

Item	Responsible	Timeframe	Action	Deliverables	Progress	Notes
1.1.	GM Customer Experience and GM Assets and Environment	2024-2027	Deliver 2024/25 Operational Plan item.	A hierarchy for our Facilities and Public Spaces and determination on what level of access and inclusion compliance is applied to each hierarchy	Completed	This Op Plan item was completed in full as at 30 Jun 2025. The Op Plan item included the establishment of a Facilities Hierarchy for the level of access and inclusion compliance. This hierarchy was endorsed by the Asset Service Management Steering Group in Feb 2025.
				Established triggers in Council's design process to ensure access and inclusion is considered	Completed	The Op Plan item included the activity where access & inclusion considerations were included and embedded in the design processes, this was to become business as usual. This milestone was completed in Dec 2025.
				Prioritised list of deliverables over the next three years; 24/25, 25/26 and 26/27.	Completed	The Op Plan item included activity to deliver a prioritised list projects for the next three years, this list was delivered in Feb 2025.
1.2.	Strategic Projects Specialist and GM Assets and Environment	2024-2026	Review the Boyne Tannum Aquatic Centre (BTARC) development to determine whether the functionality and level of service aligns with Council's desired standards for inclusion and accessibility.	A design and project plan which aligns with Council's desired standards and the hierarchy determined as part of the 2024/25 Operational Plan item.	New Timeframe	The Project Manager worked alongside the Community Development Specialist to organise a meeting in January 2025 with the Gladstone Disability Community Network to get feedback on the access and inclusion features of the design. Opportunities for further input into the planning process are currently being explored with the Project Manager.
1.3.	Manager Engineering Asset Solutions	2024-2027	Upgrade the amenities at Millenium Esplanade, Tannum Sands and include a Changing Place.	Upgrade of amenities to Disability Discrimination Act (DDA) compliance	On track	Budget has been allocated in the 2025/26 financial year for a detailed design of the amenity upgrade, with works planned for 2026/27 financial year.
				Inclusion of a Changing Places restroom.	On track	Budget has been allocated in the 2025/26 financial year for a detailed design of the amenity upgrade, with works planned for 2026/27 financial year.
1.4.	Manager Engineering Asset Solutions	2024-2027	Investigate permanent accessible beach installation at Millenium Esplanade, Tannum Sands.	Assessment to determine whether Tannum Sands beach environmental conditions are conducive for a permanent accessible beach installation	On track	
				Decision on whether to deliver a permanent accessible beach installation at Millenium Esplanade	Future Activity	
				Creation of funding ready project plan with initial documentation completed.	Future Activity	
1.5.	Manager Arts and	2025-2026	Deliver an accessible stage for the Gladstone Entertainment	Delivery of accessible stage	New Timeframe	A suitable design has been chosen for an accessible stage including adjusting the overall stage height and compliant

	Entertainment		and Convention Centre (GECC).			ramps suited for the Hall area of GECC. Budget has been allocated for delivery during the 2025/26 financial year.
				Delivery of staff training in use of new equipment	Future Activity	
				Promotion of the accessible stage.	Future Activity	
1.6.	Manager Asset Planning	2024-2027	Investigate the provision of Changing Places across the region as part of the Parks and Open Spaces Lifecycle Plan.	Development of Parks and Open Spaces Lifestyle Plan with considerations for Changing Places	On track	The Plan is progressing and the hierarchy that has been created as part of the Ops Plan item will help us to understand where Changing Places are needed.
				Creation of initial documentation for any identified Changing Places locations.	Future Activity	
1.7.	Manager Tondoon Botanic Gardens	2024-2027	Upgrade existing signage and implement new signage at the Gladstone Tondoon Botanic Gardens to provide accessibility information.	Update of existing signage to include accessibility information	Continuous Activity	The Rainforest Trail signage has been updated to read that this trail is not suitable for all abilities please feel free to explore but please take care. The sign will be a trial to see how this works in the gardens. Council's Safety team have been involved in the conversation around how to approach the less accessible trails. We have also been more proactive on our Facebook page with sharing information when it rains about slips, trips and accessibility.
				Delivery of new wayfinding and trail information signage.	Continuous Activity	Design for the wayfinding signage has commenced and areas for the signage have been identified. Looking to install in the 25/26 financial year.
1.8.	Manager Communications and Manager Brand	2025-2026	Create a mobility map of the Gladstone City CBD and Council managed and maintained facilities showing the locations of accessible parking and pathways of travel.	Decision on which facilities will be mapped	New Timeframe	Budget has been allocated in the 2025/26 financial year to engage a graphic designer to create the mobility map.
				Creation of mobility map of Gladstone City CBD and other identified Council facilities	New Timeframe	
				Promotion of mobility maps on Council's website and to key stakeholders.	Future Activity	

