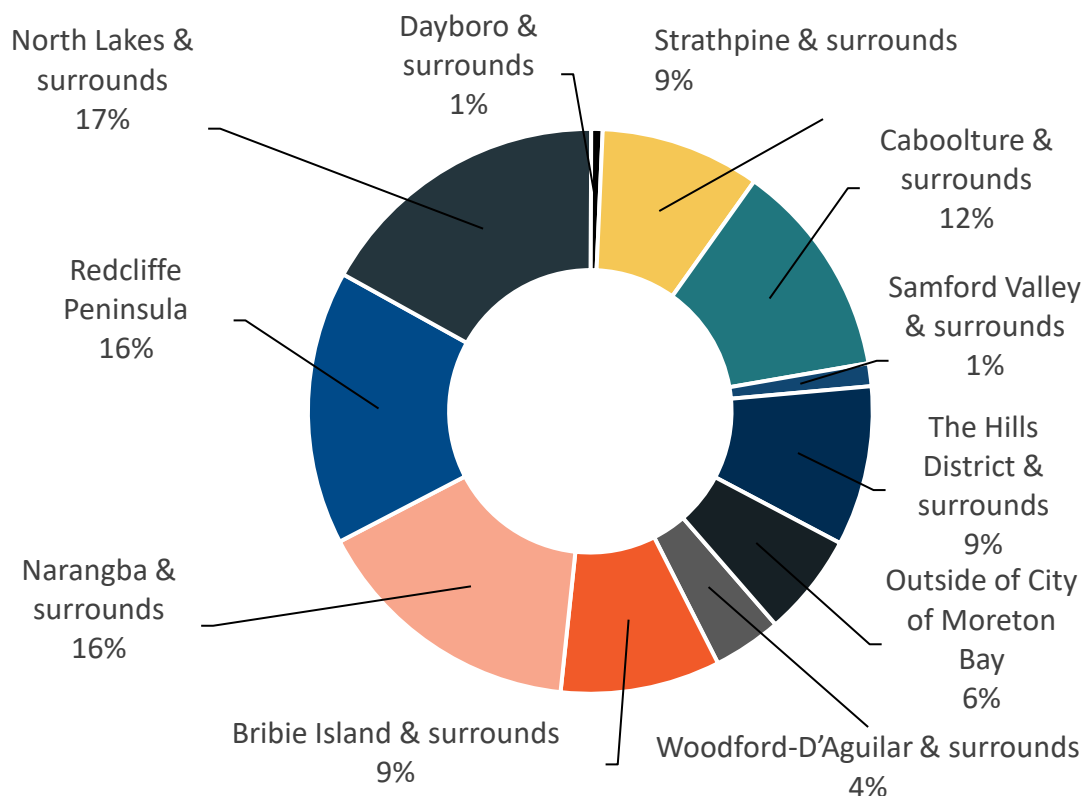


Most respondents reside in City of Moreton Bay (91%) and there was diverse representation from across the city. The areas where responses reside are North Lakes and surrounds (19%), followed by Redcliffe Peninsula (18%), and Narangba and surrounds (18%).

All respondents reported speaking English at home, however other languages spoken include:

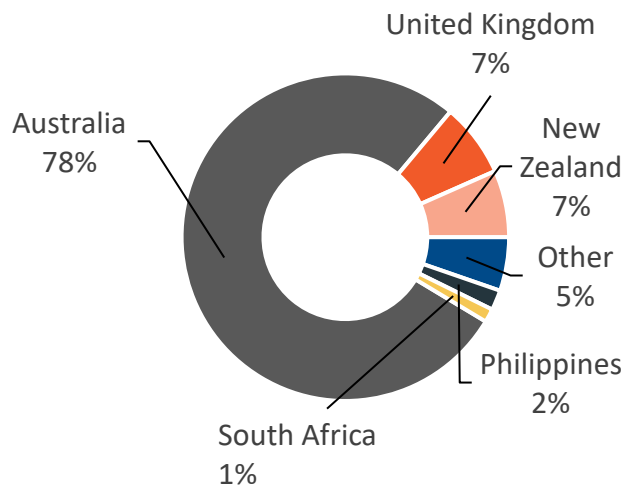
- Tagalog
- Greek
- German
- French
- Auslan.

