



# SUPPORTING INFORMATION

**for respective items considered at**

**Coordination Committee Meeting**

**19 June 2018**

**SUPPORTING INFORMATION**

**Ref: [A16974919](#), [A16975105](#), [A16975082](#) [A16975251](#)**

The following list of supporting information is provided for:

**ITEM 2.1**

**DA/31316/2016/V2K - MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL FOR FOOD SERVICE, SERVICE STATION AND SHOP LOCATED AT 444 OXLEY AVENUE, REDCLIFFE AND DESCRIBED AS LOT 7 ON RP219275 - DIVISION 6**

***#1 Locality Plan - Aerial Photograph***

***#2 Zoning Map - Superseded Redcliffe City Planning Scheme 2005***

***#3 Current MBRC Planning Scheme - Zoning Plan***

***#4 Truck Turning Path***

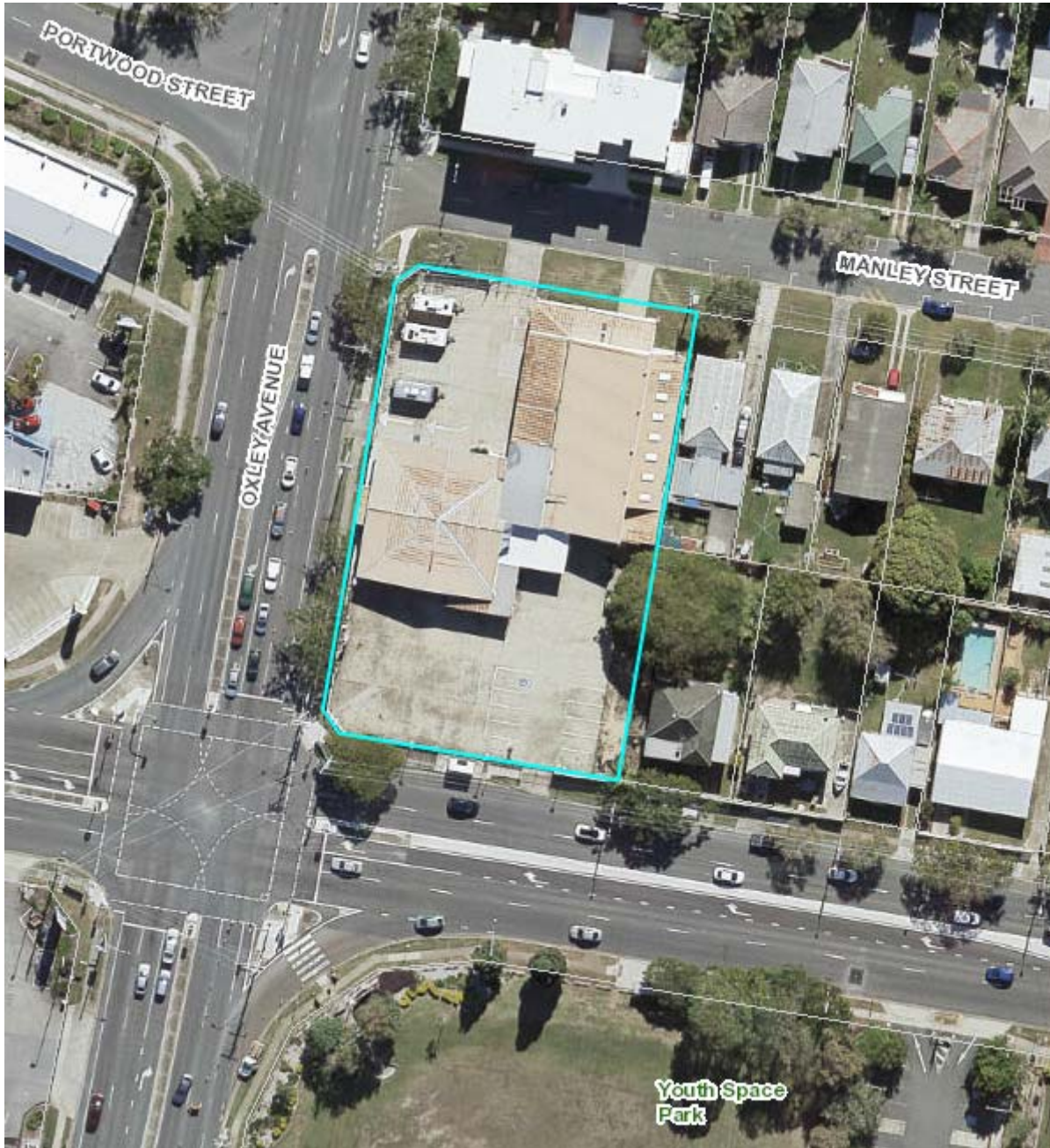
***#5 Proposal Plan***

***#6 Concurrence Agency Response with Conditions***

***#7 Submissions***

ITEM 2.1 - DA/31316/2016/V2K - MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL FOR FOOD SERVICE, SERVICE STATION AND SHOP LOCATED AT 444 OXLEY AVENUE, REDCLIFFE AND DESCRIBED AS LOT 7 ON RP219275 - DIVISION 6 (Cont.)

**#1 Locality Plan - Aerial Photograph**



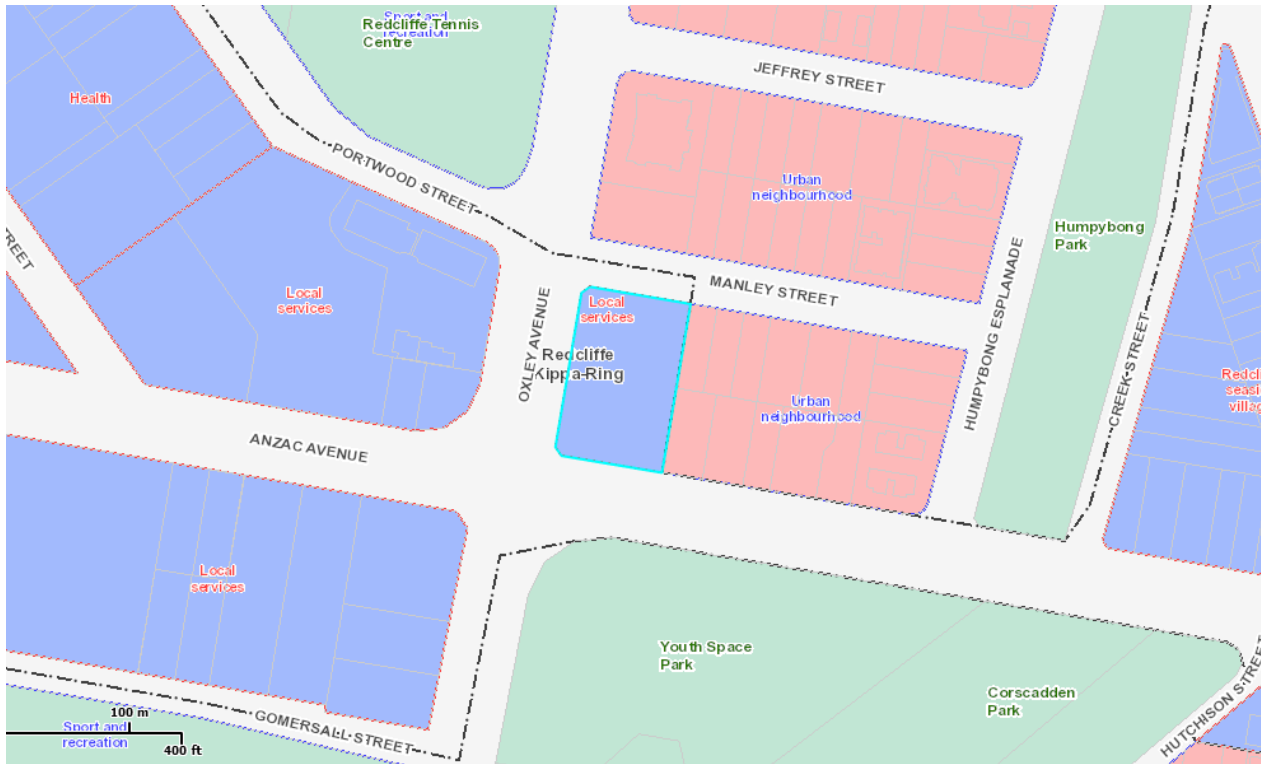
ITEM 2.1 - DA/31316/2016/V2K - MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL FOR FOOD SERVICE, SERVICE STATION AND SHOP LOCATED AT 444 OXLEY AVENUE, REDCLIFFE AND DESCRIBED AS LOT 7 ON RP219275 - DIVISION 6 (Cont.)

**#2 Zoning Map - Superseded Redcliffe City Planning Scheme 2005**



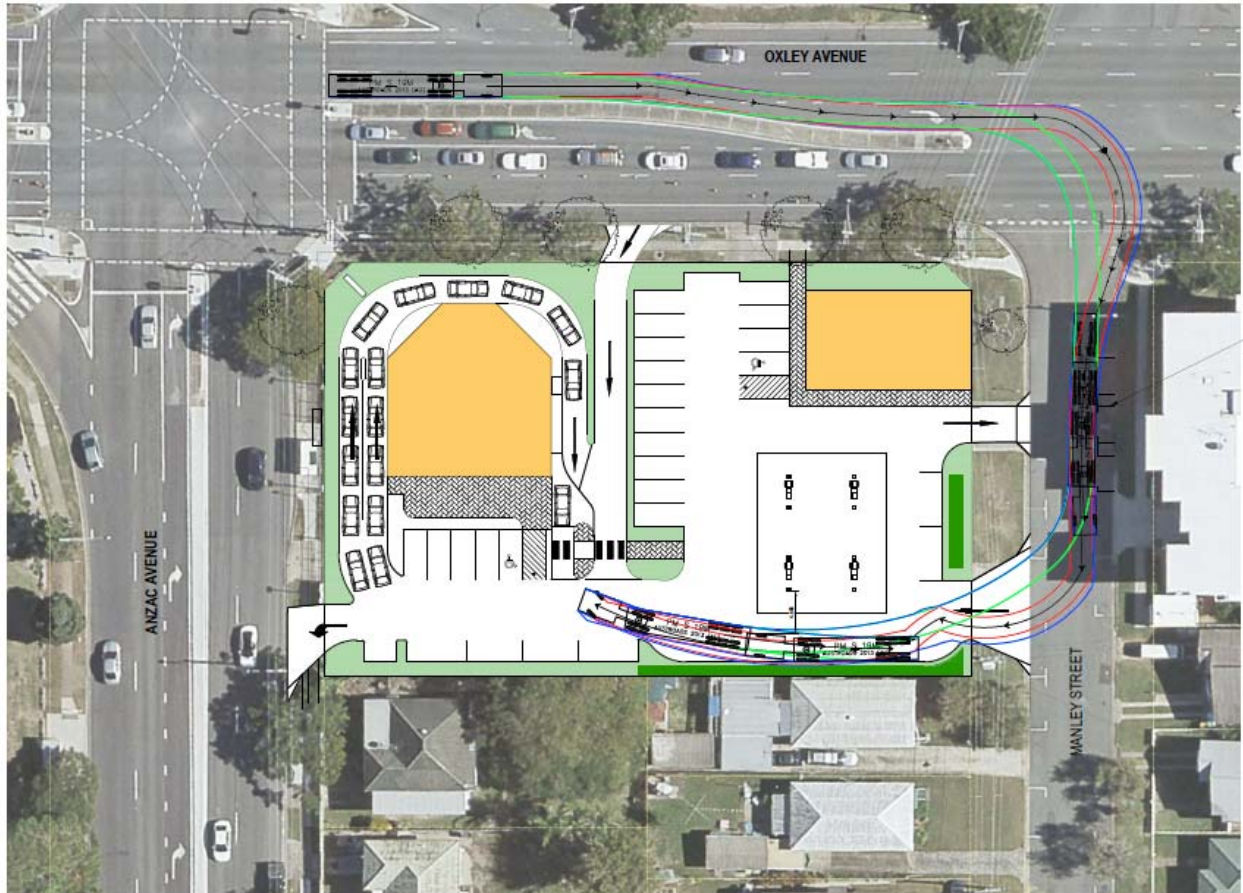
ITEM 2.1 - DA/31316/2016/V2K - MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL FOR FOOD SERVICE, SERVICE STATION AND SHOP LOCATED AT 444 OXLEY AVENUE, REDCLIFFE AND DESCRIBED AS LOT 7 ON RP219275 - DIVISION 6 (Cont.)

**#3 Current MBRC Planning Scheme - Zoning Plan**

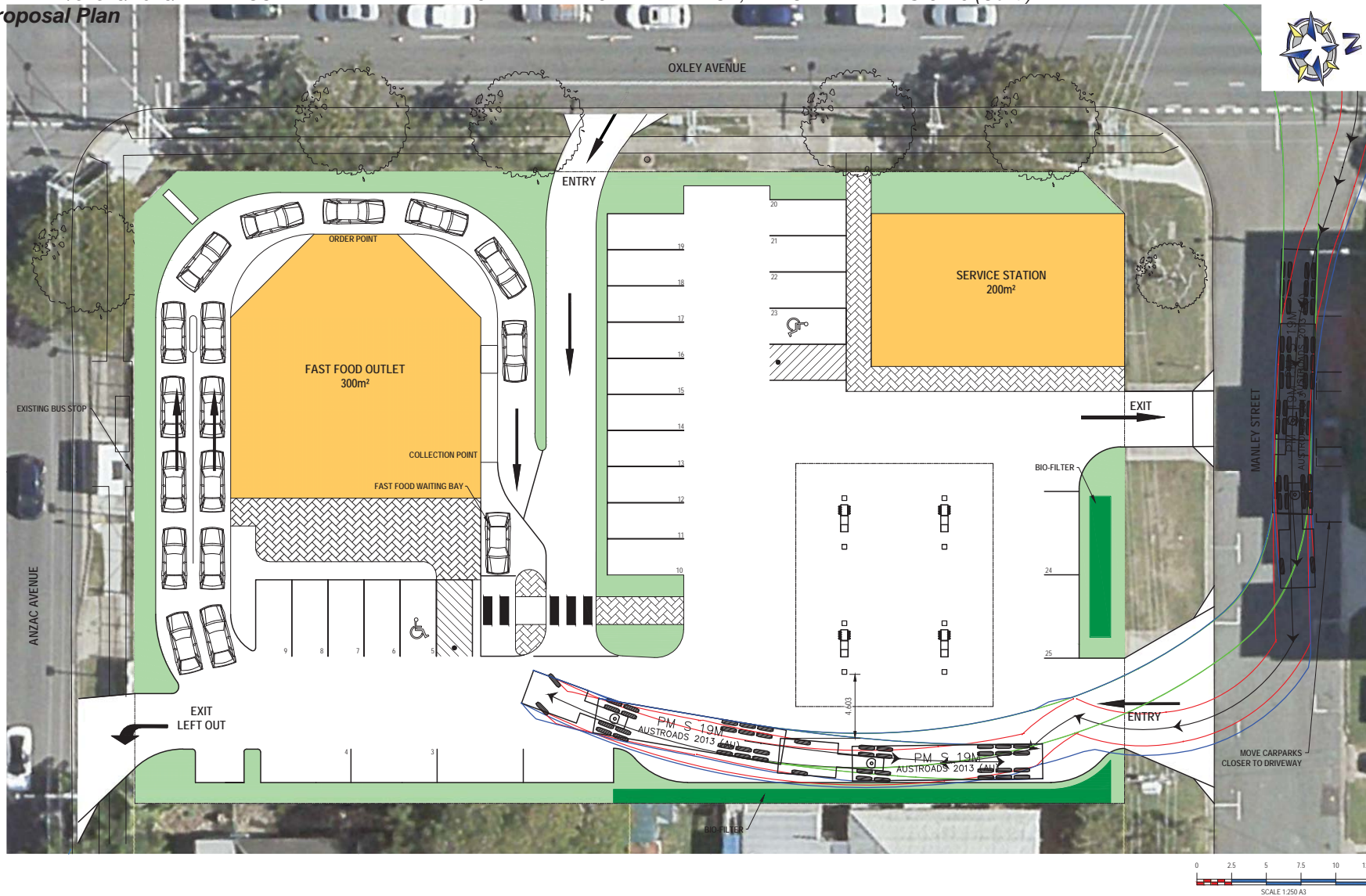


ITEM 2.1 - DA/31316/2016/V2K - MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL FOR FOOD SERVICE, SERVICE STATION AND SHOP LOCATED AT 444 OXLEY AVENUE, REDCLIFFE AND DESCRIBED AS LOT 7 ON RP219275 - DIVISION 6 (Cont.)

**#4 Truck Turning Path**



ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)  
#5 Proposal Plan



PLAN DETAILS:		PLAN AMENDMENTS:				
Designed:	BE	Rev	Date	Comment	Altered	Checked
Drawn:	JP	A	18.12.17	LAYOUT AMENDMENTS	WP	JP
Checked:	AHD	B	09.09.18	LAYOUT AMENDMENTS	BP	JP
Datum:	16-10-17	C	12.04.18	MINOR AMENDMENTS	BP	JP
Date:		D	23.04.18	DRAFTING AMENDMENTS	BP	JP
Director: BRETT THOMSON (RP162 9668)						

**PROPOSED COMMERCIAL DEVELOPMENT  
AT 444 OXLEY ROAD, REDCLIFFE  
FOR O'KEEFE NOMINEES PTY LTD**

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PLAN TITLE:		
<b>VEHICLE SWEEP PATHS HEAVY RIGID VEHICLE 19.0m</b>		
<b>FOR APPROVAL - NOT FOR CONSTRUCTION</b>		
PLAN No:	1448-SK04	REVISION: D
		SHEET: 4 OF 5

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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)  
**#6 Concurrence Agency Response with Conditions**



Department of  
**State Development,  
Manufacturing,  
Infrastructure and Planning**

Our reference: SDA-0216-028128  
Your reference: DA/31316/2016/V2K  
Applicant reference: 15059

7 February 2018

The Chief Executive Officer  
Moreton Bay Regional Council  
PO Box 159  
CABOOLTURE QLD 4510  
mbrc@moretonbay.qld.gov.au

**Attention: Ms Sally Geldard**

Dear Ms Geldard

**Late concurrence agency response—with conditions**

444 Oxley Avenue, REDCLIFFE (Lot 7 on RP219275)  
(Given under Section 290(1)(a) of the *Sustainable Planning Act 2009*)

The referral agency material for the development application described below was received by the State Assessment and Referral Agency (SARA), administered by the Department of State Development, Manufacturing, Infrastructure and Planning under Section 272 of the *Sustainable Planning Act 2009* on 13 April 2017.