1.9.	Manager Communications and Manager Brand	2025-2027	Create mobility maps of remaining Council managed and maintained facilities in other townships.	Decision on which facilities will be mapped	Future Activity	
				Creation of mobility maps of identified Council facilities	Future Activity	
				Promotion of mobility maps on Council's website and to key stakeholders.	Future Activity	
1.10.	Manager Arts and Entertainment	2024-2027	Work with community to investigate the viability of a portable Changing Place for community use.	Meeting with key stakeholders	Continuous Activity	The Community Development Specialist is continuing to be involved in conversations about a portable changing place for community use.
				Decision on Council's role in supporting a community-led project.	Future Activity	
1.11.	Manager Arts and Entertainment	2024-2025	Investigate availability of accessible seating in the GECC auditorium.	Decision on whether to increase accessible seating.	Completed	Initial investigations have determined that the occurrence of the accessible seating being sold out is currently low. Additional seating would require engaging a theatre design consultant to advise on what's possible. The theatre seating is designed around cement steps and any change to allow less standard seating and more flat space would be a significant change to the structure of the cement.
2.1.	Manager Strategy and Improvement	2024-2027	As strategies and plans come due for renewal, implement the endorsed changes from the Access and Inclusion desktop review.	Decision on which changes to implement from desktop review	On track	Currently developing a Business Plan & Strategy GRC Development Guideline, which will include the desktop review recommendations.
				Creation of updated strategies and plans	Continuous Activity	Corporate Plan currently in development, aligned to the A&I recommendations.
				Endorsed changes form part of Council's Strategy guidelines.	On track	Op Plan 25/26 Program of work is underpinned by A&I recommendations.
2.2.	Manager Community Partnerships	2024-2025	Review the Community Investment Program to identify opportunities to promote greater accessibility and inclusion for Council-sponsored projects and	Review of Community Investment Program.	Completed	The Community Investment Program application forms for events will be updated to include information regarding inclusive and accessible events as part of the Policy review being rolled out from August 2025 onwards.

			events, including a review of the evaluation criteria.			
2.3.	Manager Community Partnerships	2024-2026	Investigate the feasibility of implementing an Access and Inclusion Grant to support local sporting and community groups to improve the accessibility of their programs, activities and events.	Decision on whether to implement an Access and Inclusion grant.	New Timeframe	Council is investigating having "Access and Inclusion" included as a theme for one of our funding streams. This will be investigated as part of the roll out of round 2 in 2025.
2.4.	Manager Capital Program and Manager Strategy and Improvement	2024-2025	Update organisational tools and templates to promote consideration of access and inclusion in project delivery.	Creation of updated tools and templates.	Completed	Strategies, business plans are projects will have embedded considerations of accessibility and inclusion in their outcomes as prompts to consider Access and Inclusion have been incorporated into business processes. This includes embedded prompts in the draft Business Manual for Business Planning, in the active Business Manual for Operational Plan initiatives and also tools such as Project Briefs and Stakeholder Engagement Plans in Council's Project Management Toolkit. Prompts will guide employees to consider accessibility and inclusion throughout the lifecycle of the project or plan and encouraged sustained accessibility and inclusion benefits through the outcomes achieved. As projects, plans and strategies are developed or renewed, these considerations will feed into the planning and delivery of the work.
2.5.	Health, Safety and Wellbeing and Facility Owners	2024-2025	Review emergency evacuation plans with an accessibility lens.	Review of evacuation plans.	Completed	The Health and Safety Monitoring and Assurance Program commenced in October 2024. As part of this program, Emergency Plans will be reviewed annually. The Emergency Plan review checklist includes; Does the plan: <ul style="list-style-type: none"> • clearly identify routes to safe assembly areas considering special assistance for hearing, vision or mobility-impaired people. This review process will continue as business as usual.