*Respondents age groups*



*Locations respondents reside in*

Most respondents were born in Australia (78%).



*Respondent's' country of birth*



*Community members at Ferny Hills Aquatic Centre*

## ***Focus group and interview participants***

### **Lived experience consultation participation**

- 37% of lived experience consultation participants identified as living with disability
- 20% of lived experience consultation participants identified as being carers
- 17% of lived experience consultation participants identified as being family members of people with disability
- Of the lived experience consultation participants 10 people identified as women or female, 3 people identified as men or males, and 1 person identified as gender fluid
- All lived experience consultation participants reside in City of Moreton Bay except one participant who had been a long-time resident but had recently moved and one participant who technically resided in Brisbane but the majority of their life activities were in City of Moreton Bay.

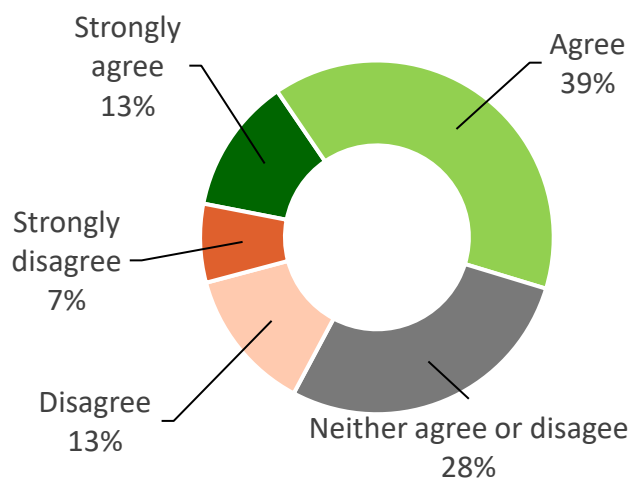
### **Service providers and peak body representatives**

- 52% of participants were service provider or peak body representatives
- all of the service provider organisations involved operate within City of Moreton Bay
- all of the peak body organisations represent people within City of Moreton Bay.

# What we heard through the survey

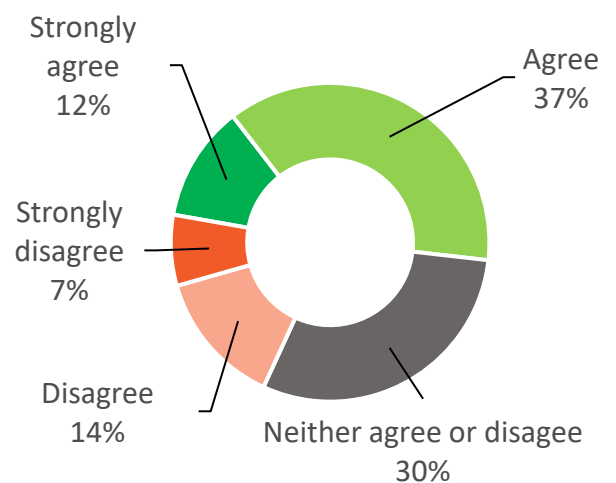
## General feedback

About half (52%) of the respondents agree Council is committed to improving access and inclusion.



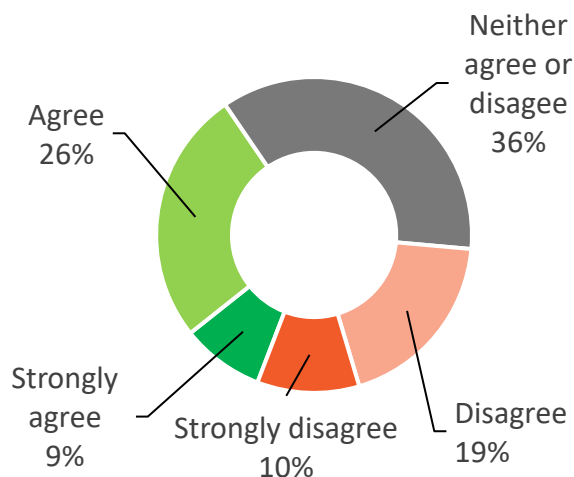
*Level of agreement with "Council is committed to improving accessibility and the inclusion of people with disability".*

Almost half (49%) of respondents agree Council supports social inclusion.



