Access and Inclusion Action Plan 2024-27

Draft Evaluation Framework

Priority Area 1: Spaces and Places

What change do we want to see?
Our facilities and parks are accessible and inclusive.

Action Items:
1.1 Deliver 2024/25 Operational Plan item.
1.2 Review the Boyne Tannum Aquatic Centre Development to determine whether the functionality and level of service aligns with Council's desired standards for inclusion and accessibility.
1.3 Upgrade the amenities at Millenium Esplanade, Tannum Sands and include a Changing Place.
1.4 Investigate permanent accessible beach installation at Millenium Esplanade, Tannum Sands.
1.5 Deliver an accessible stage for the Gladstone Entertainment Convention Centre.
1.6 Investigate the provision of Changing Places across the region as part of the Parks and Open Spaces Lifestyle Plan.
1.7 Upgrade existing signage and implement new signage at the Gladstone Tondoon Botanic Gardens to improve accessibility information.
1.8 Create a mobility map of the Gladstone CBD and Council managed and maintained facilities showing the locations of accessible parking and pathways of travel.
1.9 Work with community to investigate the viability of a portable Changing Place for community use.
1.10 Investigate availability of accessible seating in the GECC auditorium.

Sign of Success	Key Evaluation Question	Outputs	Measures/Indicators
Council facilities and parks are becoming more accessible and inclusive.	To what extent are accessibility upgrades improving access and participation?	• Number, type and geographical location of facilities upgraded.	• Barriers to access and inclusion are identified and addressed.

People can navigate Council spaces confidently and independently.	How easy is it for people to move around and navigate Council spaces?	• Availability of navigation and wayfinding information.	• User feedback on navigation and confidence.
People with high support needs can access appropriate amenities and facilities.	Are Council facilities meeting the needs of all service users?	• Availability of suitable amenities and facilities.	• User feedback regarding access.
People with lived experience meaningfully influence the design of public spaces.	To what extent does lived experience shape planning and design decisions?	• Percentage of projects with consultation/co-design.	• Examples of planning and design decisions informed by lived experience.
Accessibility and inclusion are considered as part of Council investment and planning decisions.	Are access and inclusion considerations embedded in investment decisions?	• Accessibility and inclusion considerations are incorporated into decision-making frameworks or templates.	• Access and inclusion considerations are consistently included in business cases and decisions.

Priority Area 2: Policies and Procedures

What change do we want to see?
Accessibility, inclusion and universal design are embedded in Council strategies, policies and plans.

Action Items:
2.1 As strategies and plans come due for renewal, implement the endorsed changes from the Access and Inclusion desktop review.
2.2 Review the Community Investment Program to identify opportunities to promote greater accessibility and inclusion for Council-sponsored projects and events, including a review of the evaluation criteria.

2.3 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.
2.4 Update organisational tools and templates to promote consideration of access and inclusion in project delivery.
2.5 Review emergency evacuation plans with an accessibility lens.

Sign of Success	Key Evaluation Question	Outputs	Measures/Indicators
Council policies support and promote access and inclusion.	To what extent do Council policies align with access and inclusion principles?	• Number of new/revised policies and strategies that include consideration of access and inclusion. • Number/proportion of Get Skilled Access audit recommendations implemented.	• Accessibility and inclusion considerations are documented and applied in Council's policy, strategy and planning processes.
Employees understand the importance of inclusive policy and practice and are confident in applying access and inclusion principles.	Do employees understand how to apply access and inclusion principles?	• Number of employees who have participated in access and inclusion training.	• Employee self-rated confidence in applying access and inclusion principles.

Priority Area 3: Employment and Culture

What change do we want to see?
Council is an employer of choice for people from diverse backgrounds and with diverse abilities.

Action Items:
3.1 Undertake review of the Talent Acquisition Process and implement endorsed changes.

3.2 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.
3.3 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 quality across all aspects of Council.
3.4 Explore the opportunity to enable employees to include pronouns in their email signatures.

Sign of Success	**Key Evaluation Question**	**Outputs**	**Measures/Indicators**
Recruitment and employment processes are accessible and inclusive.	Have recruitment and employment practices become more inclusive?	• Number of audit recommendations implemented.	• Workforce diversity increasingly reflects the diversity of the community, with the percentages from priority cohorts increasing compared to data from 3 years prior.
Employees feel respected, included and supported.	What is the employee experience of inclusion at Council?	• Employees have access to workplace adjustments, resources, and support mechanisms.	• Employee perceptions of psychological safety and culture.
Leaders have the confidence and capability to support a diverse workforce.	Is capability increasing across the organisation?	• Number and type of training sessions delivered. • Percentage of leaders who attended training.	• Reported confidence and knowledge. • Examples of changed practice.

Priority Area 4: Services

What change do we want to see?

The services we provide are accessible and inclusive.

Action Items:
4.1 Explore mandatory access and inclusion training for employees to continue to support our people to deliver accessible and inclusive services.
4.2 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.
4.3 Include a sensory or quiet space at all major Council events and promote their availability on event marketing materials.
4.4 Actively seek feedback at Council events on the accessibility and inclusiveness of the event and implement changes to address any identified issues.
4.5 Develop a process to assign Customer Service Requests related to access and inclusion to the Access and Inclusion Action Plan Working Group.
4.6 Consider a range of food vendors for events to support the inclusion of people with food allergies and dietary requirements.