**Applicant details**

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Applicant name: O'Keefe Nominees Pty Ltd  
C/- Town Planning Strategies  
Applicant contact details: PO Box 800  
HAMILTON CENTRAL QLD 4007  
marcus@townplanningstrategies.com.au

**Site details**

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Street address: 444 Oxley Avenue, REDCLIFFE  
Lot on plan: Lot 7 on RP219275

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Wide Bay – Burnett Region  
PO Box 979 Bundaberg  
Queensland 4670 Australia  
Telephone (07) 4331 5614  
Website [www.dilgp.qld.gov.au](http://www.dilgp.qld.gov.au)



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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)  
SDA-0216-028128

Local government area: Moreton Bay Regional Council

## Application details

Proposed development: Preliminary Approval for Material Change of Use (Food Service, Service Station and Shop)

The department was unable to provide a concurrence agency response within the referral agency assessment under Section 283 of the Act. The department obtained the applicant's written agreement (via e-mail) to give a late concurrence agency response under Section 290(1)(a) of the Act, as attached.

## Aspects of development and type of approval being sought

Nature of Development	Approval Type	Brief Proposal of Description	Level of Assessment
Material Change of Use	Preliminary Approval	Food Service, Service Station and Shop	Impact Assessment

## Referral triggers

The development application was referred to the department under the following provisions of the *Sustainable Planning Regulation 2009*:

Referral triggers Schedule 7, Table 3, Item 1 (State-controlled road)

## Conditions

Under Section 287(1)(a) of the *Sustainable Planning Act 2009*, the conditions set out in Attachment 1 must be attached to any development approval.

## Reasons for decision to impose conditions

Under Section 289(1) of the *Sustainable Planning Act 2009*, the department must set out the reasons for the decision to impose conditions. These reasons are set out in Attachment 2.

## Further advice

The department offers advice to the applicant in Attachment 3.

## Approved plans and specifications

The department requires that the following plans and specifications set out below must be attached to any development approval.

Drawing/Report Title	Prepared by	Date	Reference no.	Version/Issue
<b>Aspect of development: Preliminary Approval for Material Change of Use (Food Service, Service Station and Shop)</b>				
<i>Development Layout Plan</i>	Contour Consulting Engineers	18 December 2017	Plan No. 1448-SK02, Sheet 1 of 3	Revision B

A copy of this response has been sent to the applicant for their information.

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For further information, please contact Peter Mulcahy, Principal Planning Officer, SARA Wide Bay Burnett on (07) 4331 5614, or email [WBBSARA@dilgp.qld.gov.au](mailto:WBBSARA@dilgp.qld.gov.au) who will be pleased to assist.

Yours sincerely



Luke Lankowski  
**Manager (Planning)**

cc: O'Keefe Nominees Pty Ltd  
C/- Town Planning Strategies  
PO Box 800  
HAMILTON CENTRAL QLD 4007  
[marcus@townplanningstrategies.com.au](mailto:marcus@townplanningstrategies.com.au)

Department of Transport and Main Roads  
[North.Coast.IDAS@tmr.qld.gov.au](mailto:North.Coast.IDAS@tmr.qld.gov.au)

enc: Attachment 1—Conditions to be imposed  
Attachment 2—Reasons for decision to impose conditions  
Attachment 3 – Further Advice

# Moreton Bay Regional Council

Our reference: SDA-0216-028128  
Your reference: DA/31316/2016/V2K  
Applicant reference: 15059

## Attachment 1—Conditions to be imposed

No.	Conditions	Condition timing
Preliminary Approval for Material Change of Use (Food Service, Service Station and Shop)		
Schedule 7, Table 3, Item 1—Pursuant to Section 255D of the <i>Sustainable Planning Act 2009</i> , the chief executive administering the Act nominates the Director-General of the Department of Transport and Main Roads (DTMR) to be the assessing authority for the development to which this development approval relates for the administration and enforcement of any matter relating to the following conditions:		
Vehicular access onto the state-controlled road		
1.	<p>(a) The road access locations, are to be located generally in accordance with <i>Development Layout Plan</i> prepared by Contour Consulting Engineers, dated 18 December 2017, Plan No. 1448-SK02, Sheet 1 of 3, Revision B.</p> <p>(b) Road access works comprising <b>Heavy Vehicle Crossing (at the road access locations to Oxley Avenue and Anzac Avenue)</b> must be provided generally in accordance with <i>Development Layout Plan</i> prepared by Contour Consulting Engineers, dated 18 December 2017, Plan No. 1448-SK02, Sheet 1 of 3, Revision B. In particular:</p> <ul style="list-style-type: none"> <li>• Left-in/entry/ingress access only from Oxley Avenue; and</li> <li>• Left-out exit/egress onto Anzac Avenue</li> </ul> <p>(c) The road access works must be designed and constructed in accordance with IPWEA Standard Drawing RE-051 and the Department of Transport and Main Roads' <i>Road Planning and Design Manual</i>.</p>	<p>(a) At all times.</p> <p>(c) Prior to the commencement of use.</p> <p>(c) Prior to the commencement of use.</p>
Removal of redundant road access works		
2.	<p>(a) The existing vehicular property access locations between Lot 7 on RP219275 and Oxley Avenue, must be permanently closed and removed.</p> <p>(b) The kerb and channelling and footpath between the pavement edge and the property boundary must be reinstated in accordance with the Department of Transport and Main Roads' <i>Road Planning and Design Manual</i> at no cost to the Department of Transport and Main Roads.</p>	<p>(a) Prior to the commencement of use.</p> <p>(b) Prior to the commencement of use.</p>

ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

SDA-0216-028128

Our reference: SDA-0216-028128  
Your reference: DA/31316/2016/V2K  
Applicant reference: 15059

**Attachment 2—Reasons for decision to impose conditions**

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The reasons for this decision are:

- To ensure the road access location to the state-controlled road from the site does not compromise the safety and efficiency of the state-controlled road.
- To maintain the safety and efficiency of the state-controlled road by reducing the number of road accesses.

Our reference: SDA-0216-028128  
Your reference: DA/31316/2016/V2K  
Applicant reference: 15059

**Attachment 3—Further Advice**

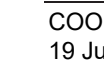
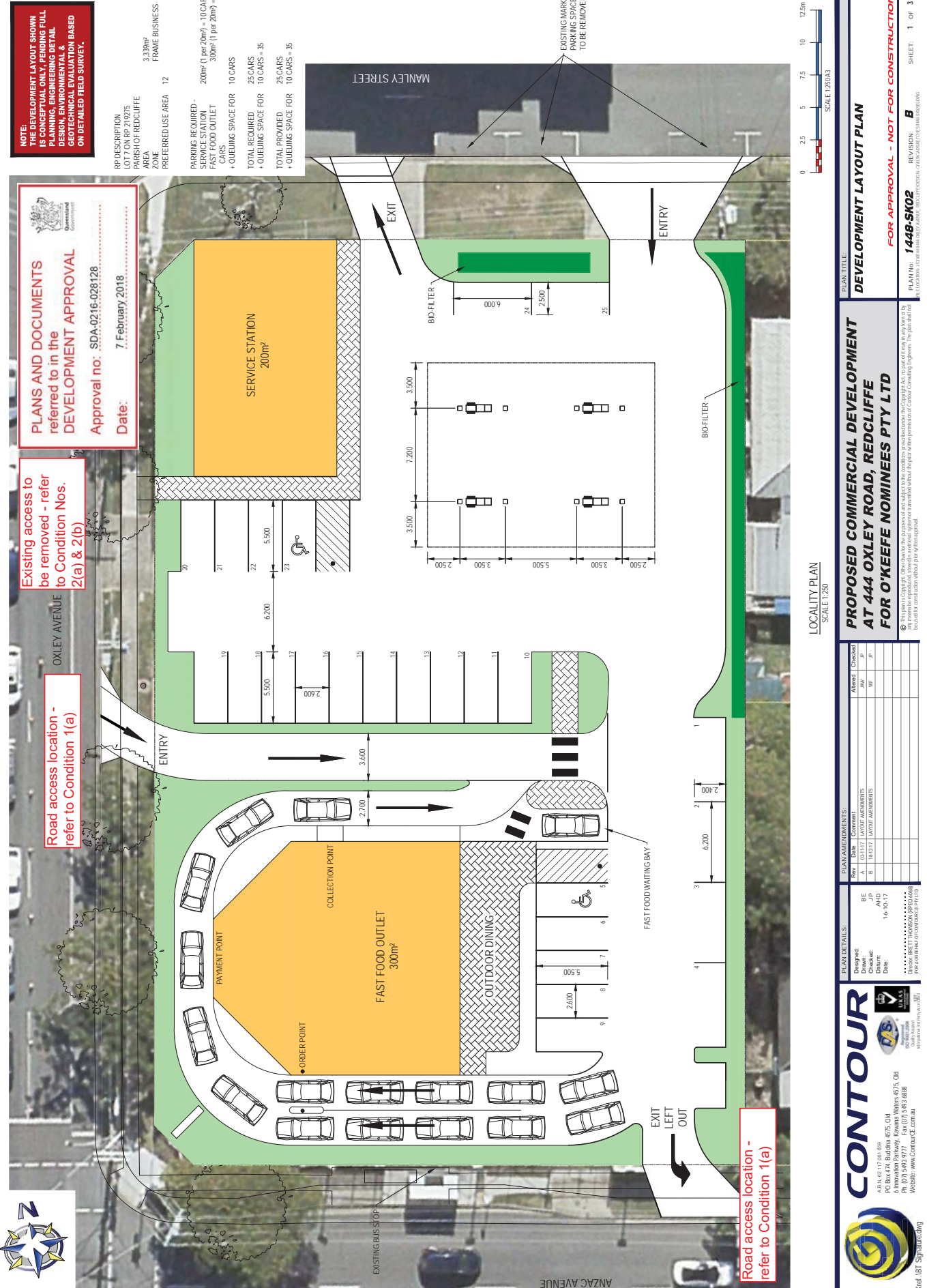
Advertising	
1.	<p>Advertising devices have the potential to cause unsafe, distraction, glare or other nuisance to drivers, with affects safety on the State-controlled road. Any proposed advertising devices are to be in accordance with the Department of Transport and Main Roads' <i>Roadside Advertising Manual</i> (<a href="https://www.tmr.qld.gov.au/business-industry/Technical-standards-publications/Roadside-advertising-guide.aspx">https://www.tmr.qld.gov.au/business-industry/Technical-standards-publications/Roadside-advertising-guide.aspx</a>). Such as:</p> <ul style="list-style-type: none"> <li>• Any pylon signs proposed must be placed within the subject site of the State-controlled road reserve (without overhang onto the State-controlled road reserve).</li> <li>• Construction and maintenance of a pylon sign must be carried out from within the subject site.</li> <li>• Any proposed variable illuminated sign must not exceed 250cd/m<sup>2</sup> and must not contain a variable message component.</li> </ul>
Road works on a State-controlled road	
2.	<p>Under Section 33 of the <i>Transport Infrastructure Act 1994</i>, written approval is required from the Department of Transport and Main Roads to carry out works that are road access works (including driveways) on a State-controlled road, road upgrade works (including turn treatments) and the removal of redundant vehicle crossovers. Please contact the Department of Transport and Main Roads via <a href="mailto:North.Coast@tmr.qld.gov.au">North.Coast@tmr.qld.gov.au</a> or phone (07) 5451 7055 (please quote <b>TMR16-016562</b>) to make an application for road works approval. This approval must be obtained prior to commencing any works on the State-controlled road reserve.</p> <p>This approval process may require the approval of engineering designs of the proposed works, certified by a Registered Professional Engineer of Queensland (RPEQ). <b>The road works approval process takes time – please contact the Department of Transport and Main Roads as soon as possible to ensure that gaining approval does not delay construction.</b></p>

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### Peter Mulcahy

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**From:** Marcus Brooks <marcus@townplanningstrategies.com.au>  
**Sent:** Wednesday, 7 February 2018 12:21 PM  
**To:** Peter Mulcahy  
**Subject:** RE: Proposed Preliminary Approval for MCU at 444 Oxley Avenue, Redcliffe (SDA-0216-028128) - request to issue late SARA Concurrence Agency Response

Hi Peter

These conditions appear reasonable.

We consent to an extension to the concurrence agency response period pursuant to s290(1) of the *Sustainable Planning Act 2009*.

Regards

**Marcus Brooks**  
Town Planner



marcus@townplanningstrategies.com.au  
Mobile: 0421 910 006  
Postal address: PO Box 250 Redcliffe QLD 4020  
Phone: 07 3284 1337 Fax: 07 3102 6248  
www.townplanningstrategies.com.au

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**From:** Peter Mulcahy [mailto:Peter.Mulcahy@dilgp.qld.gov.au]  
**Sent:** Wednesday, 7 February 2018 9:14 AM  
**To:** Marcus Brooks <marcus@townplanningstrategies.com.au>  
**Subject:** Proposed Preliminary Approval for MCU at 444 Oxley Avenue, Redcliffe (SDA-0216-028128) - request to issue late SARA Concurrence Agency Response  
**Importance:** High

Good Morning Marcus,

Thanks for your time on the phone this morning regarding the MCU application at 444 Oxley Avenue, Redcliffe.

I have inquired with the Department of Transport and Main Roads (TMR) in relation to street names.

- Brighton-Redcliffe Road is the internal TMR name for Oxley Avenue
- Redcliffe Road is the internal TMR name for Anzac Avenue

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For the purposes of consistency with known and used street names, I have made the following amendments below:

NF01a	<p>(a) The road access locations, are to be located generally in accordance with <i>Development Layout Plan</i> prepared by Contour Consulting Engineers, dated 18 December 2017, Plan No. 1448-SK02, Sheet 1 of 3, Revision B.</p> <p>(b) Road access works comprising <b>Heavy Vehicle Crossing</b> (at the road access locations to <b>Oxley Avenue</b> and <b>Anzac Avenue</b>) must be provided generally in accordance with <i>Development Layout Plan</i> prepared by Contour Consulting Engineers, dated 18 December 2017, Plan No. 1448-SK02, Sheet 1 of 3, Revision B. In particular:</p> <ul style="list-style-type: none"> <li>• Left-in/entry/ingress access only from Brighton-Redcliffe Road; and</li> <li>• Left-out exit/egress access onto Redcliffe Road</li> </ul> <p>(c) The road access works must be designed and constructed in accordance with IPWEA Standard Drawing RE-051 and the Department of Transport and Main Roads' <i>Road Planning and Design Manual</i>.</p>	<p>(a) At all times.</p> <p>(b) Prior to the commencement of use.</p> <p>(c) Prior to the commencement of use.</p>
NF06	<p>(a) The existing vehicular property access locations between Lot 7 on RP219275 and <b>Oxley Avenue</b>, must be permanently closed and removed.</p> <p>(b) The kerb and channelling and footpath between the pavement edge and the property boundary must be reinstated in accordance with the Department of Transport and Main Roads' <i>Road Planning and Design Manual</i> at no cost to the Department of Transport and Main Roads.</p>	<p>Prior to the commencement of use.</p>

Advice statements will also be included in relation to the TMR *Roadside Advertising Manual* and subsequent approvals required under Section 33 of the *Transport Infrastructure Act 1994* (to undertake works within the State-controlled road reserve).

Would you please provide a written response referencing Section 290(1) of SPA if you would be agreeable to receiving a late concurrence agency response from SARA.

If you have any queries, please contact me on (07) 4331 5603.

Kind Regards,

Peter



Peter Mulcahy  
Principal Planning Officer  
**Planning and Development Services**  
Department of State Development,  
Manufacturing, Infrastructure and Planning

**Queensland  
Government**

P 07 4331 5603 E [Peter.Mulcahy@dilgp.qld.gov.au](mailto:Peter.Mulcahy@dilgp.qld.gov.au)  
Level 1, 7 Takalvan Street, Bundaberg QLD 4670  
PO Box 979, Bundaberg QLD 4670  
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*ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)*  
**#7 Submissions**

The Chief Executive Officer,  
Moreton Bay Regional Council  
P.O.Box 159  
Caboolture, Qld 4510

Colin Baker  
6 Manley St  
Redcliffe, Qld 4020  
3rd March 2018

Proposed Development at 444 Anzac Avenue Redcliffe, Qld 4020.

I am concerned about the proposal for Fast food take away outlet, Petrol station, and Convenience store on the site at the corner of Oxley Ave and Anzac Ave. The major access points will be off a residential street, Manley St. Manley St currently is used by many vehicles to avoid the traffic lights at the corner of Anzac and Oxley Aves and are known to move at an accelerated speed down Manley St (racing the traffic lights) to Humpybong Pde and onto Anzac Ave. Manley street does not have the width capacity to accommodate two average sized cars passing at once and certainly not at speed. With the increased number of cars that this development will bring in to the street and the speed at which they travel it will be inevitable a serious incident will occur.

Depending upon the direction that vehicles will be coming from to access this new convenience the East, South and West they will have to negotiate the intersection of Manley, Portwood Sts and Oxley Ave or proceed along Manley St to gain access to the premises. Vehicles exiting the premises to go South, West or North will need to negotiate this same intersection or proceed down Manley St to the East. With the proposed access configuration cars have no other option, increasing the number of cars in this residential street dramatically. It is obvious that the Council has not considered the local residents when making decision regarding our safety. Concerns raised about the safety in the street; there are people travelling Manley St in motorised wheelchairs, young children , pets and adult drivers living in the street all will be compromised and could be put in danger. What does Council have planned for resident's safety? Also accessing our driveways with the increased number of vehicles using Manley St will become more difficult and promote the chances of an accident occurring as some driveways are narrow and difficult to negotiate.

With the major entry and exit points via Manley St this means that at least 75% of the traffic will need to enter and exit via Manley St with an estimation of 265 cars per hour visiting the new premises (figures detailed in the Contour report 2016) this will increase the number of cars by approximately 200 per hour in Manley St alone, which equates to 400 extra trips through the street (unacceptable.) Negotiating the intersection of Oxley Ave, Manley and Portwood Sts can be dubious at the best of times, encouraging more vehicles to negotiate this intersection is asking for trouble, especially as traffic is increasing in the area as more and more retail outlets move onto this already

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congested corner. Recently Kentucky Fried Chicken has opened premises nearby, which forces all vehicles that enter here to exit via Portwood St along with customers visiting the retail outlets in the small shopping precinct, exiting 50 meters from the said intersection. Since KFC has opened the traffic within the intersection and on Manley St has noticeably increased.

I have made the effort to find out if there is any president on the Redcliffe Peninsula where a Petrol station, Convenient store and Fast food outlet exist in one place and has its major access points to a residential street, I am unable to find a single occurrence where this occurs with this amount of expected traffic.

Precedence has already been set by a recent decision made to disallow a proposed service station and convenient store by United Petroleum to be built on land adjacent to residential homes. The disapproval for this development in Mermaid Beach was made for reasons of concerns to health, varied pollution issues and unsuitability the same reasons raised by the residents of Manley and Jeffery Sts, Humpybong Esp and Anzac Ave.

With consideration of the aspect of the proposed site and the required access points, the number of cars visiting, the amount of traffic expected to increase as Redcliffe's population and popularity for day trippers grows in the near future, approval of this site for the proposed businesses is not safe or suitable. Safety of motorist, residents, pedestrians and visitors to Redcliffe should be of utmost importance, I cannot see how the intersection such as that of Anzac and Oxley avenues, Manley and Portwood streets can be made truly safe without compromising traffic flow, residents and public safety.

I trust the Council will consider my and residents' concerns for the health of local residents and the environment, the safety aspects for motorist and pedestrians and the pollution and safety aspects that encompasses a Petrol station, as unexpected accidents do occur.