*Level of agreement with "Council supports social inclusion for people with disability by promoting equal access to community life, such as through library programs and public facilities".*

Respondents' have mixed views about whether Council listens and values the views and opinions of people with disability.



*Level of agreement with "Council listens to and values the views and opinions of people with disability".*

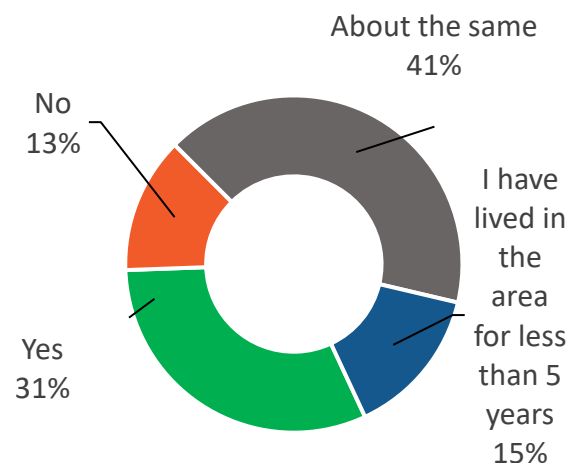
When asked how Council could support opportunities to improve the economic inclusion of people with disability, respondents shared several suggestions:

- lead in disability employment and inclusive recruitment
- offer mentorship, work experience and volunteering pathways and promote these opportunities to disability organisations
- improve building and facility accessibility as well as improving disability toilets and disability car parking
- provide disability awareness training to all Council staff.

*"Make opportunities and information easier to find. Encourage local businesses to implement disability related supports or access."*

Survey respondent

While almost one third (31%) of respondents feel City of Moreton Bay is more accessible and inclusive than it was 5 years ago, 41% feel it 'was about the same'.