Sign of Success	Key Evaluation Question	Outputs	Measures/Indicators
Accessibility and inclusion are embedded in service design and delivery.	To what extent are accessibility and inclusion considered in service planning and delivery?	• Accessibility requirements are incorporated into service design documents and procedures;	• Service changes have been made to improve accessibility and inclusion
Community members can easily access and use Council services.	How do people experience Council services?	• Number and themes of accessibility-related complaints, compliments and requests for assistance	• Customer perception of the accessibility and inclusiveness of Council services
Council events are welcoming and accessible and inclusive for a diversity of participants.	To what extent are Council events inclusive and accessible?	• Proportion of Council-led events that incorporate accessibility and inclusion planning.	• Participant perceptions of the accessibility and inclusiveness of Council events.

			• Accessibility issues identified at events are addressed in future planning.
People with lived experience help shape and improve Council services.	How does community feedback influence service improvement?	• Number of co-design activities or opportunities for community to help shape service delivery.	• Community feedback has informed decisions, service improvements or projects.

Priority Area 5: Communication and Engagement

What change do we want to see?
We provide information and communicate in a way that is easy to understand and inclusive.

Action Items:
5.1 Upgrade Council's website to improve accessibility and user experience.
5.2 Increase the availability of accessibility information (using access symbols) in promotional material for Council-led events and activities.
5.3 Ensure community engagement is done in a way that all community members have an opportunity to participate.
5.4 Develop an inclusive community and digital guide and disseminate across Council to ensure communications are accessible and understandable to all community members.
5.5 Create and maintain partnerships with local community organisations and networks to strengthen engagement pathways.
5.6 Add inclusive language into our brand guidelines.

Sign of Success	Key Evaluation Question	Outputs	Measures/Indicators
People can easily access, understand and use Council's digital information and services (website & social media).	To what extent are Council's digital channels accessible and user-friendly?	• Compliance with recognised accessibility and usability standards.	• User perceptions of the accessibility, usability and readability of information.

Council information is available in formats that meet diverse communication needs.	How accessible and inclusive are Council's communications?	• Availability of alternative formats (Easy Read, hardcopy and digital, large print, audio, translated materials).	• Customer satisfaction with availability of information.
Employees have the skills and confidence to communicate inclusively.	Do employees have the knowledge and tools to communicate effectively with diverse audiences?	• Number and types of training sessions delivered.	• Employee confidence in applying inclusive communication practices.
People from diverse backgrounds can participate meaningfully in Council engagement activities.	Who is participating in Council engagement activities, and what barriers remain?	• Number and types of engagement activities delivered.	• Extent to which engagement activities use inclusive and accessible approaches.
Community members feel heard, respected and able to influence decisions.	Do people feel their contributions are valued and considered?	• Number of participants in engagement activities.	• Participant perceptions of being heard, respected and valued during engagement processes.

Priority Area 6: Strengthening Community and Advocacy

What change do we want to see?
We advocate for more inclusive and accessible services for our community.

Action Items:
6.1 Support the Gladstone Disability Community Network (DCN) campaign to increase the understanding and usage of Companion Cards.
6.2 Investigate a collaboration with Sport 4 All to promote inclusive sporting opportunities across the region.

6.3 Support local sporting clubs to make their activities more inclusive through sharing resources and showcasing inclusive activities at the Sport and Active Living Expo.
6.4 Include an Auslan StoryTime as part of the Libraries StoryTime series to raise awareness and understanding.
6.5 Promote the benefits of access and inclusion to local businesses.

Sign of Success	Key Evaluation Question	Outputs	Measures/Indicators
Council is recognised as a visible and effective advocate for accessibility and inclusion.	How effectively is Council advocating for access and inclusion within the community and across sectors?	• Examples of advocacy activities led or supported.	• Stakeholder perceptions of Council's leadership and influence in advancing accessibility and inclusion.
Clubs and schools are increasingly able to provide inclusive and accessible participation opportunities.	What impact is Council having on inclusion within local sporting and educational settings?	• Examples of support provided – including support through the Sport 4 All program and Council's CIP program.	• Clubs and/or schools demonstrate positive changes in policies, facilities, programs or practices resulting from Council support.
Local businesses increasingly recognise and implement inclusive practices.	How effectively is Council encouraging inclusive business practices?	• Number of businesses participating in inclusion-related capacity-building activities supported or sponsored by Council.	• Businesses have adopted more inclusive practices, policies or delivered physical improvements.
Partnerships contribute to measurable improvements in community inclusion outcomes.	How are partnerships helping to create positive change across the community?	• Number of partnerships established.	• Partnerships have improved access, participation or inclusion outcomes.
Community awareness and understanding of	Are awareness activities influencing knowledge, attitudes or behaviours?	• Accessibility and inclusion awareness campaigns or training delivered.	• Community members demonstrate increased understanding of accessibility and inclusion.

accessibility and inclusion is improving.			