Regards,

Colin Baker

Resident

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*ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)*

**Jonny Lee**

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**From:** gay bruce <gayybbruce@hotmail.com>  
**Sent:** Thursday, 15 February 2018 12:27 PM  
**To:** MBRC Incoming Mail  
**Subject:** No support for proposed development at 444 Oxley Avenue Redcliffe on Lot RP219275,DA31316/20

Dear Moreton Regional Council

I am a MBRC rate paying resident living at Unit 6 /2 Manley Street Redcliffe.

I DO NOT SUPPORT the proposed development at the corner of Manley Street and 444 Oxley Avenue Redcliffe, Lot 7RP219275DA/31316/20

I believe the proposed development of this Lot 7 444 Oxley Avenue as above is not suitable for the residents living in and around Manley Street. At the corner of these two is a block of Public Housing many of whom have a disability. Quite a few of the residents have a mobility problem and regularly use the road to go up and down Manley Street. There are no footpaths in Manley Street except for outside my units at no.6. To even think of putting a garage and shop and a fast food development in Manley Street with an Exit and Entrance there as well as many residents parking on the street is almost beyond belief. Manley Street will become a rat run through to Humpybong Street and then onto Anzac Street. There is a garage diagonally opposite this proposed site and another garage two blocks north on Oxley Drive corner. Just how many garages do we need in our area? Please give my thoughts careful consideration. Surely there are more suitable sites than 444 Oxley Avenue Lot RP 219275.

Sincerely  
(Mrs) Gay Bruce  
0414498604

**Tima Civoniceva**  
68 Anzac Ave  
Redcliffe QLD 4020

3 February 2018

Mr Daryl Hitzman  
Chief Executive Officer  
Moreton Bay Regional Council  
PO Box 159  
Caboolture QLD 4510

**Submission of Objection to DA/31316/2016/V2K**

Dear Mr Hitzman,

I write to you for the purpose of lodging my objection to the proposed development of 444 Oxley Avenue, Redcliffe as per the development application (DA/31316/2016/V2K).

The site in question is immediately adjacent to my residential property, and I trust that you will appreciate how the proposed development will negatively impact me. Being a long term resident of the area and having lived in my home in excess of 20 years, I have a personal interest in any proposed usage of this site. Over the years the use of the site for 'Outdoor Sales', namely for automotive, marine, and caravan sales, has had relatively minor impact on the lifestyle and privacy considerations of the surrounding residents including myself. The current redevelopment proposal however, does not support the wellbeing of nearby residents and is entirely inappropriate for this location.

In the first instance I question the need, desire or otherwise for a 'Food Service' and/or 'Service Station' at this location. Diagonally opposite this site there already exists a fully functioning service station (i.e. 7-11 including food/retail shop) and thence in both northerly and westerly directions from that service station there exists 2 other providers at the next intersection respectively (i.e. Puma and Caltex). Similarly, on the NW corner of the Oxley-Anzac Avenues intersection, there are 2 strips of 'food service' outlets that stretch westward along Anzac Avenue which includes the IGA complex and major food services such as McDonalds and KFC among numerous others.

As it currently stands, residents including myself have had to endure the constant stream of litter emanating from the food service outlets, as well as the noise and antisocial behaviour from customers and groups of people congregating at or near the existing service station; this is particularly evident at night and exacerbated on weekends. These problems are somewhat mitigated by the current site and parking restrictions on and around 444 Oxley Avenue, however as you can appreciate this will cease to be the case under this development proposal. In contrast to the service station and food outlets on the western side of the Oxley-Anzac Avenue intersection which extend into the existing commercial area, the site at 444 Oxley Avenue borders residential properties (i.e. people's homes); the proposed type of development outlined in DA/31316 is simply not compatible with adjacent residential living.

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Having lived in this location for such a long period of time I found the opinions contained in the Traffic Engineering Reports (TER), both the original and amended versions, to be inaccurate and subjective. Of note, the sample data for the 'Existing Traffic Volumes' (Para 2.3 TER dated 15 Dec 2017) was taken on a weekday (i.e. Wednesday 31 May 2017), and yet as locals would attest, the traffic volumes change markedly on weekends, in line with the attraction of the Redcliffe Seaside Village precinct as the name suggests. Not only do local residents migrate to the waterfront along Anzac and Oxley Avenues, but also visitors from outside the local area, particularly to the weekly Sunday markets, monthly food van evenings, and other festivals throughout the year.

Whilst it was pleasing to note TMR's concerns and disagreement with the original TER, with specific regard to the proposed Anzac Avenue access/egress point, the amended TER still appears to overlook or disregard the requirements of residents to enter or exit their properties. At present pedestrians and vehicle drivers from those residences need to exercise caution due to the existing public bus stop and intersection (colloquially known as 'Crash Corner' by locals); additionally, residents and visitors utilise kerbside parking available which extends from the corner of the proposed development site to the intersection of Anzac Avenue and Humpybong Esplanade. Again the 'line of sight' changes dramatically between weekdays (day time), evenings and weekends. The TER provided for this site development appears to neglect or vastly downplay the actual traffic and lifestyle habits of the vicinity in question.

At the time of writing, I am unaware of the final submitted design layout other than that available to the public on the MBRC website, this being the Site Plan prepared by the applicant dated 16 Oct 2017. If this is the current proposed design, then this suggests that my private living spaces which are located on the western side of my residence exposes my family and I to a public space which contains the capacity for up to 35 vehicles parked/queued (i.e. in the proposed 2 lane Drive Thru alleys), pedestrians, outdoor dining area, and the adjoining service station compound which may hold up to 260 000 litres of chemicals. If the suggested solution was to be a visibility/sound proof barrier structure then this takes any natural light and airflow to my home on that side of my property.

Due to this type of proposed development I have serious concerns in line with this issues and/or shortfalls identified by the Council in some of the previous correspondence to the applicant, specifically in the Information Request dated 8 March 2016. My concerns include, and are not limited to, the issues of,

- Car parking (as per Para 16)
- Environmental Health (as per Paras 18-22)
  - Service Station
  - Waste management
  - Noise
  - Air quality
- Traffic (as per Paras 24-25)

Whilst I have not had access to all correspondence or documentation addressing these issues, or indeed all the Specific Outcomes of the Frame Business Zone Code in their entirety, I am not convinced that the applicant in this situation could objectively address and comply with these issues, particularly in light of the quality of content and detail provided in the application to date.

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*ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)*

Summarily, I wish to formally lodge my Objection to the proposed development of 444 Oxley Avenue, Redcliffe as per the development application (DA/31316/2016/V2K). Thank you for your time and consideration of this Objection, and I trust that Council will act in the best interests and protection of its residents in this matter.

Yours sincerely,

**Tima Civoniceva**

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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

**Jonny Lee**

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**From:** Kerry Foster <fosterkl@bigpond.net.au>  
**Sent:** Wednesday, 7 February 2018 3:25 PM  
**To:** MBRC Incoming Mail  
**Cc:** Kerry Foster; fosterlesandkerry@gmail.com  
**Subject:** Do not support proposed development at: 444 Oxley Avenue, Redcliffe, on Lot 7 RP219275, DA/31316/2016/V2K Preliminary Approval from outdoor sales to food service, service station and shop

Dear Moreton Bay Regional Council,

I am a MBRC rate paying resident living at Unit 5, 2 Manley Street, Redcliffe.

**I do not support** the proposed development at 444 Oxley Avenue, Redcliffe, Lot 7, RP219275, DA/31316/2016/V2K.

In my judgment the proposed development is inappropriate for the location, and has significant potential to be a public safety issue for people living in and around Manley Street, Redcliffe.

Any decision of MBRC to facilitate the development of a complex that concentrates vehicles on the corner of Manley Street and Oxley Avenue shows poor duty of care to residents living in proximity to the proposed development.

Specifically, the potential for loss of life or serious injury from a greater volume of vehicular traffic travelling at speed down Manley Street into Humpybong Esplanade and out to Anzac Avenue.

Currently, there are an excessive number of drivers who use Manley Street and Humpybong Esplanade as a bypass to avoid stopping at traffic lights at the intersection of Oxley Avenue and Anzac Avenue Redcliffe.

As a resident I regularly need to brake hard when exiting my driveway or step out of the way of cars that speed down Manley Street. You can literally stand and watch drivers use Manley Street to avoid traffic lights at Oxley and Anzac Avenues.

Evidence of driver behaviour is observable at the service station located diagonally opposite the proposed development.

As a local resident, who uses my existing local service station I am witness to the number of drivers who currently drive off the designated road (Oxley Avenue) through the service station (without slowing or stopping) and back out onto a designated road (Anzac Avenue). This particular driver behaviour puts people at risk. It would be replicated should the proposed development go ahead on the corner of Manley Street and Oxley Avenue, Redcliffe.

No sensible person would deny development but the proposed development at 444 Oxley Avenue, Redcliffe, Lot 7, RP219275, DA/31316/2016/V2K decreases public safety and is therefore not a suitable development option for the site. Therefore, I do not support it.

Yours sincerely,  
Kerry Foster  
+61 438 785 071

Sent from my iPhone



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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

**Jonny Lee**

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**From:** Les Foster <fosterlesandkerry@gmail.com>  
**Sent:** Wednesday, 7 February 2018 5:47 PM  
**To:** MBRC Incoming Mail  
**Cc:** Les Foster  
**Subject:** Do not support proposed development at: 444 Oxley Avenue, Redcliffe, on Lot 7 RP219275, DA/31316/2016/V2K Preliminary Approval from outdoor sales to food service, service station and shop

Dear Moreton Bay Regional Council,

I am a MBRC rate paying resident living at [Unit 5, 2 Manley Street](#), Redcliffe.

**I do not support** the proposed development at [444 Oxley Avenue](#), Redcliffe, Lot 7, RP219275, DA/31316/2016/V2K.

The site proposed is directly across Anzac Avenue from a park/entertainment area, directly across the Manley Street from a block of units with predominantly elderly pensioners. Manley Street itself is a narrow residential street which is frequently used by people in a rush and trying to avoid the traffic lights on the corner of Oxley and Anzac Avenue. This proposal will increase the traffic congestion on that corner and someone is likely to be killed in Manley Street or Humpybong esplanade by a speeding vehicle. Diagonally across the Anzac/Oxley intersection is a service station. I'm of the mind that environmentally there is a much increased risk to the Humpybong Creek parkland by doubling the risk of fuel spills from the service stations into the storm water drains.

This site should remain a low impact commercial site or be rezoned back to multi unit residential.

I await a sensible planning decision that takes consideration of the value of ratepayers lives rather than a hasty commercial decision that profits the few at the expense of the many!

Regards,

Les Foster  
Mobile: + 255 710 729 795

Sent from my iPhone

Les Foster  
Mobile: + 255 710 729 795

Sent from my iPhone

The Chief Executive Officer  
Moreton Bay Regional Council  
PO Box 159  
Caboolture, Qld 4510

5 February 2018

We are residents at 16 Manley Street, Redcliffe, 4020, and wish to submit our objection to a publicly advertised development application. The address of the proposed development is 444 Oxley Avenue, Redcliffe, 4020.

The grounds for our submission are:-

Quality of living at 16 Manley Street will be compromised unnecessarily if the proposed development at the above address is given development approval by the MBRC.

We understand the proposed development is a fast food drive through facility combined with a petrol station with an entry and exit point on Manley Street.

The proposed exit point from the fast food drive through/petrol station facility would be Directly opposite the current driveway to our Unit complex and this will make it dangerous for residents, Taxis, Health care providers and guests entering our Unit Driveway. Manley street is narrow and already has insufficient street parking to cater to residents and visitors of those currently living and visiting in Manley St.

There are two other streets (Oxley and Anzac Avenues) that could be the exit/entry points.

I am one of 2 occupants in 16 manley Street that use Power Wheelchairs ,presently there are no Footpaths on either side of Manley Street so any increased traffic will increase the risk of collision and or accident.

Also increased traffic exiting the proposed development will cause traffic problems on the intersection of Oxley Avenue and would require traffic Lights and Pedestrian Crossing This will create confusion and chaos for oxley avenue/anzac avenue corner which is already known as 'crash corner" . The Traffic report outlined in the proposal states the following traffic caused by the development!

Service Station	Min 11	Max	75 vph
Convenience Store	Min 18	Max	90 vph
Fast Food Outlet	Min 40	Max	100 vph

So this means we can expect approx. 70 to 265 VEHICLES PER HOUR ENTERING OUR 10 METRE WIDE RESIDENTIAL MANLEY STREET! And the report states that there will be NO ADVERSE EFFECT TO RESIDENTS??? Manley Street is a two way, two lane road, and is classified as an 'Access Street' by Moreton Bay Regional Council. Manley Street has a formation width of approximately 10m, including parallel parking spaces on the shoulder, and intersects Oxley Avenue at the northern boundary of the subject site

**We believe this proposed development is completely unsuitable to the Residents of Manley Street And will cause an unacceptable level of extra noise.**

Yours sincerely

Ron Harvey Unit2 /16 Manley Street Redcliffe 4020  
Diane Harvey Unit2 /16 Manley Street Redcliffe 4020

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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

Scanned By: Jeffrey Traccon On: 12/02/2018 9:19:51 AM Moreton Bay Regional Council - Caboolture District

## MORETON BAY REGIONAL COUNCIL

- 9 FEB 2018

9 February 2018

### REDCLIFFE DISTRICT

The Chief Executive Officer  
Moreton Bay Regional Council  
PO Box 159  
Caboolture, Qld 4510

Ingrid Panitsch  
8 Manley Street  
Redcliffe QLD 4020  
Mob 0434 600420  
E idpanitsch@gmail.com

We the residents (as per signed petition) of Manley Street, Jeffrey Street, Anzac Avenue, Oxley Avenue and Humpybong Esplanade Redcliffe, 4020 submit our objection to a publicly advertised development application.

The address of the proposed development is 444 Oxley Avenue, Redcliffe, 4020.

#### The grounds for our submission are:

The key objection we wish to convey is that **we fear for our safety and quality of living and fear it will be compromised** unnecessarily if the proposed development at the above address is given preliminary development approval by the MBRC.

We understand the proposed development is a fast food drive through facility combined with a petrol station with an entry **and** exit point on Manley Street.

In consideration of the accesses points off Manley Street and no entry point off Anzac Ave or exit to Oxley Ave most traffic will need to be directed to Manley Street. Vehicles from the East, South and West will have to negotiate the intersection of Manley Street and Oxley Avenue to gain access or proceed up Manley Street from the East. Vehicles wishing to exit from the premises to head South, West or North will need to negotiate this intersection also or proceed down Manley Street towards the East.

With entry and exit via Manley Street this means that at least 75% of the traffic will need to enter and exit this way. With an estimation (ref:- Contour – Traffic Report)\* of 265 cars per hour visiting the premises this will increase the number of cars by approximately **200 cars per hour in Manley Street**. Negotiating the corner of Oxley Ave, Manley and Portwood Streets is dubious at the best of times, encouraging more vehicles to make turns on and cross this intersection which will increase the safety issue we are raising.

\*We note this report was written in 2016 which indicates there will be an increase of cars in line with increase in population.

Manley Street is currently used by many vehicles to avoid the traffic lights at the corner of Anzac and Oxley Avenues and are known to travel at fast speeds down Manley Street to Humpybong Esplanade. Manley Street does not have the width to accommodate two large vehicles passing at once, and with the increased number of cars and the speeds travelled – accidents are inevitable.

Concern is raised about safety in the street; people travelling in Manley Street using motorised chairs, young children, and pets living in the street will have their safety compromised.

Indeed, we are stunned that an exit/entry point to a fast food drive through/petrol station facility would be proposed in a residential street that is narrow, has no speed humps and already has insufficient street parking to cater to residents and visitors of those currently living and visiting in Manley St. When Ingrid Panitsch (writer of this objection) contacted Marcus Brookes from Town Planning Strategies to discuss our objections, Mr Brookes said the State Govt (Department of Main Roads) had deemed both Oxley and Anzac Avenues as unsuitable to have an exit point from the facility which meant that Manley Street was the only available option.

We have since spoken to Peter Mulcahy from the Dept of Innovation (Main Roads) and he informed us that their decision to not approve entry and exit points together on Oxley and Anzac Avenues is because it will impede traffic flow. He went on explain that his Dept only have jurisdiction over Oxley and Anzac Avenues. Under the current proposal this means the very same problem will occur in Manley Street. In other words the problem will be transferred and not solved. We call on Council to reject the preliminary proposal based on the same reasons given by the Dept of Main Roads.

We do not understand why Oxley and Anzac Avenues would be less suitable than Manley Street and if this is the case would that not deem the proposed development as simply unsuitable for that location? **Are Council going to calculate the safety of residents in the assessment process? We want to know what consideration or indeed what legislation and or terms of reference does council use to assess these valid points in relationship to the traffic flow and people living in and around the affected area.**

- The proposed entry/exit driveway is directly opposite the entry/exit to 16 Manley St. 16 Manley St is a **purpose-built block of units for elderly people with disabilities**. Many of the residents have permission to use motorised wheelchairs or scooters to travel down Manley Street (in lieu of having no footpath). The residents travel up and down Manley St to feed the ducks at Humpybong Creek or do their shopping in town or not surprisingly to enjoy their neighbourhood. Increased traffic will increase the risk of collision and or accident. **Placing an entry/exit to a fast food/service station outlet is increases the risk and death and has the potential to supress the elderly and disabled residents desire to get out and about.** We are perplexed that Council would approve purpose built accommodation (16 Manley St) with all the requirements to cater to the elderly and disabled and then conversely, increase the resident's exposure to risk, or at the very least undermine their lifestyle by placing a potentially high-volume entry/exit point opposite that very same block. We are not experts on what constitutes bad town planning but we strongly believe this would be an example of it should the development go ahead.

**We state the proposed development is completely unsafe and unsuitable for the demographic of the local residents and existing traffic conditions. Again, we want to know if the approval process is weighted toward the developer in cases where a proposed development is not wanted, we want to know how balanced Council will be in their assessment.**

- **There will be an increase of fast food rubbish** in the immediate vicinity of the proposed development. We know this because currently we experience fast food packaging blowing into our streets and our yards from McDonalds, Domino's Pizza and now with KFC opening the littering has increased. If that rubbish can end up dumped and discarded in our backyards from across Oxley Avenue what do you think will happen if there is a fast food outlet on our doorstep? How is it possible to prevent people from littering? Clearly it is not. **If this proposal is approved is it an expectation of our Council that we the residents must simply suck it up?**
- **There will be an unacceptable level of noise.** We already endure high volumes of noise from cars parked across Oxley Avenue in the Dominos area carpark. Often people gather at night and are under the impression that the locals enjoy their choice of music played as loudly as they do. We don't enjoy it. Even with the doors and windows shut, and the air-conditioning going we can still hear them. Many of us go to work early in the morning, many of us elderly folk scare easily with excessive noise, many of us moved to Redcliffe because of its quieter lifestyle and many of us believe we shouldn't have to put up with loud noise and hoons especially in the quiet of night. **All of us implore our Community Leaders to be reasonable and implement more mutually agreeable ways of integrating the desired outcomes of commercial and residential parties. We fear Council will be more inclined to support a project that puts money in their coffers over and above the safety and lifestyle and well-being of residents.**
- **Light pollution** – We do not know what the trading hours are for the proposed development however given the nature of the business we surmise there will be (in addition to the increased rubbish and noise) an increase in light pollution. We do not want bright lights invading our bedrooms, lounges or any part of our households, **we value our homes as our sanctuaries we ask you to consider that we are no different to you or your families in that we want to maintain the quality of life we have worked for.**
- **We do not believe Manley and Jeffrey Streets and Humpybong Esp can comfortably and safely cope with increased traffic** which will undoubtedly be the case should the development be approved. Manley St in particular is narrow, when the units at 2 Manley Street were built; the residents of Manley Street were concerned about parking. Visitors need to park in the street; this then makes Manley Street only wide enough for one car to pass through comfortably. When there are festivals and or markets at either the Cultural Centre, On Redcliffe Esplanade or at Picnic Hill, you cannot find a park on Manley and Jeffrey St's or Humpybong Esp. We are already struggling with the traffic we have now. The proposed buildings are a Service Station and a Fast Food Outlet – both produce high volumes of traffic.