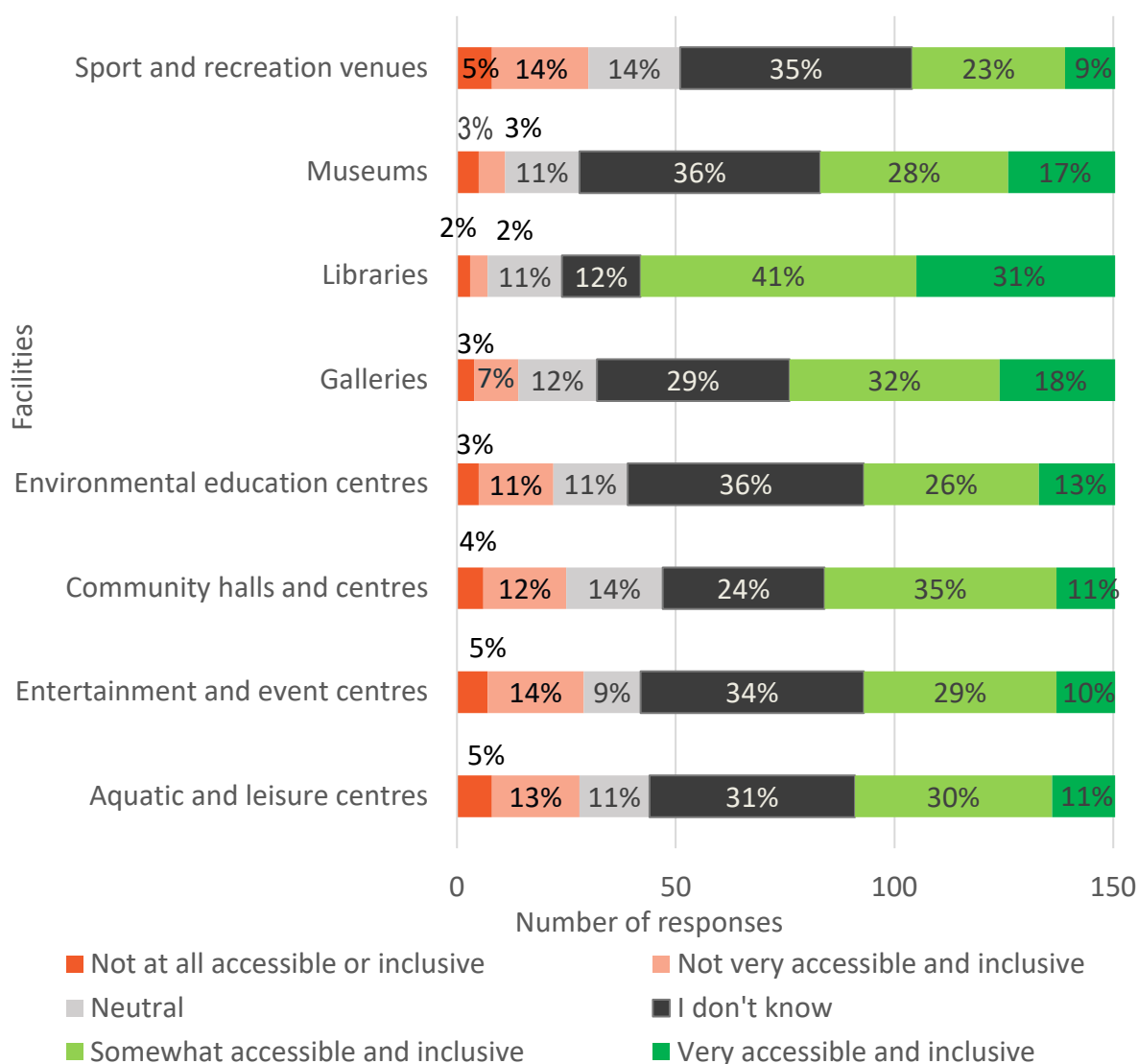
*Respondent feelings on "Is City of Moreton Bay a more accessible and inclusive place to live, work and/or visit than it was 5 years ago?"*

## Community facilities

Respondents strongly (72%) recognise libraries as accessible and inclusive. Almost half (46%) believe community halls and centres are accessible and inclusive. For environmental education centres, galleries, museums, and sport and recreation venues received a high proportion respondents indicated that they don't know, suggesting that people with disability may not be attending or engaging with these facilities.

*"I tend to avoid them unless I know what access is like."*

Survey respondent



*Perceived accessibility and inclusion of buildings and facilities provided by City of Moreton Bay*



Additional suggestions about community facilities included:

- call for universal design to be implemented across all buildings, infrastructure and amenities
- Council should consider working with an advisory group of people with disability to provide guidance and input on projects and upgrades.

Additional issues about community facilities:

- unsuitable or non-existent disability toilets, changing places and disability car parking at community facilities
- unsuitable footpaths, pathways and terrain
- poor facilities at pools and aquatic centres

## Outdoor spaces

Respondents' perceptions of the accessibility and inclusiveness of Council's outdoor spaces are mixed.