3.1.	Manager People Services	2024-2027	Undertake review of the Talent Acquisition Process and implement endorsed changes.	Review of Talent Acquisition Process	Completed	Completed a review of Council's recruitment process with consultants from Get Skilled Access. Included a focus group with our team and one with leaders across the business. An action plan of items to complete out of audit report is being created.
				Prioritisation and implementation of recommendations from review.	On track	A priority action list has been created with timeframes for delivery. Council's job advertisement template has been updated to include a new diversity and inclusion statement.
3.2.	Manager Governance Supported by: People Services, Health, Safety & Wellbeing	2024-2026	Review relevant Policies, Corporate Standards and Strategies to ascertain how best to ensure that we are proactively supporting our people by calling out our commitment to reasonable adjustment.	Review of relevant policies and amendment if necessary.	Continuous Activity	This action is considered as part of every review that is undertaken for a policy and corporate standard. Those policies and corporate standards which are not scheduled for review during the period allocated by this Action Plan will be assessed to ensure that the commitment is being called out when required and to ensure that no policies or corporate standards contain statements which are contrary to this commitment.
3.3.	Manager People Services and Manager Community Partnerships	2025-2026	Investigate the feasibility of creating a Diversity and Inclusion Officer role to develop and implement strategies, initiatives and programs to foster a culture of inclusivity and ensure equality across all aspects of Council.	Development of proposal	Future Activity	
				Decision on whether to create new role	Future Activity	
				Consideration on alternative engagement avenues	Future Activity	
3.4.	Manager Communications	2024-2025	Explore the opportunity to enable employees to include pronouns in their email signatures.	Engagement with employees	Future Activity	
				Decision on whether to implement changes.	Future Activity	

4.1.	Manager Culture and Capability	2024-2027	Explore mandatory access and inclusion training for employees to continue to support our people to deliver accessible and inclusive services.	Exploration of mandatory training	Future Activity	Planning to start work in 25/26
				Implementation of training if endorsed.	Future Activity	
4.2.	Manager Arts and Entertainment	2025-2026	Develop and implement accessible event guidelines and checklist to ensure accessibility and inclusion is considered from planning to final delivery for all Council and Council supported community events.	Creation of accessible event guidelines and checklist	Future Activity	
				Distribution across Council and to Council event grant recipients.	Future Activity	
4.3.	Manager Arts and Entertainment	2024-2027	Include a sensory or quiet space at all major Council events and promote their availability on event marketing materials.	Purchase/creation of sensory space resources	Completed	Council has continued to deliver quiet spaces at all our major events. We have now branded these quiet spaces as the "Zen Zone" to create some consistency across all our events for the community. This will continue as business as usual.
				Delivery of staff and volunteer training in the set up and implementation of sensory/quiet spaces.	Completed	
4.4.	Manager Arts and Entertainment	2024-2027	Actively seek feedback at Council events on the accessibility and inclusiveness of the event and implement changes to address any identified issues.	Development of method of feedback collection and evaluation	Future Activity	
				Record of feedback changes implemented.	Future Activity	
4.5.	Manager Customer Solutions	2024-2025	Develop a process to assign Customer Service Requests related to access and inclusion to the Access and Inclusion	Development of process to assign requests to working group	Completed	Workflow has been built in Pathway and will go live next week. CSO's will receive training in Access and Inclusion and what might be considered something to report throughout this week ready for the workflow to come into affect next

			Action Plan Working Group for collation and review.			week (07/07/2025) This has been completed and is now live!
				Updated Connected Knowledge to support Customer Solutions team to respond to community.	Completed	A training package was developed and delivered to Customer Solutions officers to be able to recognise and flag customer solution requests that are related to access and inclusion.
4.6.	Manager Arts and Entertainment	2024-2027	Consider a range of food vendors for events to support the inclusion of people with food allergies and dietary requirements.	Updated Expression of Interest for vendors to identify special requirements provided	Completed	The expression of interest form has been updated.
				Diversity in selection of food vendors to cater to different needs	Completed	Offerings at Luminous included gluten-free, dairy-free, lactose-free, halal, vegan, and vegetarian.
				Promotion of vendors prior to events when possible.	Continuous Activity	Promotions for Luminous included information about the diversity of food options that were available.
5.1.	Manager Communications	2024-2027	Upgrade Council's website to improve accessibility and user experience.	Complete Web Content Accessibility Guidelines (WCAG) audit	Future Activity	GRC will go through a website refresh at the end of this calendar year, migrating from our existing JADU platform across to Granicus. As part of this process, we will ensure that the new platform aligns with the WCAG.
				Accessibility widget incorporated into website	Future Activity	
				Accessibility page on Council website created	Completed	The webpage has been created, and relevant information will continue to be added.
				Simplified and easy to understand home page created	Future Activity	
				Accessibility information on facility pages created	Future Activity	
5.2.	Manager Brand and Manager Communications	2025-2026	Increase the availability of accessibility information (using access symbols) in promotional material for Council led events and activities.	Development of internal process for scoping accessibility information for events/activities	New Timeframe	This initiative is scheduled in the 2025/26 work plan for delivery. An extension of time is requested to reflect this.
				Development of process to produce accessible promotional materials.	Future Activity	