- Additionally, there will be even more traffic congestion in the Oxley Avenue, Anzac Avenue and Portwood Street areas, this is already an accident-prone area and has been known in Redcliffe as “crash corner” for many years. **The streets surrounding the proposed development are just not equipped or suitable for a business of this nature, we have neither the infrastructure (speed humps, traffic lights) nor the lay of the land to satisfactorily accommodate the proposed development. Whilst we are not trained town planners we have a more relevant qualification to make these statements in that we live here.**
  
- **The Lay of the Land** – Again we are not experts in this area, however we surmise that the fact Anzac Avenue and Manley Street slope down eastward toward the beach, there is a risk of polluting Humpybong Creek and Redcliffe Beach. In the case of Manley St, any run off from the proposed development, accidental or otherwise would flow eastward down toward the Humpybong creek which in turn feeds into Redcliffe Beach. **As ratepayers and residents of the MBRC catchment we ask that every law, bi-law, regulation, quality control, building code, planning criteria etc etc, relating to the environmental impact and every level of impact on the community and its residents be fully scrutinised in the assessment of the proposed development. Furthermore, we ask for community consultation and explanation on each step. Some of us have tried to decipher the Redcliffe Planning Scheme and it’s difficult and complicated. We don’t want to be bamboozled, kept in the dark or left out of a process that will impact our lives.**
  
- **The bus stop on Anzac Avenue** closest to the corner of Oxley Avenue travelling west is an extremely busy bus stop, we understand it to be a “connecting” bus stop where people cross from the other side of Anzac Av to change buses for Kippa-Ring and other destinations. There is a high volume of foot traffic in the area approaching the bus stop including school children walking down from Redcliffe High. The point being where there are already high volumes of traffic both vehicle and foot there is a corresponding level of risk. The corner of Anzac and Oxley Avenues would have to be one of the busiest if not the busiest intersection on the Peninsula. **If a government agency truly aims to prevent risk to their residents and act in a manner that maintains a quality of life for their residents then we hope they would not approve a development whose outcomes are clearly based on commercial ROI (\$\$\$) not the safety and quality of life of the local people.**
  
- We base our opinions regarding our statement above “whose outcomes are clearly based on commercial ROI (\$\$\$) not the safety and quality of life of the local people” on the following points.
  - Fast food is not in the interests of the health of a community. Fast food is synonymous with deep frying, preservative saturated, caged eggs and all manner of food additives and flavour and colour enhancements. If the proposed fast food outlet offers **genuinely healthy food** then please disregard the above point.
  - We believe the integrity of the developer is questionable due to an [ACCC ruling in 2005 for price fixing](#)

- A huge question in our minds is why fast food and why a petrol station? when we already have McDonalds, Red Rooster, KFC, Domino's Pizza to name a few within walking distance of the proposed development! Do we not think this is excessive? Excessiveness in anything is not good, but in fast food? What are the council's views on providing a balanced variety of food options to young people, elderly people, all people? What is Redcliffe's health profile in terms of obesity and diabetics? The more fast food outlets we have the more we encourage unhealthy eating. As elected community leaders does this concern you? **Please help us and make responsible decisions that encourage and attract mutually beneficial commercial enterprises.** Do we really need another petrol station? We understand that there are none on the left-hand side of the road travelling south, however there are multiple petrol stations dotted across the peninsula – namely the 7/11 diagonally across the road.
- **The proposed development is in conflict the MBRC Community Plan 2011-2021.** We believe the demographic of Manley Street residents and surrounding streets, the narrowness of the streets themselves and the fact that there are already **multiple options in the immediate vicinity for people to purchase petrol and fast food** makes this proposal seriously out of step with the MBRC philosophy and we quote from the MBRC Community Plan 2011-2021.

"It is my aim that *Our Tomorrow: Community Plan 2021* will help make the Moreton Bay Region an even better place to live, work and play over the next decade." Mayor Alan Sutherland

- All residents enjoy a quality lifestyle and a sense of belonging.
- People can travel easily around the region using different modes of transportation.
- Strengthening our communities; and valuing lifestyle.
- Healthy natural environment

In closing we the residents acknowledge that the zoning of 444 Oxley Avenue allows for development proposals of a wide variety of businesses and that inevitably that site will be developed. We just want the MBRC to consider how unsafe and unsuitable this particular proposal is based on the objections we have presented **Having a commercial zoning adjacent to a residential area opens up wonderful opportunities for innovative community based enterprises such as artistic, educational or scientific endeavours. At least encourage development applications from parties who actually care about the wellbeing of the communities they aim to be a part of.** **As an alternative why not consider purchasing the land and developing it into something the neighbourhood actually wants?**

What are our rights to a peaceful life in a residential street? What are our rights regarding more rubbish, noise, and pollution?

We would certainly like to have faith in our Community Leaders. We hope you read this and understand our concerns. We eagerly await your reply.  
Kind regards – Ingrid Panitsch on behalf of The concerned residents surrounding 444 Oxley Avenue, Redcliffe QLD 4020.

# Moreton Bay Regional Council

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9

1	Name	Address	Signature
2	Mark Panitch	8 Manley St. Redcliffe	[Signature]
3	Mark Brown	8 Manley St Redcliffe	[Signature]
4	Steve Dods	7 MANLEY ST Redcliffe	[Signature]
5	Kathy Shine	9 Manley St Redcliffe	[Signature]
6	Melissa Shine	9 Manley St Redcliffe	[Signature]
7	Col Reale	16 Manley St Redcliffe	[Signature]
8	DAVID HARVEY	16 Manley St Redcliffe	[Signature]
9	Jenny Mitze	6/16 MANLEY ST Redcliffe	[Signature]
10	Janelle Gauding	16 Manley St Redcliffe	[Signature]
11	Kerry Cakes	14 Manley St Redcliffe	[Signature]
12	Genevieve Rayner	14 Manley St Redcliffe	[Signature]
13	Campbell Whymmi	11 Manley St Redcliffe	[Signature]
14	Tracy Eustace	11 Manley St Redcliffe	[Signature]
15	COLIN BAKER	6 Manley St Redcliffe	[Signature]
16	Margen Braun	4 Manley St Redcliffe	[Signature]
17	Judith Evans	3 Manley St Redcliffe	[Signature]
18	Niven McCrie	3 Manley St Redcliffe	[Signature]
19	Nikita Duffy	1 Manley St Redcliffe	[Signature]
20	Jessica Davell	1 Manley St Redcliffe	[Signature]
21	KEE BATES	5 Humpybong Esp Red	[Signature]
22	Libby Eagles	3/2 Manley Street	[Signature]
23	BORVAN T.	3/2 MANLEY ST Redcliffe	[Signature]
24	Sally Cornelissen	9 Humpybong Esp Redcliffe	[Signature]
25	Logan Day	9 Humpybong Esp Redcliffe	[Signature]
26	Eung Lillie	9 Humpybong Esp Red	[Signature]
27	Brenda Woodhouse	17 Humpybong Esp Redcliffe	[Signature]
28	Trene Thomas	10 Manley Street Redcliffe	[Signature]
29	MARK MARSH	12 Manley Street Redcliffe	[Signature]
30	M. CLIFFORD	4 MANLEY ST. REDCLIFFE	[Signature]
31	N. JAYS	11 Humpybong Esp.	[Signature]
32	PETER KOPEZ	11 Humpybong Esp.	[Signature]
33	n		[Signature]
34	MICHAEL O'LEARY	17 HUMPYBONG ESP	[Signature]
35	Kate McGuire	18/448 Oxley Ave	[Signature]
36	A. J. MICHELL	18/448 OXLEY AVE	[Signature]
37	BFWICK	15 Jeffrey St	[Signature]
38	G. FLANAGAN	10/16 MANLEY ST	[Signature]
39	Row HARVEY	2/16 MANLEY ST	[Signature]
40	Ankur. Teluchi	77 Anzac Ave, Redcliffe	[Signature]
41	Erica Trevethan	17 Garbala Dr, St Helens	[Signature]
42	DAVID EVANS	62 ANZAC AV, REDCLIFFE	[Signature]

man with petition #

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2

We the signatories above object to the proposed development at 444 Oxley Avenue, Redcliffe, QLD, 4020.

(1)



# Moreton Bay Regional Council

ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

S241

1	Name	Address	Signature
2	Yuk HUNG TAI	3 Humpybong ESP	Yuk HUNG TAI
3	Joanne Pietsch	8 Manley St Redcliffe	Joanne Pietsch
4	Patricia Webber	19 Humpybong Espl.	Patricia Webber
5	KIBLOW CUNDY	66 ANZAC AVE	KIBLOW CUNDY
6	Katrina Harris	45 54-56 ANZAC AVE	Katrina Harris
7	NORMAN WHITELEY	1 HUMPYBONG ESP	NORMAN WHITELEY
8	NORMA SHOUBERT	25 Humpybong Esp	NORMA SHOUBERT
9	GwenDA WILKINSON	9 Jeffrey St Redcliffe	GwenDA WILKINSON
10	DAVID INSTONE	13 JEFFREY ST REDCLIFFE	DAVID INSTONE
11	ROBERT WILKINSON	9 JEFFREY ST REDCLIFFE	ROBERT WILKINSON
12	Slavica LAZIC	4/16 Manley Street	Slavica LAZIC
13	Jana CIVONICWA	68 ANZAC AVE.	Jana CIVONICWA
14	G LAWSON	10 Manley St	G LAWSON
15	Gay Bruce	6/2 Manley St Redcliffe	Gay Bruce
16	Maureen Hastie	10/2 Manley St, Redcliffe	Maureen Hastie
17	NEVILLE HASTIE	10/2 MANLEY ST REDCLIFFE	NEVILLE HASTIE
18	BILL/CAROL ELTON	4/2 MANLEY ST REDCLIFFE	BILL/CAROL ELTON
19	LUIS FRAW	2/2 MANLEY ST, REDCLIFFE	LUIS FRAW
20	Les Foster	5/2 Manley St Redcliffe	Les Foster
21	Kerry Foster	5/2 Manley St Redcliffe	Kerry Foster
22	RHOEDA HUNTER	9/2 MANLEY ST REDCLIFFE	RHOEDA HUNTER
23			
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We the signatories above object to the proposed development at 444 Oxley Avenue, Redcliffe, QLD, 4020.

(2)



• Objection to the proposed development  
at 444 Oxley Avenue, Redcliffe  
4020

Hand delivered to MBRC - Redcliffe Office  
Irene Street. 9 February 2018

Moreton Bay Regional Council

COORDINATION COMMITTEE MEETING  
19 June 2018

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ITEM 2.1 - DA/31316/2016/V2K - MCU - PRELIMINARY APPROVAL AT 444 OXLEY AVENUE, REDCLIFFE - DIVISION 6 (Cont.)

The Chief Executive Officer  
Moreton Bay Regional Council  
P.O. Box 159  
Caboolture, Qld

MORETON BAY  
REGIONAL COUNCIL

- 9 FEB 2018

REDCLIFFE DISTRICT

4 5 1 0

***SUPPORTING INFORMATION***

**Ref: [A17073156](#)**

The following list of supporting information is provided for:

**ITEM 3.1  
REMOVAL OF MERCHANT SURCHARGE - REGIONAL**

***#1 Extract - Schedule of Fees and Charges - 2018/2019***

ITEM 3.1 - REMOVAL OF MERCHANT SURCHARGE - REGIONAL (Cont.)  
#1 Extract - Schedule of Fees and Charges - 2018/2019



**Schedule of Fees And Charges - 2018/2019**

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Financial & Project Services - Rates & Valuations -**

<b>Merchant Service Fee - transaction over-the-counter at Australia Post</b>						
16	Cost of the rate payment made using a Visa or Mastercard over-the-counter at Australia Post	Fee Type	Fee 17/18	Fee 18/19	% inc	Fee Unit
		O	At Cost	At Cost		per transaction

ITEM 3.1 - REMOVAL OF MERCHANT SURCHARGE - REGIONAL (Cont.)



**Schedule of Fees And Charges - 2018/2019**

**Financial & Project Services - Rates & Valuations -**

<b>Merchant Service Fee - transaction over-the-counter at Council Offices</b>		Fee Type	Fee 17/18	Fee 18/19	% inc	Fee Unit
<b>17</b>	<b>Cost of the rate payment made using a Visa or Mastercard over-the-counter at Council Offices.</b>	O	At Cost	At Cost		per transaction

**Financial & Project Services - Rates & Valuations -**

<b>Merchant Service Fee - electronic transaction</b>		Fee Type	Fee 17/18	Fee 18/19	% inc	Fee Unit
<b>18</b>	<b>No charge</b>	O	No Charge	No Charge		per transaction

<b>[REDACTED]</b>		Fee Type	Fee 17/18	Fee 18/19	% inc	Fee Unit
<b>[REDACTED]</b>	<b>[REDACTED]</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ITEM 3.1 - REMOVAL OF MERCHANT SURCHARGE - REGIONAL (Cont.)

## MBRC Schedule of Fees and Charges 2018 / 2019

Moreton Bay Regional Council Planning Scheme



[Redacted content]

### 5.8 Payment of Fees by Credit Card

Where payments for development application fees or infrastructure charges are made by credit card, a merchant service fee recovery surcharge of 0.4% will apply to these payments.

[Redacted content]

***SUPPORTING INFORMATION***

**Ref: [A17056407](#)**

The following list of supporting information is provided for:

**ITEM 6.2  
DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL**

***#1 Disability Access and Inclusion Plan 2018-2022***



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)  
**#1 Disability Access and Inclusion Plan 2018 - 2022**



Moreton Bay Regional Council  
**Disability Access and Inclusion Plan**

2018-2022

# Moreton Bay Regional Council

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*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

## **Disclaimer**

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such. This is a strategic document which deals with technical matters in a summary way only. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document

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ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

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## Mayor's Message



Moreton Bay Regional Council is one of Australia's fastest growing regions; with our population to increase by more than 40 per cent to around 645 000 people by 2036.

Council is committed to achieving the community's vision for a thriving region of opportunity where our communities enjoy a vibrant lifestyle. This includes a safe, strong and inclusive community. That's why I am pleased to present The Disability Access and Inclusion Plan 2018-2022.

The plan outlines council's commitment to improving the accessibility and inclusiveness of information, services and facilities available in the Moreton Bay Region. It has been developed in consultation with our community.

It contains information about the work already under way to improve our infrastructure, services and information. It also outlines a number of proposed actions over the next five years to improve accessibility and inclusiveness across a number of priority areas.

These include pedestrian mobility, parking and transport; buildings and facilities; parks and open space; events and programs; and council services and information.

The Disability Access and Inclusion Plan 2018-2022 will help to support a fair and inclusive Moreton Bay Region, now and into the future.

**Mayor Allan Sutherland**  
Moreton Bay Regional Council

## Our Moreton Bay Vision

Council is committed to achieving the following vision for the Moreton Bay Region that was developed in partnership with the community.

*'A thriving region of opportunity where our communities enjoy a vibrant lifestyle.'*

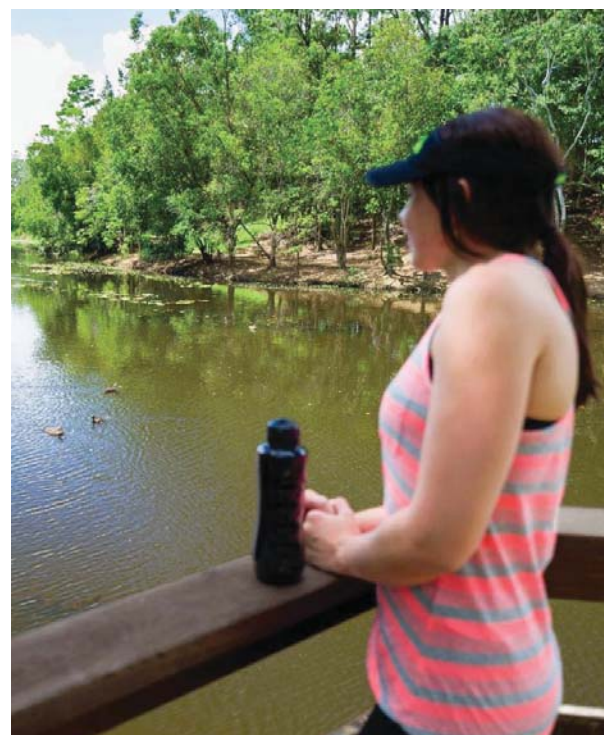
This vision is made up of the following three elements:

**Creating Opportunities:** A region of opportunity for all.

**Strengthening Communities:** A region with safe, strong and inclusive communities.

**Valuing Lifestyle:** A region that celebrates our vibrant lifestyle.

Council's Corporate Plan 2017-22 outlines the strategies it will focus on to achieve our community's vision. One of these strategies is to develop a strong and inclusive community.



## Disability Access and Inclusion Policy

As part of council’s commitment to develop a strong and inclusive community, it has adopted a Disability Access and Inclusion Policy.

Under this policy, council’s vision is for all residents and visitors to have full and equal access to the infrastructure, services and opportunities of the Moreton Bay Region. It acknowledges that in comparison to other members of the community, people with a disability may face additional challenges and barriers to participating in community life.

This policy also affirms council’s commitment to incorporating the principles of accessibility and anti-discrimination into all aspects of council’s functions, in addition to ensuring compliance with its legislative obligations.

Moreton Bay Regional Council’s Disability Access and Inclusion Plan 2018-2022 is a key initiative of the Disability Access and Inclusion Policy. This plan will guide council’s prioritisation of, and investment in, accessibility initiatives throughout the region.

*“If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is a society which handicaps me, far more seriously and completely than the fact that I have Spina Bifida.”<sup>1</sup>*



<sup>1</sup> Commonwealth of Australia, 2009, 'SHUT OUT: The Experience of People with Disabilities and their Families in Australia', p. 12.

## Role of Local Government

As a key provider of community infrastructure, services and information, council acknowledges its important role in supporting the liveability of the Moreton Bay Region for people with disabilities.