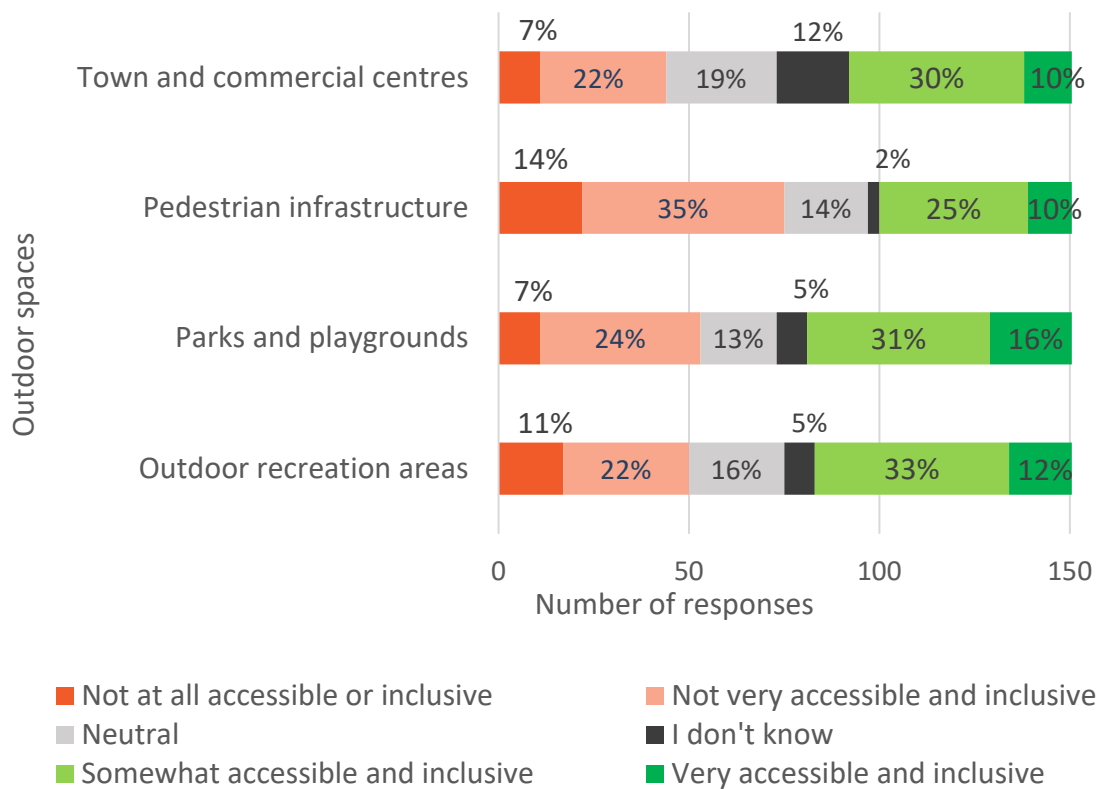
Nearly half (49%) of respondents believe Council's pedestrian infrastructure is either not very or not at all accessible or inclusive.

47% of respondents rate Council's parks and playgrounds as somewhat or very accessible.

On average, only half of respondents believe outdoor spaces were accessible and inclusive, while the remaining half selected neutral, disagree, strongly disagree, or 'I don't know', indicating uncertainty or dissatisfaction with accessibility across these spaces.

***"More clean MLAK key toilets and changing areas need to be available."***

Survey respondent



### *Perceived accessibility and inclusion of outdoor spaces in City of Moreton Bay*

Additional suggestions for outdoor spaces included:

- commit to universal design across all community facilities
- improve access to outdoor spaces by addressing the lack of public transport and safe pathways
- provide more accessible car parking, kerb ramps, accessible toilets and changing places
- improve beach matting at Woorim Beach
- improve pedestrian crossings so they are accessible to people with vision impairment
- provide picnic tables that can accommodate wheelchairs and mobility scooters
- provide more all-abilities and soft-fall playgrounds and fencing in parks.