5.3.	Manager Communications	2024-2027	Ensure community engagement is done in a way that all community members have an opportunity to participate.	Review of community engagement procedures (means of communication, reach, duration, inclusive language, etc.)	Future Activity	
				Decision on easy read document use and implementation	Future Activity	
				Update Community Engagement toolkit, which includes information on how to engage with diverse groups/individuals.	Future Activity	
5.4.	Manager Communications	2024-2027	Develop an inclusive communication and digital guide and disseminate across Council to ensure communications are accessible and understandable to all community members. Include considerations such as: - inclusive language - providing documents in PDF and Word formats - guidelines around the usage and creation of easy read documents - ALT text on social media and PDFs - video captioning and translation/interpretation (including Auslan).	Dissemination of guide(s) across Council.	Future Activity	
5.5.	Manager Community Partnerships	2024-2027	Create and maintain partnerships with local community organisations and networks to strengthen engagement pathways.	Development of stakeholder hub to manage relationships	Continuous Activity	Council's Community Development Specialist is continuing to maintain and build relationships with key stakeholders and facilitate connections and resource sharing. The Community Development Specialist has presented at both the Disability Community Network Forum and Queenslanders with a Disability Network Forum.
				Creation of formal partnerships where appropriate.	Continuous Activity	

5.6.	Manager Brand	2025-2026	Add inclusive language into our brand guidelines.	Revised brand guidelines.	New Timeframe	The Brand Guidelines include some inclusive language in the 'Voice of Council' but will be reviewed as part of the Inclusive Communication and Digital Guide.
6.1.	Manager Community Partnerships	2024-2027	Support the Gladstone Disability Community Network (DCN) campaign to increase the understanding and usage of Companion Cards.	Regular attendance at DCN community meetings	Continuous Activity	The Community Partnerships team has continued to attend DCN community meetings and provide updates on the progress of the Access and Inclusion Action Plan.
				Promotion of DCN campaign using Council platforms.	Continuous Activity	The Community Partnerships Team worked with the Community Events team to implement and promote free Luminous Tickets for companion card holders. As a result, 30 community members were able to access a ticket for their support worker or carer to attend. Council is continuing to work with DCN to support their activities and campaigns.
6.2.	Manager Community Partnerships	2025-2026	Investigate a collaboration with Sport 4 All to promote inclusive sporting opportunities across the region.	Decision on whether to enter into a collaboration with Sport 4 All.	New Timeframe	Sport 4 All is a program available to all local governments for a partially funded inclusion coach. Discussions continue between Sport 4 All and Council towards a potential 18-month Inclusion Coach trial in the region.
6.3.	Manager Community Partnerships	2024-2027	Support local sporting clubs to make their activities more inclusive through sharing resources and showcasing inclusive activities at the Sport and Active Living Expo.	Sharing of resources and grant opportunities to sporting clubs by Council's Sport and Recreation Officer	Continuous Activity	Council's Sport & Rec Officer is building relationships with and providing support to clubs one-on-one.
				Showcasing inclusive activities at Council's Sport and Active Living Expo.	New Direction	The Community Partnerships team have discontinued the Sport and Active Living Expo and are instead exploring other ways to support the development and growth of sporting clubs and showcase inclusive activities.

6.4.	Manager Regional Libraries	2024-2025	Include an Auslan StoryTime as part of the Libraries StoryTime series to raise awareness and understanding.	Delivery of one Auslan StoryTime annually.	Continuous Activity	It has been identified that this will be a continuous activity rather than a deliverable for the 2024/25 financial year. The library staff are continuing to use some basic Auslan during StoryTime. Some team members joined the Auslan beginners' class to further their knowledge and are now delivering some songs in Auslan as well. The library has also purchased some Auslan flashcards that are being used for staff development and teaching basic signs to the children during StoryTime. The library has also purchased some books on Auslan to add to the library collection as a resource for community. The library is currently looking at having a guest come to do a full Storytime in Auslan.
6.5.	Economic Development Lead	2024-2027	Promote the benefits of access and inclusion to local businesses.	Development and coordination of initiatives which include key messages, with dissemination to local business and industry stakeholders.	Continuous Activity	Council has signed up to in the small business friendly program and we will bring the access and inclusion matter into that discussion. Currently included as a draft initiative within the Small Business Customer Compass which will be going to Council for endorsement by Q1 (March 2025)
Add	Manager Arts & Entertainment	2025-2026	Installation of a new and modern Assistive Hearing System in the GECC.	New system installed	On Track	System has been ordered and will be installed and tested over the coming months.
				Promotion of the new system	Future Activity	