The implementation of Council’s Disability Access and Inclusion Plan 2018-2022 focuses on the infrastructure and service delivery responsibilities of local government, distinct to those of the Federal Government, State Government, private enterprise and the community services sector.

This plan takes a practical and fiscally responsible approach to the development and implementation of strategic and operational priorities that improve the accessibility and inclusiveness of infrastructure, services and information over time.



## Guiding Concepts and Principles

Consistent with its Disability Access and Inclusion Policy, council will be guided by the following concepts and principles when implementing its Disability Access and Inclusion Plan 2018-2022.

### Access

Ensure that new infrastructure is built to the applicable accessibility standards and, where practical, progressively optimise the accessibility of existing infrastructure.

### Anti-discrimination

Ensure that all services are delivered free of discrimination based on an individual's level of ability.

### Inclusion

Ensure that services and information are designed and delivered to be inclusive of people with a disability.

### Participation

Foster an organisational culture that values the participation of people with a disability in services and programs.

### Engagement

Engage with the disability community to better understand key accessibility issues related to infrastructure, services and information.

### Respect

Promote greater awareness and understanding of disability and the barriers people with a disability face when participating in community life.

### Advocacy

Advocate to other levels of government to improve the accessibility of public infrastructure and services beyond council's control where appropriate.





## Universal Design

Universal Design can be defined as ‘the process of designing products and environments to be used by everyone, to the greatest extent possible, without the need for adaptation or specialised design. Universal design is a process, not an outcome. Universal Design assists everyone, not just people with a disability’.<sup>2</sup>

Moreton Bay Regional Council will apply, to the extent practicable, the seven principles of Universal Design to the planning, design and delivery of its infrastructure, services and information. These seven principles are:

- Equitable use;
- Flexibility in use;
- Simple and intuitive use;
- Perceptible information;
- Tolerance for error;
- Low physical effort; and
- Size and space for approach and use.<sup>3</sup>



<sup>2</sup> Sport and Recreation Victoria, 2017, 'Overview of Universal Design', p.1.

<sup>3</sup> Australian Local Government Association, 2012, 'Universal Design', p.1.

## Federal and State Policy Context

The strategic direction for disability planning and compliance in Australia is generally determined by the Federal and State Governments. Since the early 1990s, legislation, building standards, disability plans and strategies have guided the provision of accessible infrastructure, services and information at the local level. It is within this broader policy context that Moreton Bay Regional Council's Disability Access and Inclusion Plan 2018-2022 has been developed, and will be progressively implemented. An overview of this policy context is provided below:

### Federal Disability Discrimination Act 1992 (DDA)

The rights of people with a disability in Australia are enshrined in the Disability Discrimination Act (DDA) 1992. The DDA makes discrimination against people with a disability against the law in many areas of life, including through the provision of services typically provided by local governments.<sup>4</sup>

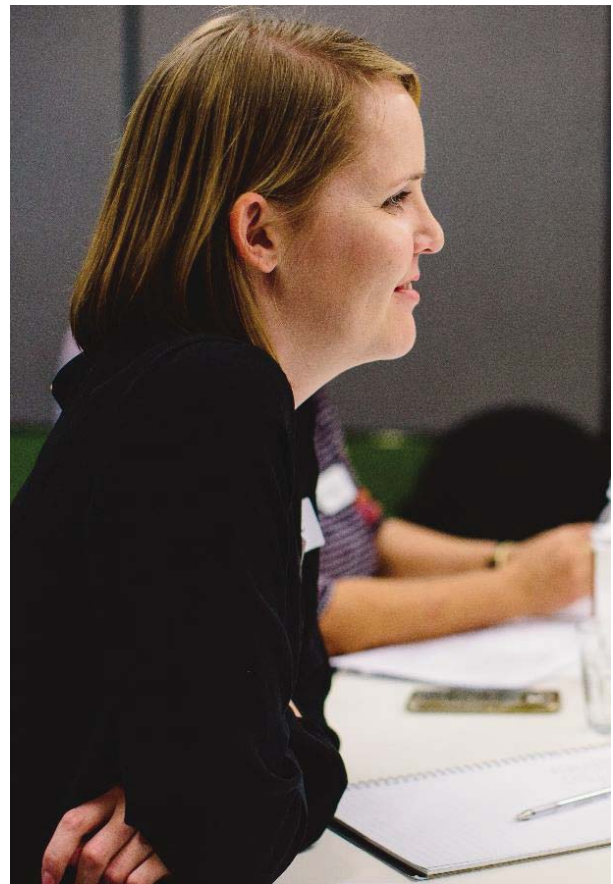


### Australian Standards for Access and Mobility

The Commonwealth Disability (Access to Premises - Buildings) Standards 2010 embody the principles of anti-discrimination within the DDA. Together with the Building Code of Australia (BCA), these standards set mandatory requirements which all local governments must comply with when undertaking any building works.<sup>5</sup>

### National Disability Strategy (NDS)

The National Disability Strategy (NDS) sets out a 10-year national plan for working towards an 'inclusive Australian society that enables people with a disability to fulfil their potential as equal citizens.'<sup>6</sup> Local governments have a strong role to play in the implementation of this strategy through developing policies and programs that impact on people with a disability, carers and families.



<sup>4</sup> Australian Human Rights Commission, 2017, 'D.D.A. guide: A responsible government'. p.1.

<sup>5</sup> Access Institute, 2017, 'The Why's of Access' - First Edition, p.4-5.

<sup>6</sup> Commonwealth of Australia, 2010, 'National Disability Strategy 2010-2020', p.8.

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**National Disability Insurance Scheme (NDIS)**

The National Disability Insurance Scheme (NDIS), scheduled to roll out in the Moreton Bay Region from 2019, will give people with a disability greater access to the resources and support they need to play a more active role as engaged citizens in their local community. Council is committed to playing its part to facilitate this outcome by ensuring that the infrastructure, services and information it delivers are accessible to everybody.

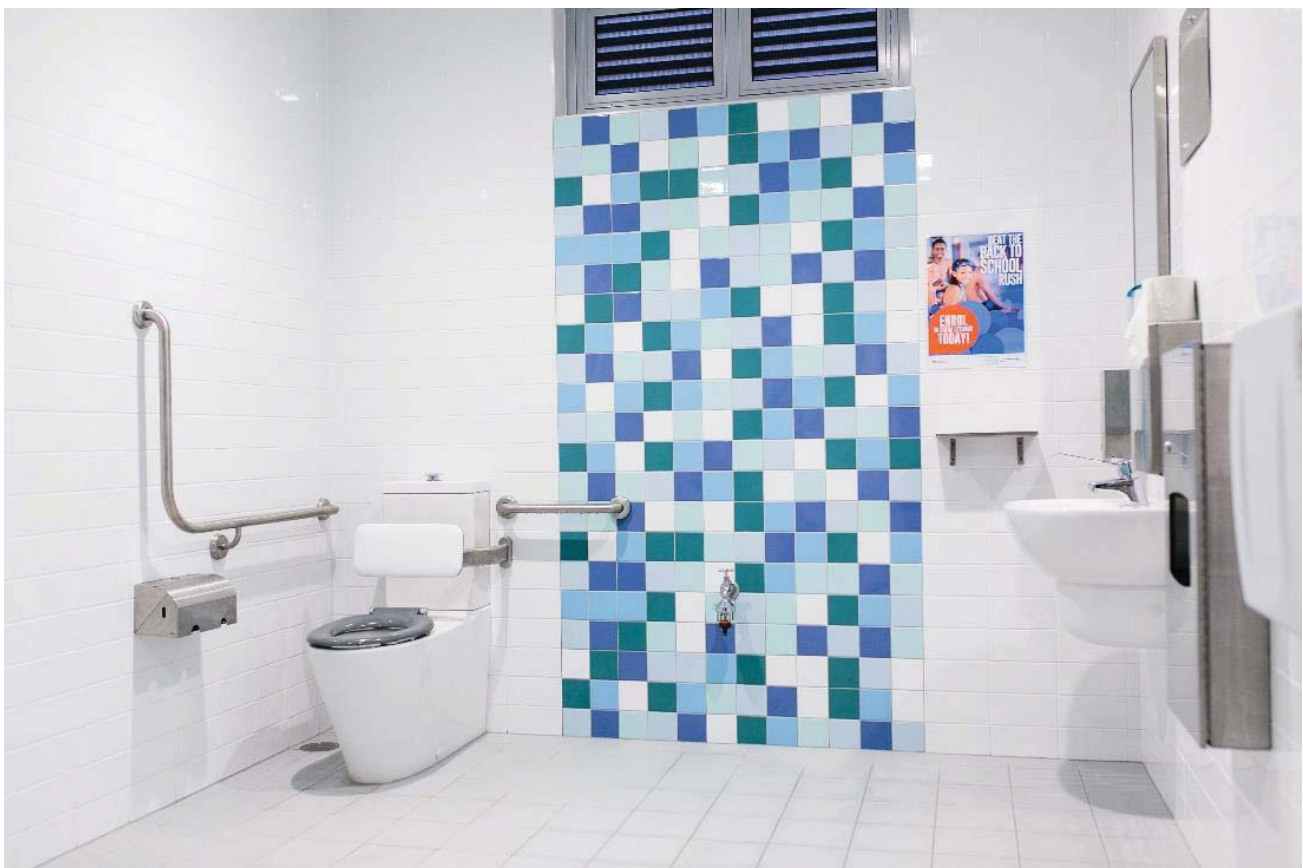
**Queensland Anti-Discrimination Act 1991**

In Queensland, the Anti-Discrimination Act 1991 works in conjunction with the DDA to promote 'equality of opportunity for everyone by

protecting them from unfair discrimination.<sup>7</sup> This act safeguards the rights of people with a disability by making it unlawful to discriminate against a person on the grounds of an existing or previous impairment stemming from an illness, disease, injury or a condition at birth.<sup>8</sup>

**State Disability Plan**

Queensland's State Disability Plan: 2017-2020 is closely aligned to the intent of the NDS. It outlines how the Queensland Government will work in partnership with its stakeholders, including local governments, to build a more inclusive Queensland where people with a disability, their families and carers can access opportunities on the same basis as everyone else.<sup>9</sup>



<sup>7</sup> Queensland Government, 'Queensland Anti-Discrimination Act 1991', p. 13.

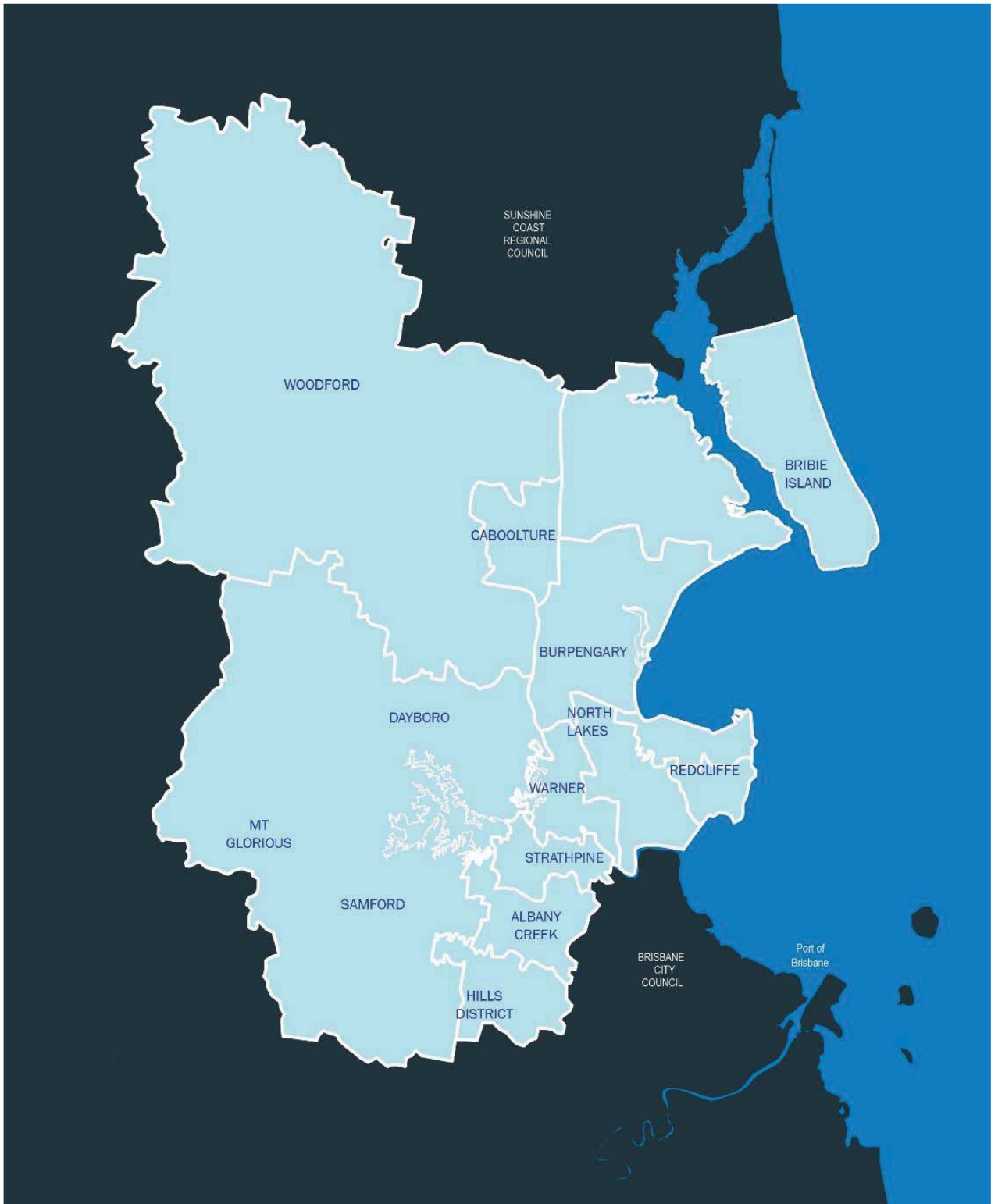
<sup>8</sup> Queensland Government (Department of Education and Training), 2017, 'Information Sheet 4: Anti-Discrimination Act 1991 (Qld)', p.1-2.

<sup>9</sup> Queensland Government, 2017, 'All Abilities Queensland: Opportunities For All', p.1.

## Our Region

### Population Growth and Change

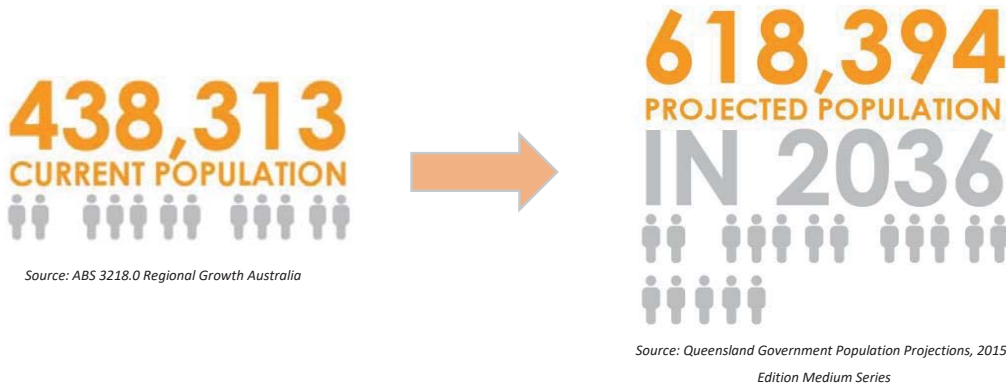
The Moreton Bay Region has the third largest population of any local government area in Australia.



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

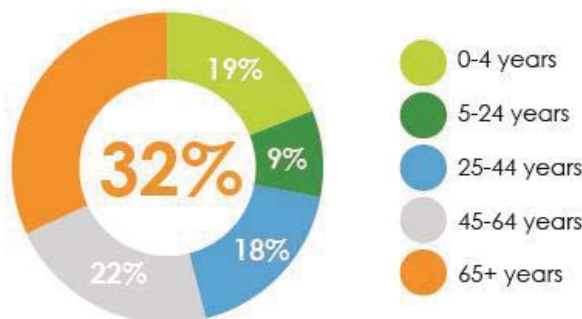
Population Growth in the Moreton Bay Region

In the five years to 2016, our population has grown at a faster rate than the Queensland average. By 2036 it is projected that an additional 180,000 people will call the Moreton Bay Region home.



People aged 65+ have accounted for the largest portion of this recent population growth; accounting for 32% of all growth. This trend will continue over the next two decades as the younger baby boomers and older members of Generation X approach and move into retirement age.

Population Growth Across All Age Groups 2016

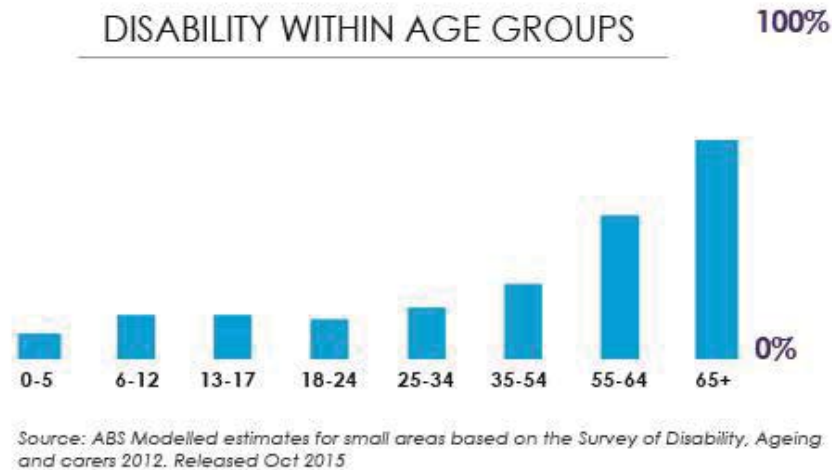


Source: ABS 3235.0 Population by Age and Sex, Regions of Australia, 2014, 3235.0

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Disability in the Moreton Bay Region**

As disability increases with age, our ageing population has significant implications for future rates of disability in the Moreton Bay Region. As illustrated below, rates of disability increase significantly above the age of 55. Current and projected growth in these demographics, together with a rise in the number of younger people being born with or acquiring a disability, will result in more people with a disability living in the Moreton Bay Region in the coming years.