## Events and programs

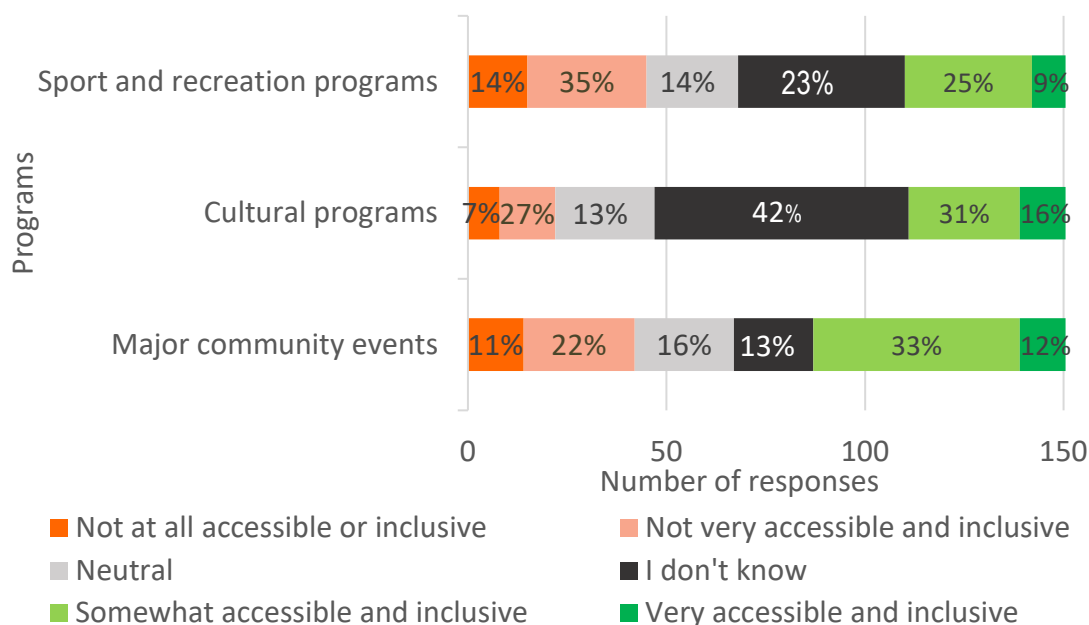
Almost half (49%) of respondents believe Council's sports and recreation programs are not very or not at all accessible.

42% of respondents did not know about cultural programs and 31% of respondents were neutral or believe these programs are not very or not at all accessible or inclusive.

45% of respondents agreed that major community events are accessible and inclusive, however the collective categories of neutral, 'I don't know' and not very or not at all accessible or inclusive, accounted for 55% of responses regarding major community events.

*"We don't attend many larger events as they would be on grass and my husband's disability scooter would not go on the grass. So, I don't know if this issue could be addressed at all. He would love to go to the medieval festival but felt it would be too difficult."*

Survey respondent



*Perceptions of accessibility and inclusion of events and programs provided by City of Moreton Bay*

Additional suggestions on events and programs included:

- events and programs held on grass can be inaccessible
- more information about events is needed to help people assess suitability
- more consultation with people with disability is needed in event planning phase
- PrideFest was praised for inclusiveness.

Some additional issues that were highlighted were:

- lack of appropriate changing facilities at events and programs
- rides and markets are often not accessible
- improve the number and functionality of accessible car parks.

## Council services and information

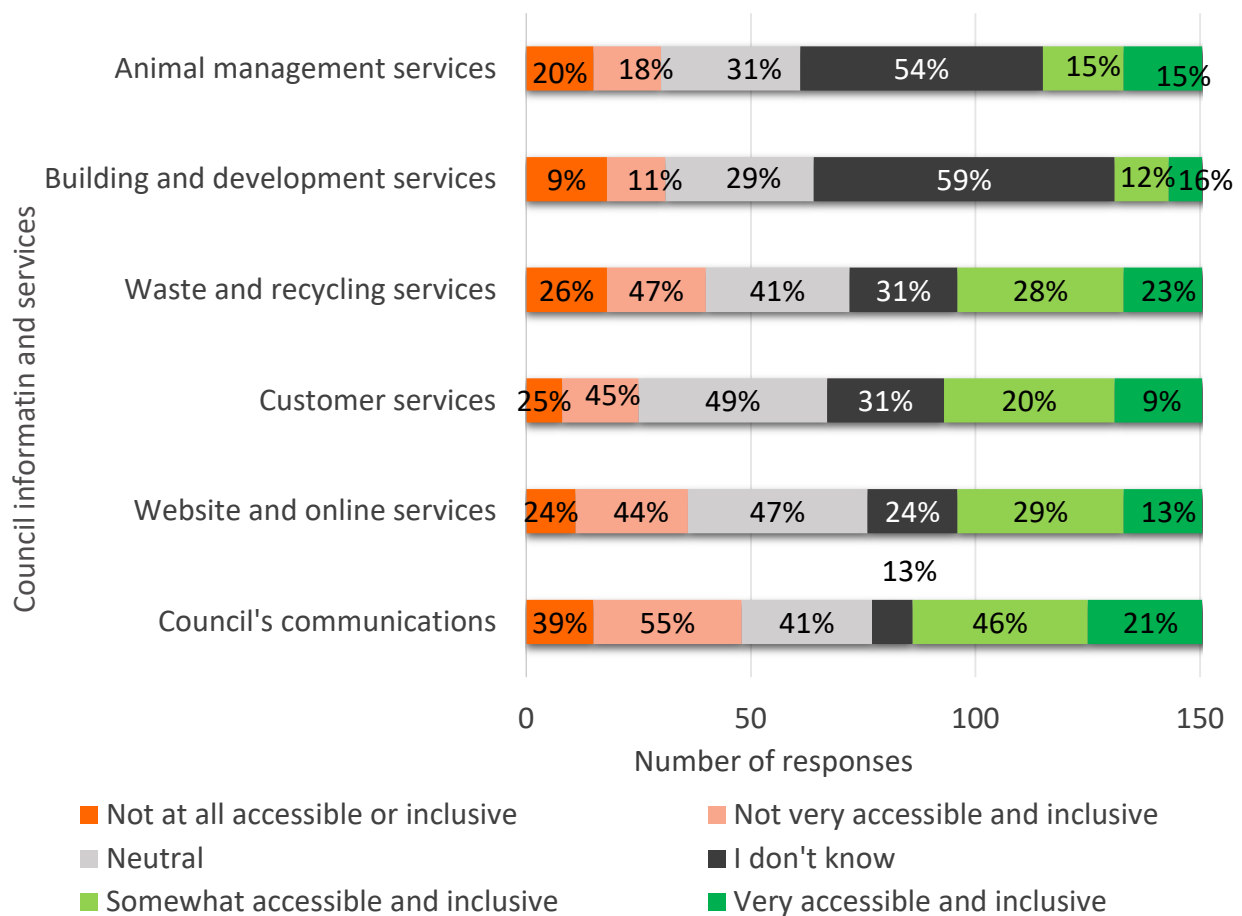
Council's communications were considered accessible and inclusive by 44% of respondents, while the remaining 56% selected neutral, 'I don't know', and not very or not at all accessible or inclusive, indicating a significant level of uncertainty or dissatisfaction.

Views on Council's website are even more mixed, with 63% of respondents falling into the neutral, 'I don't know' or not very or not at all accessible or inclusive categories.

Similarly, only 39% of respondents feel Council's customer services are accessible and inclusive, while 61% reported being neutral, 'I don't know' or not very or not at all accessible or inclusive categories.

Additional feedback on services and information included:

- establishing a panel of people with disability to provide advice to Council.
- having local Councillors more accessible to community
- restricted finances is causing people to stay home because they are unsure about paying to go somewhere and then finding it is inaccessible to them
- inclusion training is needed for all Council employees and more staff in the Council call centre
- Council forms and processes on the website are not very clear
- putting bins out can be very difficult for people with disability and there is a need for increased assistance at tips for people with disability
- Council's website has improved but content is still not accessible.



*Perceptions of accessibility and inclusion of information and services provided by City of Moreton Bay*

## Online Ideas wall

As part of the online engagement, people could answer the question “What would make City of Moreton Bay more accessible?” on an ideas wall. The ideas contributed are summarised below:

- accessible footpaths and providing safe access and street crossings
- accessible infrastructure including sporting facilities, kerb ramps parking spaces and beach access
- more accessible and inclusive programming at libraries.