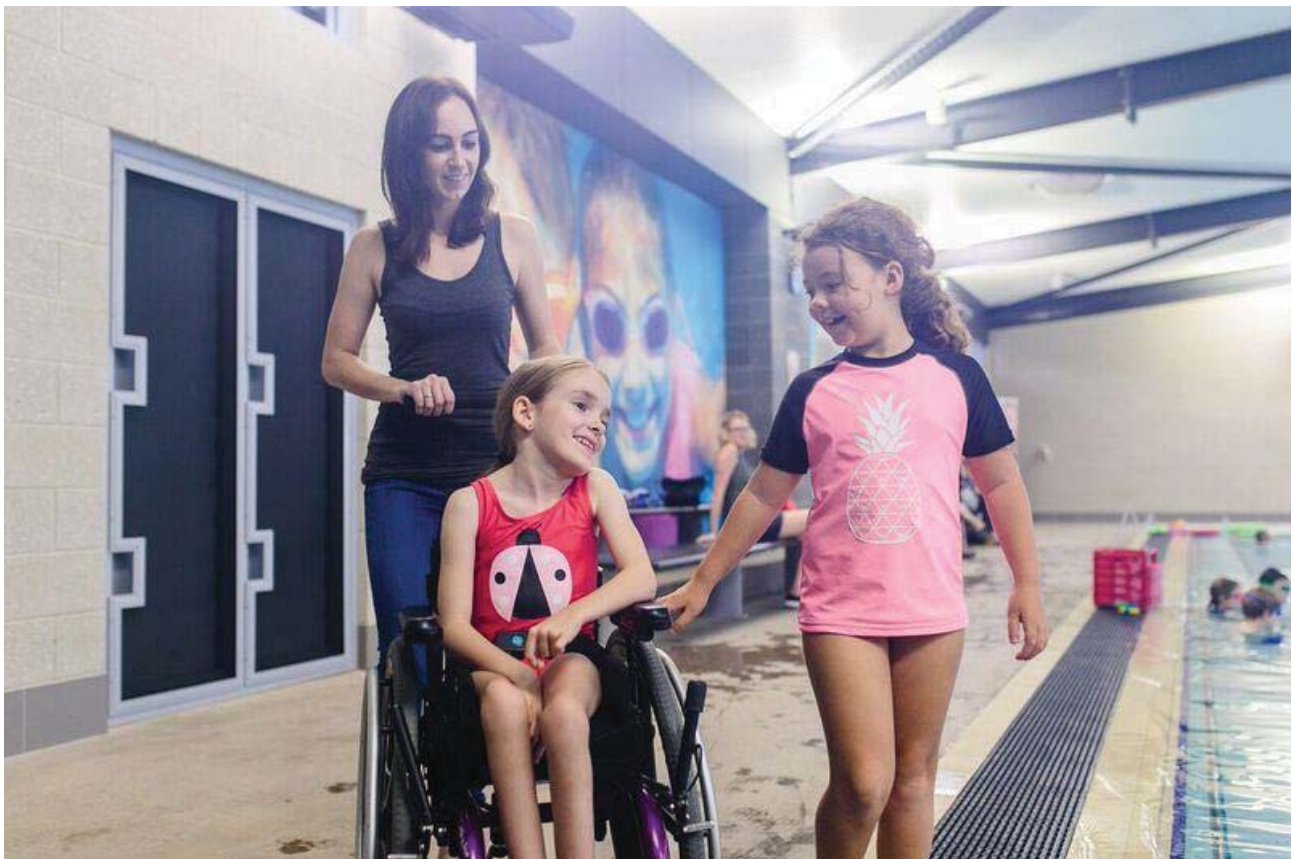
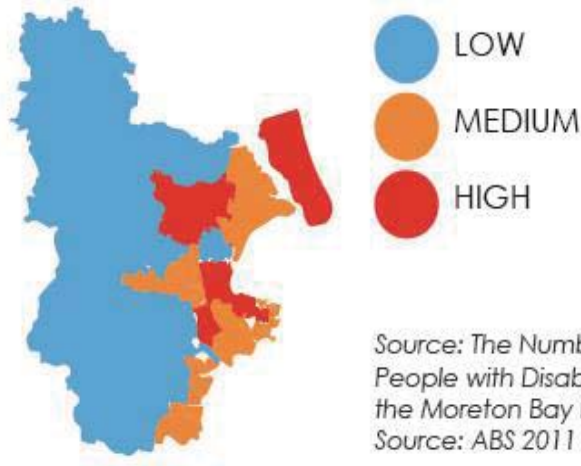
The Moreton Bay Region has a higher incidence of disability than the Queensland average, with 1 in every 17 people having a severe or profound disability requiring assistance. Since 2011, this cohort has grown at twice the general population growth rate (2.4%) of the Moreton Bay Region..



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

While the incidence of people living with a disability is spread right across the region, the highest concentrations are found in Caboolture, Deception Bay, Morayfield, Kallangur and on Bribie Island.

NUMBER OF PEOPLE  
WITH NEED FOR ASSISTANCE



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

## Listening to Our Community

Council's Disability Access and Inclusion Plan 2018-2022 has been developed in partnership with the local community through various community consultation activities.

These activities were designed to ensure that they were inclusive and accessible to people with a disability.

A community survey was first undertaken to understand how people with a disability access council infrastructure, services and information, and to identify any barriers to increasing their involvement in community life.

Following the survey, seven focus groups were held throughout the region to give residents the opportunity to provide a greater level of feedback and input into the development of the Disability Access and Inclusion Plan 2018-2022.





*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

Over 190 people participated in the community consultation activities. Of those participants, approximately 55% identified as people with a disability and 30% were carers, family members, or friends. The remaining participants comprised service providers and interested residents.

The age groups that were most represented in the community consultation activities were 45-64 years, followed by 25-44 years and 65+ years.

Women accounted for two-thirds of all participants. While only a small number of children and young people with a disability participated, their experiences and opinions were heard via the involvement of carers, family members and friends.

People from all over the region participated in the community consultation activities. The areas most represented included; Bribie Island, Caboolture and Redcliffe. Participants discussed a variety of issues relating to the inclusion of all people throughout the region.



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

The tables below provide a summary of the key outcomes from the community consultation.

Pedestrian Mobility, Parking and Transport
<ul style="list-style-type: none"> <li>• <b>Footpaths</b> - Participants raised concerns about footpath gradients being too steep, too narrow, uneven, damaged or ending abruptly. Maintenance works without an accessible detour route and vehicles parking across footpaths were also identified as accessibility barriers.</li> <li>• <b>Kerb Ramps and Crossings</b> - Participants, particularly those who use a wheelchair or other mobility device, identified instances where kerb ramps were too steep or led to a drop on to the road reserve. Crossings sometimes don't line up directly with kerb ramps and signalised pedestrian crossings often don't provide sufficient time to cross a road safely.</li> <li>• <b>Tactile Ground Surface Indicators (TGSIs)</b> - Damaged TGSIs are a hazard to all pedestrians but particularly to people with a vision impairment who rely on them to navigate safely. TGSIs on kerb ramps can be a slip hazard for all users, particularly when wet.</li> <li>• <b>Signage and Wayfinding</b> - Consistent, accessible signage is required to identify the location of accessible features such as public amenities, ramps and car parking. Participants recommended that council develop a region-wide accessibility map.</li> <li>• <b>Parking</b> - People utilising accessible car parks without a valid permit was a source of great frustration to participants who rely on access to these spots. Accessible car parks can sometimes be too narrow, too steep or are located too far away from the entrance to a building, facility or park.</li> <li>• <b>Transport</b> - Transport can be a major barrier for people with a disability having access to their community. Often people rely on public transport as their main mode of transport.</li> </ul>

Buildings and Facilities
<ul style="list-style-type: none"> <li>• <b>Community Halls and Meeting Rooms</b> - Older halls have significant accessibility barriers and require upgrades.</li> <li>• <b>Pools and Aquatic Centres</b> - Access to council pools is particularly important for people with a disability because they are often used for exercise, therapy and rehabilitation. Changing facilities need to be accessible and within close proximity to the pool's entrance/exit point.</li> <li>• <b>Public Amenities</b> - All elements in public amenities need to be accessible. Doors need to be easy to open and close. Furthermore, taps and other accessories should require minimal effort to operate. 'Changing Places' public amenities mean that people with high care needs can go out into the community with the confidence that their needs will be met in a dignified manner.</li> </ul>

Parks and Open Space
<ul style="list-style-type: none"> <li>• <b>Park Benches, Tables and Exercise Equipment</b> - The design of park benches, tables and exercise equipment needs to consider how people with a disability will use them.</li> <li>• <b>Playgrounds</b> - Playgrounds need to be inclusive of children with a disability and facilitate interaction and play with children of all abilities.</li> <li>• <b>Beaches</b> - People with a disability, particularly those who rely on wheelchairs and other mobility devices, want the same basic right to enjoy a day at the beach as any resident or visitor to our region.</li> <li>• <b>Paths and Walking Tracks</b> - While participants recognised that not all walking tracks in the region could be made accessible, they wanted some level of access to paths and tracks in areas of high scenic and environmental value.</li> </ul>

*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

## Events and Programs

- **Non-Visual Sensory Elements** - Art and museum exhibitions which incorporate elements that are receptive to non-visual senses such as sound, touch and smell, are more accessible to people with a vision impairment.
- **Low Sensory Events and Programs** - Children and adults with a low tolerance to sensory stimulation require low sensory elements built into events and programs or quiet zones where they can retreat if they become overwhelmed.
- **Registration** - People want the ability to be able to indicate if they have a disability which requires additional assistance as part of the registration process for council events and programs.
- **Large Scale Events** - Large scale events need to have sufficient accessible parking, amenities and information about the accessibility of the event available in advance.

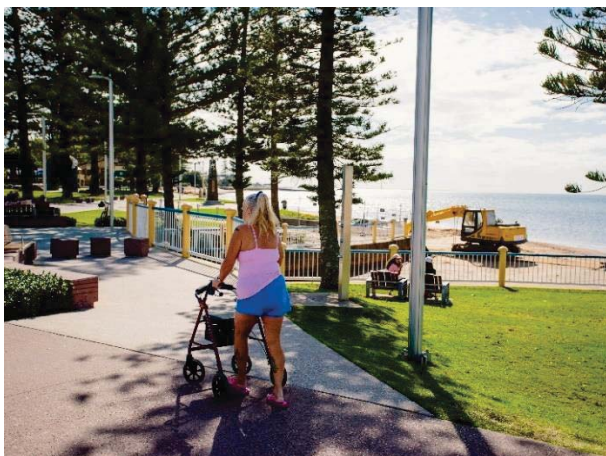
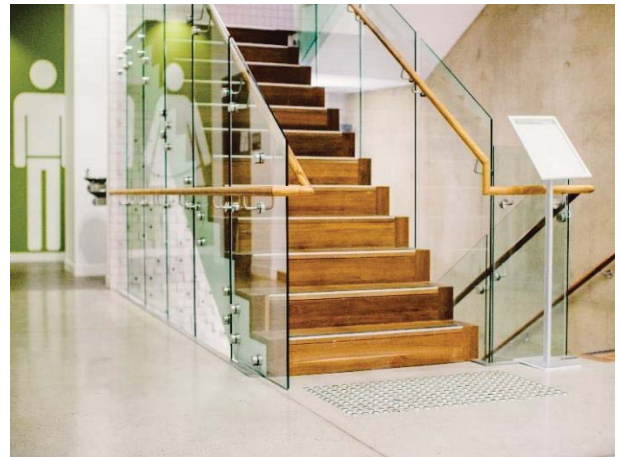
## Council Services and Information

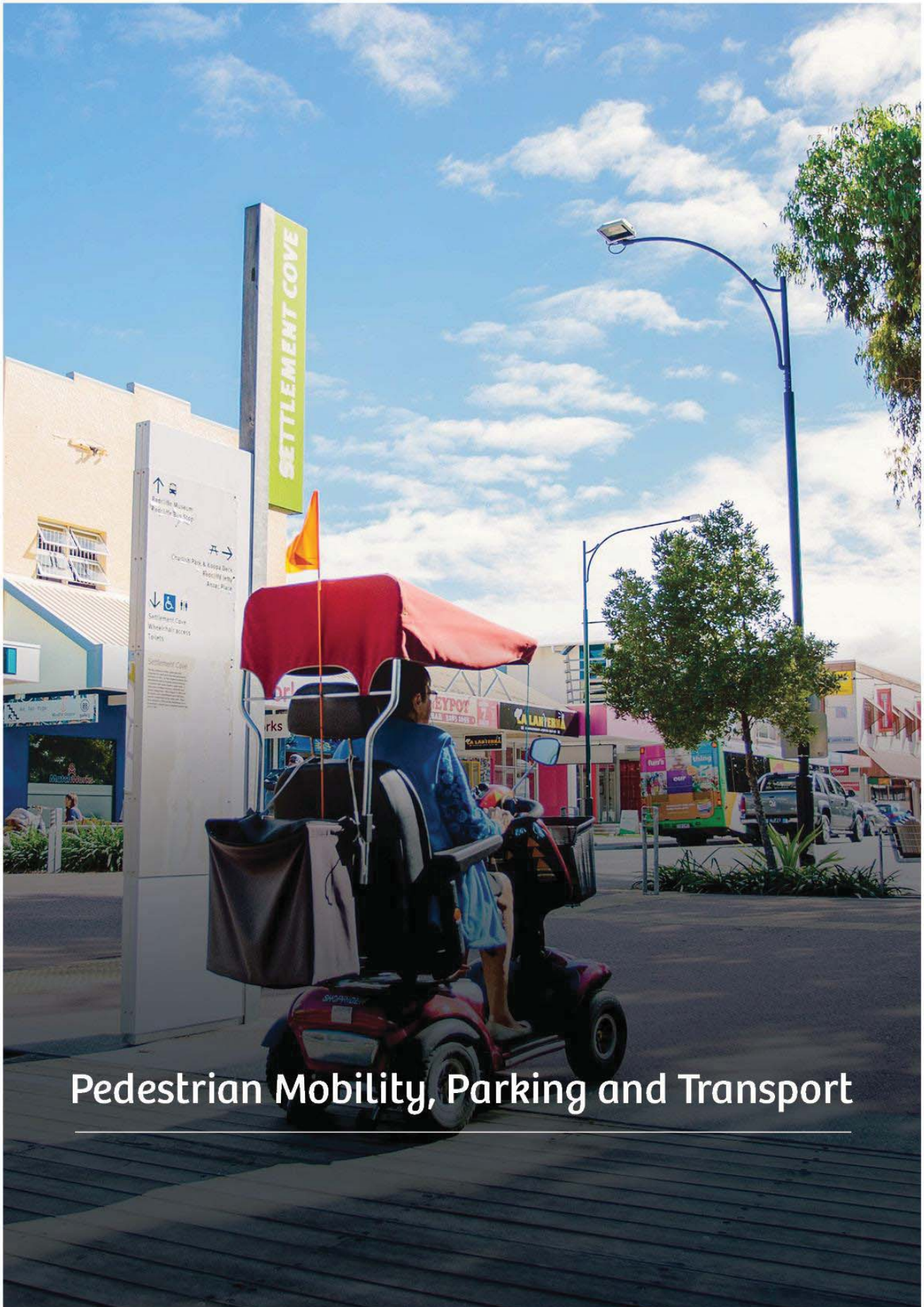
- **Training and Awareness** - Access and inclusion training and awareness-raising would help council's frontline staff to understand and meet the needs and expectations of customers with a disability.
- **Waste Management** - People with a disability may have a reduced capacity to dispose of their household waste.
- **Disaster Management** - People with a disability are particularly vulnerable during disaster events.
- **Inclusive Marketing and Communication** - Council's marketing and communication material needs to be accessible to people with a disability and reflect the diverse abilities of residents.
- **Website Accessibility** - People with a disability are often more reliant on internet access to perform important functions such as payment of council rates. Recent technological advances enable people with a vision impairment to access the internet.
- **Employment** - Employment rates for people with a disability are below the remainder of the population. This impacts on their ability to participate in community life and achieve full economic and social participation.
- **Community Consultation and Engagement** - Consulting with people with a lived experience of disability can identify greater opportunities to make new developments, programs and council initiatives more accessible and inclusive.

## Priority Areas

Based on feedback from community consultation activities, council's Disability Access and Inclusion Plan 2018-2022 lists current and future actions to improve the accessibility and inclusiveness of its infrastructure, services and information under five priority areas:

1. Pedestrian Mobility, Parking and Transport;
2. Buildings and Facilities;
3. Parks and Open Space;
4. Events and Programs; and
5. Council Services and Information.





## Pedestrian Mobility, Parking and Transport

## Pedestrian Mobility, Parking and Transport

The provision of footpaths, kerb ramps, road crossings, parking bays and bus stops enable residents and visitors to move around our region. This infrastructure connects people to employment, support services, social networks and opportunities to participate in community life.

However, people with a disability may experience unique challenges at any point along these networks. These challenges can make it difficult for people with a disability to move around the region, and may also exclude them from their local community.

Improved accessibility to footpaths, kerb ramps and road crossings was the number one priority for residents who participated in the community consultation activities for this plan.

Moreton Bay Regional Council’s Active Transport Strategy 2012-2031 guides the provision of council’s active travel network and includes actions to improve the accessibility of footpaths and bikeways throughout the region.

The actions under this priority area complement this strategy by identifying further opportunities to enhance the accessibility of the region’s pedestrian network as well as parking and public transport infrastructure.

Council makes a significant investment each year in improving the condition and connectivity of its pedestrian, parking and public transport networks. The tables below outline actions council will undertake to further improve accessibility.

*“Having a footpath in front of my house would make the world of difference in my quality of life and allow me to participate in our local community.”*  
- Sarah, Deception Bay



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Current Actions**

Council is currently undertaking the following actions to improve accessibility in relation to pedestrian mobility, parking and transport.

<b>Footpath and Shared Pathway Networks</b>	
<b>Current actions</b>	<b>Outcomes</b>
A region-wide inspection of the footpath network is undertaken annually. The scope of this inspection incorporates elements of footpath accessibility.	Footpath network inspection outcomes and customer request information enables council to prioritise works to improve accessibility.
Information from customer requests about footpaths, kerb ramps and road crossings is utilised to identify the need for works to improve access.	
Funds are allocated in council's annual budget for works that improve its footpath network. These funds are used to improve the accessibility of this infrastructure as required.	Council has an ongoing works program to improve the accessibility of its footpath network as required.
Footpaths are designed to fit site topography and meet accessibility standards.	When planning routes for footpaths, steep gradients are minimised to the extent practicable.
Review and prioritise the need for a new pedestrian crossings improvement works program to improve the condition and accessibility of existing pedestrian crossings	Pedestrian crossings are designed to provide ease of movement, especially for people with disabilities.
The following standard drawings are used in the design of footpaths, kerb ramps and road crossings. <ul style="list-style-type: none"> <li>• Installation of TGSi on Ramped Kerb Crossings;</li> <li>• Directional TGSi/Wayfinding Trails Permanent Clearances;</li> <li>• Typical Kerb Ramp and Traffic Signal Pedestal Location;</li> <li>• Pedestrian Facilities at Traffic Island Cut Through;</li> <li>• Pedestrian Refuge Offset Provision with Or Without Zebra Crossing;</li> <li>• Staged Pedestrian Crossing Refuge; and</li> <li>• Pedestrian Crossovers Tactiled.</li> </ul>	Accessibility is considered in the design of new and upgraded footpaths, kerb ramps and road crossings.
Standard drawings are used in the design of residential driveways.	New and upgraded driveways are designed to meet the road surface at level.
Stopping or parking across footpaths and shared pathways is regulated.	The instances where people may inadvertently restrict the use of footpaths and parking facilities by people with a disability are minimised.
The use and placement of A-frame signs on footpaths in retail precincts is regulated.	People with vision impairments, and people using wheelchairs and mobility devices can use council's footpaths in retail precincts more safely.

## Moreton Bay Regional Council

### ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

Footpath and Shared Pathway Networks	
Current Actions	Outcomes
Additional shared pathways are being provided throughout the region.	Council's growing shared pathway network enables people who use wheelchairs and other mobility devices to have access to safer and more direct routes of travel.
Chicane barriers that have been installed along shared pathways are being removed.	People with vision impairments, and people using wheelchairs and other mobility devices can use council's shared pathways more safely.
Road safety audits are undertaken to identify high priority locations where pedestrian safety improvements are required.	Road safety audit outcomes enable council to prioritise works to improve safety for pedestrians of all abilities.
Projects are undertaken in partnership with the State Government to improve the accessibility of the region's pedestrian network.	Council can access funding from the State Government to assist with improving the accessibility of the region's pedestrian network.

Accessible Parking Facilities	
Current Actions	Outcomes
Council provides and upgrades accessible car parking bays at on-street and off-street locations throughout the region.	People with a valid disability parking permit can access reserved parking on council controlled land throughout the region.
The use of accessible parking bays is regulated on council owned or controlled land.	A reduction in the use of accessible parking bays by people without a permit.
Accessible parking bays are positioned to enable ease of access to council buildings and facilities, parks and open space.	People requiring accessible parking are given priority access to council buildings, facilities, parks and open space.

Bus Stops	
Current Actions	Outcomes
Council is auditing 1,300 bus stops throughout the region for accessibility. Those which do not meet the required standard are being upgraded.	Council has an ongoing commitment to improving the accessibility of bus stops. Council is on track to complete this work by December 2022.
New bus shelters provided by council include a number of features designed to increase accessibility to public transport. Examples include: a designated wheelchair waiting bay; and directional and warning TGSIs	Accessibility is considered in the design of new and upgraded bus stops.

Wayfinding and Signage	
Current Actions	Outcomes
A wayfinding and signage style guide is being finalised for key commercial and retail precincts in the Moreton Bay Region.	The region's commercial and retail precincts will have a standard approach to the design and installation of signage and other wayfinding solutions that improves accessibility.
Council is working with higher education providers to explore the future role that technology will play in improving wayfinding for all users of council's parks and open space.	The Mill at Moreton Bay, council's university project is likely to be one of the first locations to trial these new technologies.



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Future Actions**

Council will undertake the following actions to improve accessibility in relation to pedestrian mobility, parking and transport.

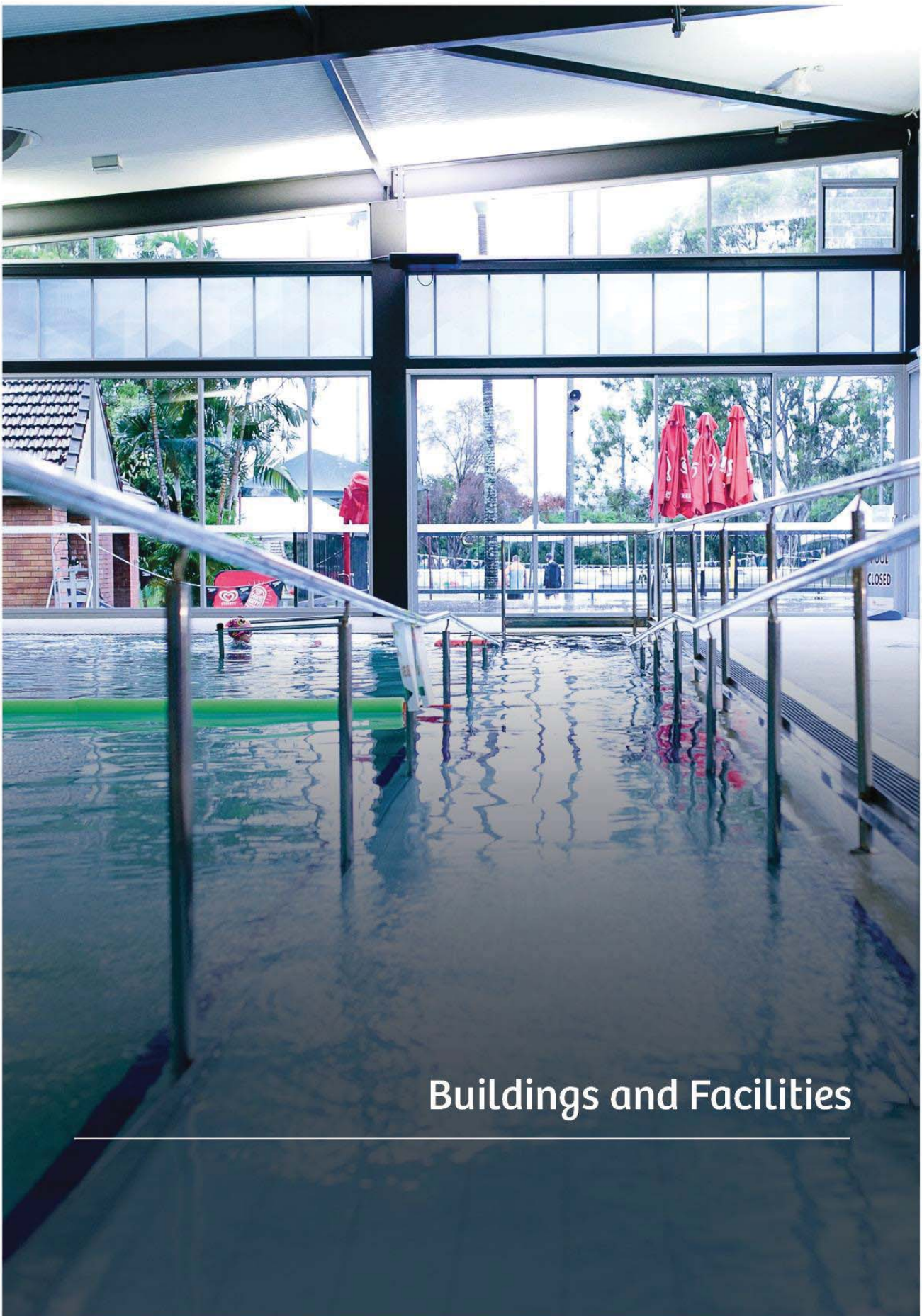
<b>Footpath and Shared Pathway Networks</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Ensure that accessible, alternative access is provided, to the extent practicable, when council works are being undertaken on a footpath which restricts pedestrian movement.	People who use wheelchairs and other mobility devices will be able to travel independently even when works restrict pedestrian access along a section of footpath.

<b>Accessible Parking Facilities</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Undertake an audit of the number, ratio, location, and associated directional signage for accessible parking bays on council owned and controlled land.	Enables council to prioritise works to improve the provision of accessible parking bays.
Investigate the option to expand council's parking enforcement operations to include accessible car parking bays in major private shopping and commercial centres.	Enables council to assess the viability of expanding parking enforcement operations to major private shopping and commercial centres.

<b>Wayfinding and Signage</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Investigate the potential future role of technology in providing wayfinding solutions.	People with a disability will be able to more effectively use apps on their smart phone to assist with accessible travel in the Moreton Bay Region.

<b>Community Education</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Promote the 'MBRC Request' app to people with a disability so that information about faults and accessibility issues across the region can be provided to council.	Enables council to collect additional information that assists in prioritising works to repair faults and improve accessibility.

<b>Recharge Scheme</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Investigate opportunities to partner with Recharge Scheme Australia Ltd to trial recharge points for electric mobility vehicles at appropriate council facilities.	Provides information that will assist council in assessing the benefit of this scheme to the Moreton Bay Region.



## Buildings and Facilities

## Buildings and Facilities

Council’s buildings and facilities are places where people can meet to participate in community, cultural, sporting and environmental activities in the Moreton Bay Region. They are also a vital link in connecting people with a disability to their local community. Barriers which restrict full access to buildings and facilities can exclude people with a disability from accessing opportunities, experiences and social networks.

Improved access to council’s buildings and facilities, particularly its aquatic centres, was a key priority for a number of residents who participated in community consultation activities for this plan.

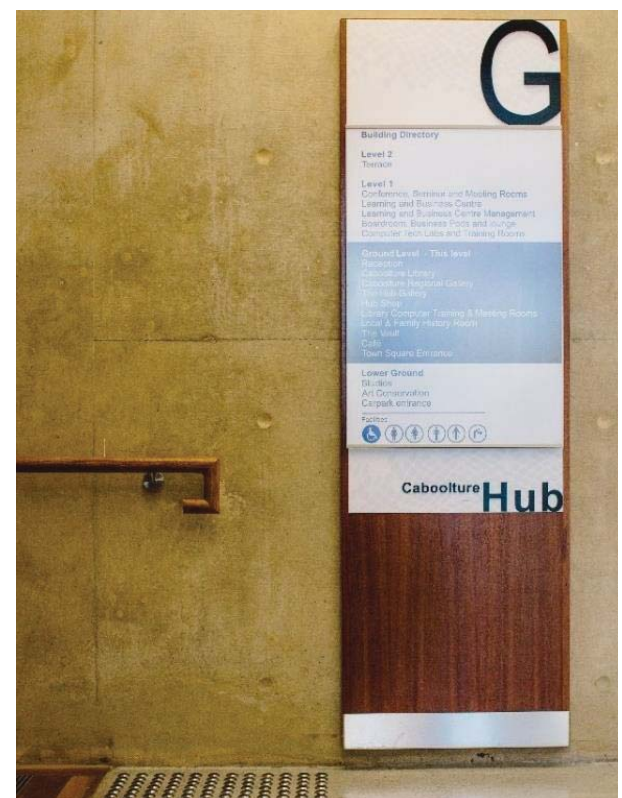
Moreton Bay Regional Council’s Community Infrastructure Strategy 2012-2031 and its Interim Community Facilities Plan 2012-2031, guide the provision of community infrastructure in the region by identifying existing and future community facilities to support population growth.

The actions included under this priority area complement the Community Infrastructure Strategy 2012-2031 and its Interim Community Facilities Plan 2012-2031 by identifying opportunities to enhance the accessibility of council’s buildings and facilities.

Council is responsible for over 1,500 buildings and facilities throughout the region. These facilities range from modern, accessible buildings, through to those built before current accessibility standards were introduced. Each year council designs and constructs new buildings and facilities, as well as undertakes upgrades on existing buildings, to better meet the needs of its growing population.

The tables on the following pages outline actions council will undertake to further improve the accessibility of its buildings and facilities.

*“In twenty years, men may be able to live on the moon. In forty years we may get to Mars. In the next 200 years we may leave the solar system and head for the stars. But meanwhile, we would like to get to the supermarket, the cinema, restaurants”<sup>10</sup>*  
- Stephen Hawking, Author



<sup>10</sup> New South Wales Government, 2015, Disability Inclusion Action Planning Guidelines, p.6.

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Current Actions**

Council is currently undertaking the following actions to improve accessibility in relation to buildings and facilities.

<b>Building and Facility Improvements</b>	
<b>Current actions</b>	<b>Outcomes</b>
Building inspections are undertaken on all council buildings and facilities each year.	Building inspection outcomes enables council to prioritise works to improve accessibility.
Scheduled upgrades are undertaken on existing facilities to improve accessibility (e.g. the installation of a hearing loop at Redcliffe Museum).	Buildings and facilities constructed before the introduction of current accessibility standards are progressively upgraded to improve their accessibility.
Partner with community organisations in the planning and delivery of accessibility upgrades to community leased buildings and facilities through council's Community Grants Program.	Financial support is provided to community lessees seeking to improve the accessibility of leased buildings and facilities.

<b>Public Amenities</b>	
<b>Current actions</b>	<b>Outcomes</b>
Accessible public amenities are being installed in buildings, parks and open space throughout the region to increase public access, inclusion and safety for all users.	New public amenities in the Moreton Bay Region are accessible, inclusive and safe.

<b>Aquatic and Fitness Centres</b>	
<b>Current actions</b>	<b>Outcomes</b>
Council aquatic centres have accessible entry into one or more of the pools via either a ramp or hoist.	People with a disability are able to access and enjoy council pools.
All new aquatic centres designed and constructed by council include the provision of ramp access into the pool.	
Gym equipment that is accessible to people in a wheelchair has been installed at the Caboolture Pool and Fitness Centre.	People in a wheelchair can access sport and recreation opportunities at the Caboolture Pool and Fitness Centre.

<b>Assistance Animals</b>	
<b>Current actions</b>	<b>Outcomes</b>
Trained and certified assistance animals are welcome in council buildings and facilities when accompanying their handler.	People who depend on assistance animals such as dog guides are not restricted from accessing council buildings and facilities.

*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

## Future Actions

Council will undertake the following actions to improve accessibility in relation to buildings and facilities.

Building and Facility Improvements	
Future Actions	Outcomes
Modify existing building inspection programs to include the identification of accessibility barriers and upgrade opportunities.	Building inspection outcomes enable council to identify accessibility issues associated with its buildings and facilities, inclusive of those not directly managed by council (e.g. leased buildings and facilities).
Develop and implement a prioritised schedule of accessibility audits for all council-managed community buildings and facilities.	Barriers for people with a disability in accessing council managed buildings and facilities are proactively identified.  This will enable council to prioritise and schedule works that achieve greater levels of accessibility for all residents over time.
Develop and implement a prioritised schedule of accessibility upgrades to council's buildings and facilities.	Existing accessibility barriers will be progressively resolved through the delivery of planned and prioritised upgrades to council's buildings and facilities.
Undertake a review of evacuation and emergency procedures for council-owned community facilities to ensure that they meet the needs of people of all abilities.	Evacuation and emergency procedures will ensure that people of all abilities, including those with visual and hearing impairments, remain safe at all times when accessing council-managed buildings and facilities.
Investigate the installation of Assistive Listening Devices (ALDs) at key council managed community buildings and facilities.	Provides information that will assist council in assessing the benefit of these devices for people with a hearing impairment.

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

Public Amenities	
Future Actions	Outcomes
Undertake accessibility audits for all public amenities throughout the region	Enables council to proactively identify accessibility issues associated with existing public amenities across the region.
Investigate the delivery of 'Changing Places' (or equivalent) public amenities in key locations throughout the region.	Provides information that will assist council to identify the need for these facilities and the location(s) where they would be most utilised.
Undertake progressive upgrades of public amenities that do not meet current accessibility standards.	Planned and prioritised upgrades to public amenities will be undertaken to progressively improve accessibility for people of all abilities.

Accessibility Through Facility Planning and Design	
Future Actions	Outcomes
Develop a set of guidelines and resources that assist proponents to incorporate accessibility considerations and universal design principles into facility planning and design processes.	Proponents (whether council, commercial or community organisations) will be better informed regarding how to make their facilities accessible to all.
Ensure that a qualified access consultant is engaged throughout the concept design phase of all major council managed community infrastructure projects.	Major community infrastructure projects delivered by council will incorporate best practice accessibility provisions and exceed minimum standards where appropriate.





**Parks and Open Space**

## Parks and Open Space

Parks and open space provide residents with a place to meet, play and relax. They are a key component of the vibrant lifestyle enjoyed by residents and visitors of the Moreton Bay Region. Council is committed to ensuring that all people, regardless of ability, can access and enjoy council's parks and open space.

Being able to access parks and open space was a key priority for a number of residents who participated in community consultation activities for this plan. Participants wished for access to the same recreational opportunities to connect with nature and their community. Parents of children with a disability were particularly eager for their children to have the same access to playgrounds and sensory play experiences as all other children.

Moreton Bay Regional Council's Open Space Strategy 2012-2031 and the Urban Recreation Park Plan 2012-2031 guide the planning and delivery of recreation parks and open space throughout the region.

The actions included under this priority area complement these publications by identifying further opportunities to enhance the accessibility of council's parks and open space.

Council makes a significant investment each year in the design, construction and maintenance of parks and open space. The tables below outline actions council will undertake to improve accessibility.

*"I love that there is a park that [my son] is actually excited to go back to and that is tailored to his abilities. I can't wait to see what else is coming in the next stage"*  
- Kerry, Rothwell





ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Current Actions**

Council is currently undertaking the following actions to improve accessibility in relation to parks and open space.

<b>Park Infrastructure</b>	
<b>Current actions</b>	<b>Outcomes</b>
<p>All-abilities playgrounds and accessible playground features are being introduced into parks and community spaces throughout the region where appropriate. Examples include:</p> <ul style="list-style-type: none"> <li>• Caboolture Regional Environmental Education Centre (CREEC), Burpengary; and</li> <li>• Lesley Patrick Park, Arana Hills.</li> <li>•</li> </ul>	<p>People with a disability, their families and carers have access to playgrounds and facilities that are inclusive and accessible to everyone.</p>
<p>Playgrounds throughout the region incorporate accessible features where practical.</p>	
<p>Sensory play elements are being incorporated into parks and playgrounds throughout the region.</p>	<p>Parks and playgrounds incorporate play elements which stimulate non-visual senses (e.g. smell, touch and sound). These elements contribute to them being more inclusive of people with vision impairments, and people who may have difficulty processing sensory information.</p>
<p>Provide a sensory garden at the Caboolture Regional Environmental Education Centre (CREEC).</p>	<p>People can experience a community garden consisting of elements that stimulate non-visual senses.</p>
<p>The standard drawings Park Furniture Setout are used in the design of park benches and tables for wheelchair access to the extent practicable.</p>	<p>People who use a wheelchair or other mobility device can access park benches/tables in council parks.</p>

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

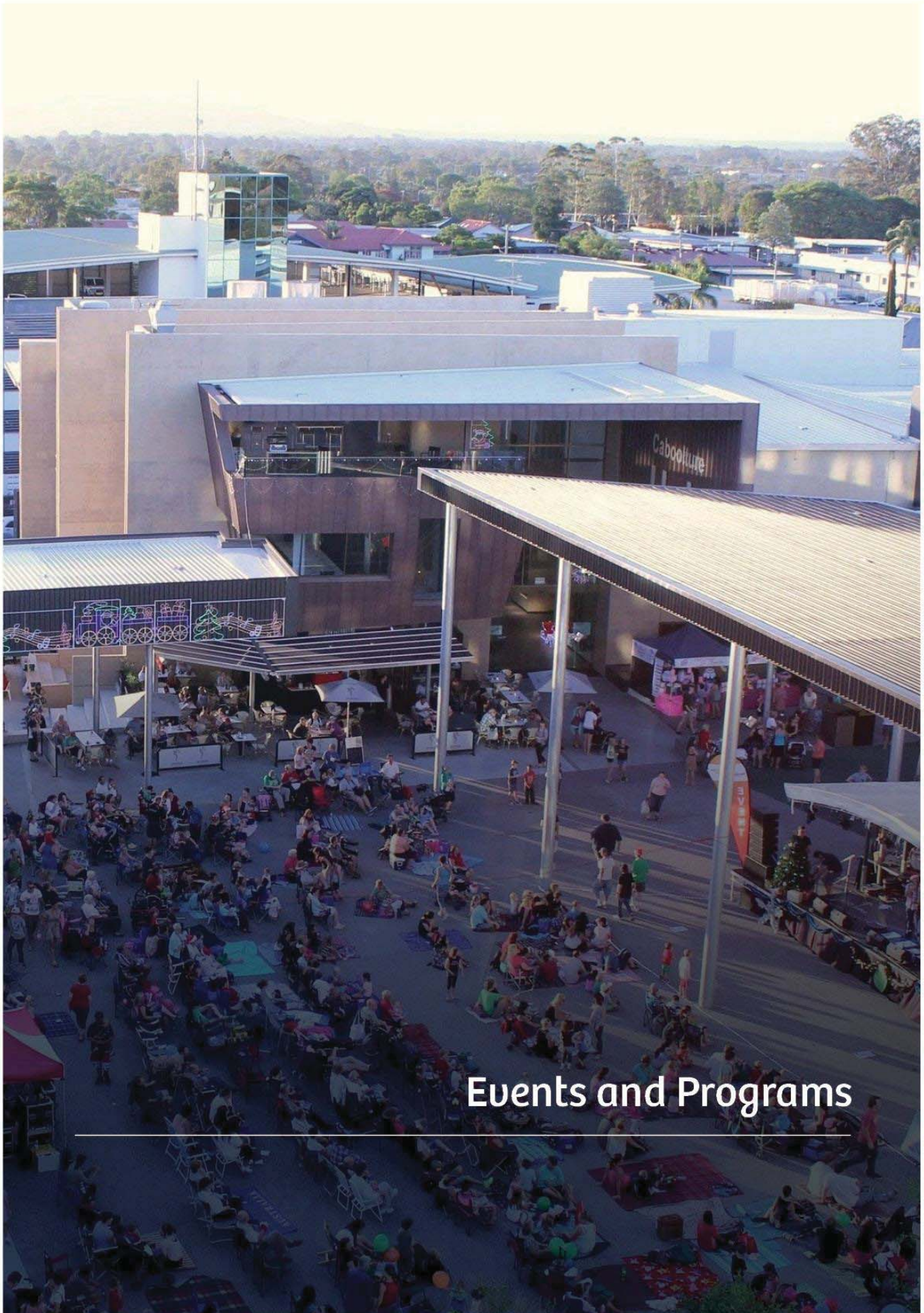
**Future Actions**

Council will undertake the following actions to improve accessibility in relation to parks and open space.