# What we heard through the focus groups and interviews

Consultation participants shared a wide range of valuable experience and expertise. Beacon Strategies analysed this information summarised into four key themes:

## **1. There are strong connections between access, accessibility, and social and economic inclusion.**

- Participants identified that social inclusion is often reliant on access and accessibility, suitable social opportunities and financial capacity to participate.
- Without access and accessibility needs being met, economic inclusion of people with disability is compromised.
- Participants recognised Council's progress over the past five years but also indicated there is still significant work to do to support access and accessibility.
- Social inclusion is a significant issue for people with disability. Many people feel isolated but do not have opportunities to engage with others in settings that enable friendship development.
- Economic exclusion is a common experience for people with disability. Low incomes prevent people with disability from many social and recreational activities.

*"It shouldn't be that people with disability are allowed into a space; they have a right to access, it should be a given, we need to create a society that is suitable for everyone."*

Consultation participant

## **2. Partnership and collaboration with Council.**

- Council involvement and engagement with people with disability is not visible, particularly in design and planning stages.
- There is a strong desire, by people with lived experience, for Council to participate in ongoing consultation and co-design particularly in design and planning of many aspects of Council activity.
- Peak body organisations (Disability Peak and Representative Bodies) would welcome working collaboratively with Council and can represent a wide range of lived experience perspectives. They would like an ongoing partnership and co-design approach with Council to support Council's work to improve access and inclusion.

*“A lot of families don’t go to community events as they are not sure what looks like for their child. If Council do partner with peak body organisations, who can check for some of these access requirements, then in promotion of the event or activity Council can say it’s been certified or checked.”*

*Consultation participant*

### **3. Despite acknowledged progress, significant issues with access and inclusion remain.**

- People with disability and their families often choose not to go to a location, event, facility or activity within City of Moreton Bay because they do not have enough information to be confident of their access, accessibility and inclusion needs being met.
- People with disability need significantly more detailed and clearer information about access and accessibility. Information generates confidence to participate.
- The quality and integrity of facilities such as toilets, changing facilities, parking, ramps, hoists and pathway widths and the terrain were also crucial to people feeling confident to go out to venues, events and activities in the community.
- There is a need for more quiet spaces that are integrated into the design of places, spaces and events.
- There is significant need for more suitable parks and play spaces for families with children with disability.

*“We need quiet spaces built into venues and event locations for neurodiverse and psychosocial disability.”*

*Consultation participant*

### **4. Council has a role to play in the inclusion of people with disability.**

- It was identified that social connection and friendship is important for people with disability and it was felt that Council have a role to play in providing information and activities that supported social inclusion for people with disability.
- It was identified that there is low visibility of people with disability working in Council.
- People felt Council could do more to employ people with disability and suggested having someone with disability who coordinates and locates opportunities from within Council for people with disability.
- The current Council recruitment process was not considered inclusive nor was it considered that the current process addresses the considerable barriers faced by people with disability to employment with Council.
- Consultation identified challenges associated with disability employment generally and felt Council has a role in supporting employment opportunities in City of Moreton Bay.
- Many participants identified that Council had a role to play in public education regarding disability and the importance of inclusion, non-judgement and acceptance.

*“You're on your own at the tip. We have lots of medical waste and Council have restriction on number of times you can access tip. It presents difficulty.”*

Consultation participant

## Next steps

We're moving into the next stage of the Disability Access and Inclusion Plan (DAIP).

In early 2026, we will begin developing actions for the Plan, with our consultant once again working closely with key representatives from the disability community as part of Phase 2 external engagement.

This phase will build on the valuable feedback gathered during Phase 1, ensuring the Plan reflects the lived experiences and priorities shared by the community. Once a draft is ready, we'll share it publicly for further input.

Thank you to everyone who contributed ideas and experiences during Phase 1. Your input has been vital in shaping this important work.

Updates on the project will be shared via the Your Say Moreton Bay project webpage [moretonbay.link/access-inclusion-plan](https://moretonbay.link/access-inclusion-plan).