<b>Park Infrastructure</b>	
<b>Future Actions</b>	<b>Outcomes</b>
<p>Progressively incorporate accessible and inclusive elements into new and existing playgrounds to the extent practicable.</p> <p>Accessible play equipment will incorporate evidence-based accessibility features that reflect the following principles:</p> <ul style="list-style-type: none"> <li>• Not be separated from other forms of play equipment;</li> <li>• Be just as accessible and appealing to children without a disability as those with a disability; and</li> <li>• Encourage interaction between children with different levels of ability.</li> </ul>	<p>Playgrounds in parks will be accessible to, and inclusive of children with a disability and their families to the extent practicable. Accessibility features for playgrounds may include:</p> <ul style="list-style-type: none"> <li>• Ground cover providing a firm surface which can be wheeled and walked across</li> <li>• Play equipment that can be reached from a seated position;</li> <li>• Specific play equipment for people who use a wheelchair (e.g. swings, merry go rounds, see-saws)</li> <li>• Play equipment that provides additional support (e.g. swings with back support and harnesses)</li> <li>• Additional shading</li> <li>• Play equipment that encourages sensory play (e.g. sounds, textures, water play)</li> </ul>
<p>Provide accessible exercise equipment in parks where appropriate.</p>	<p>People of all abilities can access council's public exercise stations.</p>
<p>Incorporate accessibility audits into the inspections undertaken of facilities and equipment in parks and open space throughout the region.</p>	<p>Enables council to prioritise works to improve the provision of accessible infrastructure in parks and open space. This may include the concentration of accessibility features in the one location rather than these facilities being dispersed across multiple locations.</p>

<b>Walking and recreation trails</b>	
<b>Future Actions</b>	<b>Outcomes</b>
<p>Identify and promote appropriate, accessible trails in natural areas throughout the region.</p>	<p>Increased community awareness of accessible trails that provide opportunities for people who use wheelchairs or other mobility devices to enjoy the region's natural areas.</p>

<b>Accessible beach access</b>	
<b>Future Actions</b>	<b>Outcomes</b>
<p>Engage with Surf Life Saving Queensland to discuss the potential provision of accessible beach chairs and matting at Suttons Beach, Redcliffe and Woorim Beach, Bribie Island.</p>	<p>People who use wheelchairs or other mobility devices will be able to access the beach area.</p>



## Events and Programs

## Events and Programs

The Moreton Bay Region hosts a wide variety of events and programs that bring our community together to celebrate our vibrant lifestyle. Events range from region-wide spectacles such as the Redcliffe Kite Festival and local events such as Christmas carols. Programs range from sport and recreation programs (e.g. Healthy and Active Moreton) to community and cultural programs (e.g. Animating Moreton).

Council is committed to ensuring that its events and programs are accessible to everybody. People with a disability may experience comparatively higher rates of social exclusion and isolation.

Therefore, their involvement in local events and programs is especially important.

Participants in the community consultation activities for this plan expressed their interest in becoming more involved in community events and programs. While council has already made changes to improve accessibility, more can be done.

The tables below outline actions council will undertake to further improve the accessibility of its events and programs.



ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Current Actions**

Council is currently undertaking the following actions to improve accessibility in relation to events and programs.

<b>Library Programs</b>	
<b>Current Actions</b>	<b>Outcomes</b>
Council's library programs are designed to be inclusive of all participants.	Participants in council's library programs can indicate if they require additional assistance when they register online.  Library programs can be tailored to meet the requirements of participants of all abilities to the extent practicable.
Libraries are developing and hosting programs which appeal to people with Autism Spectrum Disorder and other forms of sensory disorders. Reasonable adjustments have been made to facilitate their involvement in programs including: <ul style="list-style-type: none"> <li>• Minecraft</li> <li>• Code Club</li> <li>• Chess</li> </ul>	Library programs and facilities are accessible to people who may have difficulty processing sensory information.

<b>Sport and Recreation</b>	
<b>Current actions</b>	<b>Outcomes</b>
Council's sport and recreation programs are designed to be inclusive of all participants.	Participants in council's sport and recreation programs can indicate if they require additional assistance when they register to attend.  Sport and recreation programs can then be tailored to meet the requirements of participants to the extent practicable.
Council accepts companion cards at various sport and recreation programs/facilities throughout the region (e.g. aquatic centres and the Redcliffe Cultural Centre).	Participants in various sport and recreation activities who have a companion card can participate with a nominated carer who attends for free.

<b>Events and Programs</b>	
<b>Current Actions</b>	<b>Outcomes</b>
Council events are held at accessible public venues and locations to the extent practicable. Reasonable adjustments are made to facilitate the involvement of people with a disability in council events. Accessible parking and designated drop-off zones are provided at council events. Accessible shuttle buses are provided to transport people between major public transport hubs and the event venue.	Council events are accessible to people of all abilities.

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

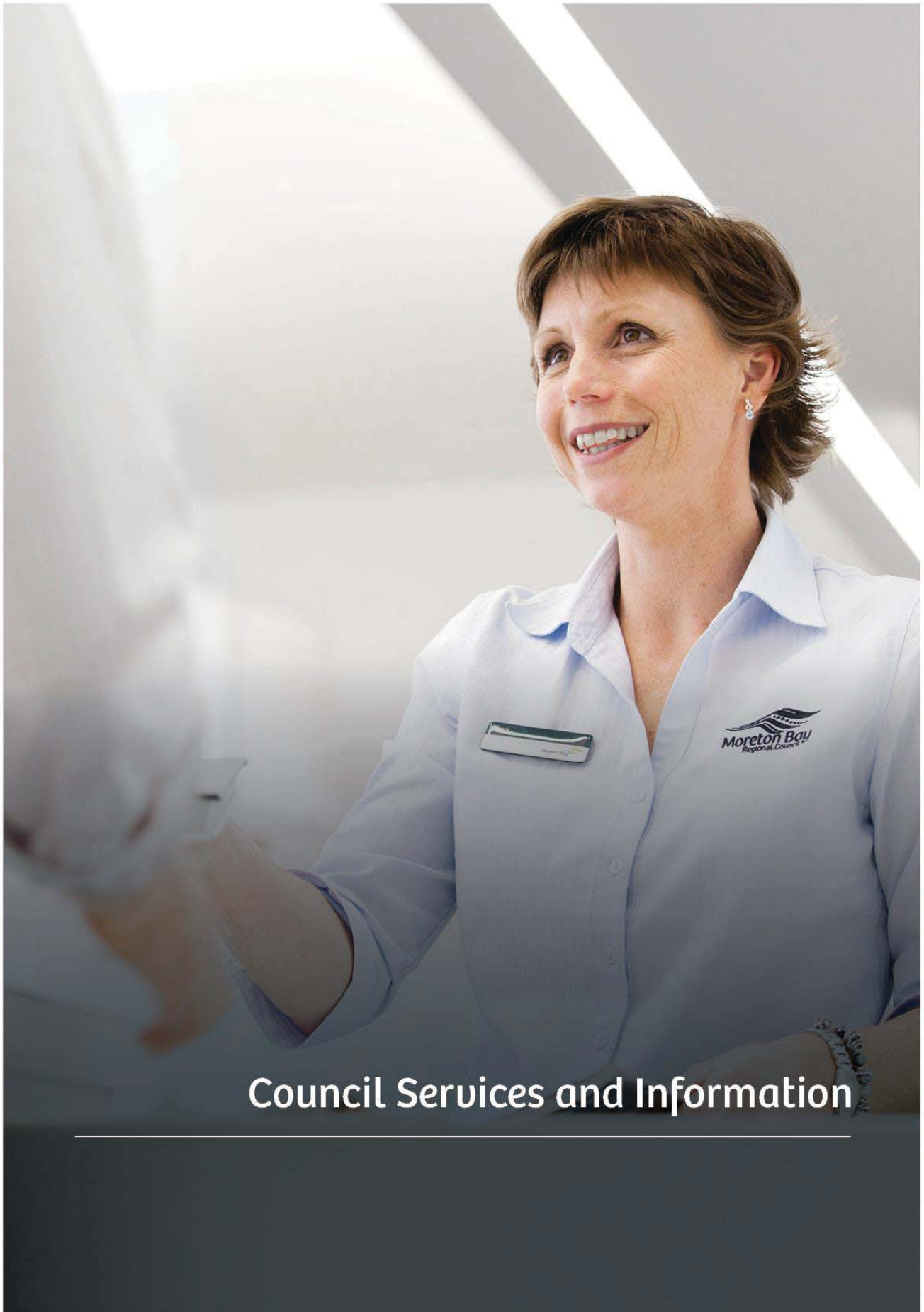
**Future Actions**

Council will undertake the following actions to improve accessibility in relation to events and programs.

<b>Sport and Recreation</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Provide support to encourage sport and recreation program providers and local clubs to tailor specific programs to be inclusive of all abilities.	Sport and recreation program providers and local clubs will provide additional opportunities for people with a range of disabilities to participate in sport and recreation activities.

<b>Events and Programs</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Ensure that the promotion and delivery of council's various programs are accessible to, and inclusive of, people with a range of disabilities in accordance with legislative requirements. This includes the programs delivered by the following council units: Sport and Recreation, Library Services, Community and Cultural Programs, Waste Services, Environmental Services, and Galleries and Museums.	Council programs are delivered in a consistent, accessible and inclusive way.
Incorporate sensory-friendly elements into regular events, programs and exhibitions hosted by council where appropriate.	People who have difficulty processing sensory information will be able to participate in community events, programs and exhibitions.
Develop an 'inclusive event guidelines' to provide guidance to organisers of council and community events on how to make their events inclusive of all participants.	Event organisers are encouraged and supported to make their events accessible.
Provide AUSLAN interpretation as part of selected council events and programs.	Council events are more accessible to people with a hearing impairment.
Incorporate audio descriptions into displays and exhibitions delivered by council where appropriate.	
Seek to attract major sporting events involving athletes with a disability into the region (e.g. wheelchair rugby or basketball).	Increased community awareness about sporting opportunities and achievements of people with a disability.
Progressively undertake accessibility audits of various major events hosted by council and Moreton Bay Region Industry and Tourism (MBRIT).	Event audit outcomes will provide accessibility information about events and will identify any barriers to participation by people with a disability.

<b>Companion Cards</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Provide free admission to all council events and programs for the companion of any person holding a valid Companion Card.	Companions of people with a disability will have free access to council events and programs where an admission fee is usually charged.



## Council Services and Information

## Council Services and Information

Council provides a range of services that enable residents to live safe, vibrant and connected lives. People with a disability can sometimes experience barriers to accessing these services. For example, the essential service of domestic bin collection can present unique challenges for people with a disability who live independently. In these instances, it is important that council provides appropriate assistance for people of all abilities to access essential services.

Furthermore, council is aware of the challenges faced by people with a disability when transacting with council. Our customer services and call centres need to be easily accessible so everyone can make enquiries, pay rates and access other council services.

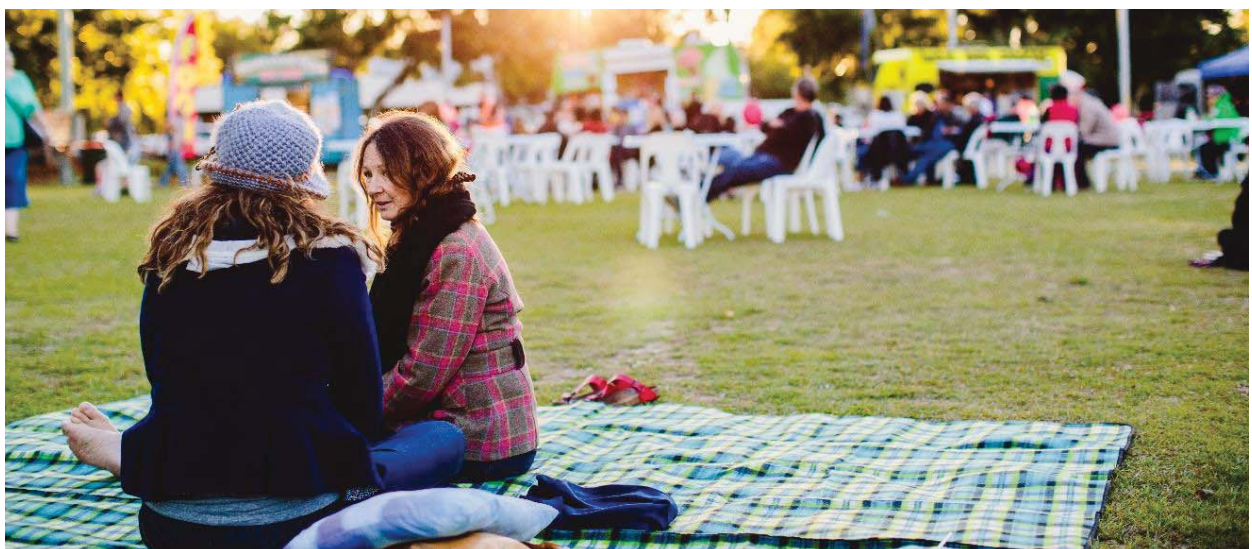
*"The greatest barrier facing people with Down Syndrome is not their intellectual disability but confronting negative attitudes, overcoming outdated stereotypes and challenging the limitations placed on them by others."<sup>11</sup>*

Residents and visitors also access community information from council. For example, its publications and website promote upcoming events and programs to encourage residents and visitors to be actively engaged in our local community.

In addition, during disaster events, council is responsible for disseminating relevant information to assist people in a timely manner.

Council also makes spatial and other types of data freely available via its open data portal to further improve public access to information.

Council recognises the importance of ensuring that its services and information are accessible to people with a disability. The tables below outline actions council will undertake to increase the accessibility of its services and information.



<sup>11</sup> Commonwealth of Australia, 2009, SHUT OUT: The Experience of People with Disabilities and Their Families in Australia, p.13.



*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

## Current Actions

Council is currently undertaking the following actions to improve accessibility in relation to council services and information.

Information and Communications Technology	
Current actions	Outcomes
Council's website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.0.	Council's website and other digital resources are accessible to people of all abilities.
All videos uploaded on council's You Tube Channel include closed captions.	
Council's online portal (embarc) provides residents with flexible online payment and notification options.	People with a disability can transact with council online.

Customer Service	
Current actions	Outcomes
Council's call centre can receive calls through the National Relay Service	People with a hearing impairment are able to contact council's call centre.

Community and Cultural Services	
Current actions	Outcomes
Council offers community grants to support celebrations during Disability Action Week.	These grants support local community organisations to develop initiatives, events and programs that involve people with a disability in their local community.

Library Services	
Current actions	Outcomes
Library collections are provided in a range of formats including large print, audio and digital.	Library collections are accessible to people of all abilities.
Shelving heights and width between shelves have been designed to maximise accessibility to the extent practicable.	
Council has a wheelchair accessible mobile library with an inbuilt lift.	
Council's home library service delivers books and other items directly to people who are unable to visit a library.	
New shelving technology to facilitate the returns of books and other items has been installed at Bribie Island Library and will be progressively installed at other libraries.	Books and other items can be returned more easily by people of all abilities.
A training session for staff has been conducted on how to support and interact with library users that have Autism Spectrum Disorder and other forms of sensory impairment.	Staff are more aware and confident to be able to meet the needs of customers with ASD and other sensory impairments.

## Moreton Bay Regional Council

*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

Waste Services	
Current actions	Outcomes
A bin collection service is available for residents who are unable to move bins to and from the kerb as authorised by their doctor.	Council's bin collection service is accessible to people of all abilities.

Organisation Development	
Current actions	Outcomes
Council subscribes to professional memberships through organisations (e.g. The Australian Network on Disability) who provide council with specialist advice in relation to access and inclusion.	Council has access to current information, resources and networks within the disability sector.
Deliver disability access and inclusion awareness-raising sessions to relevant council staff.	Council staff have access to specialised training in relation to the unique needs of people with a disability.
Council's recruitment processes are accessible for people with a disability in accordance with legislative requirements.	People with a disability have equal access to employment opportunities with council.

Disaster Management	
Current actions	Outcomes
Council's 'Moreton Alert' service is a free SMS, email and voice notifications system that provides severe weather warnings to residents in real time.	Enables council to provide information that is accessible to people of all abilities about severe weather events.
Council's 'Know Your Neighbour' program encourages greater connections and support within local communities.	Enables people with a disability who may experience social isolation to establish networks that result in increased resilience before, during and after a disaster event.
A community services mapping project being undertaken by council and the Red Cross identifies key service providers who will act as a first point of contact between council and people who require a higher level of assistance during a disaster event.	People with a disability who may experience social isolation will have access to support from key service providers before, during and after a disaster event.

ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)

**Future Actions**

Council will undertake the following actions to improve accessibility in relation to council services and information.

<b>Information and Communications Technology</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Improve the accessibility of council’s website so that it is user friendly for people of all abilities.	Council’s website will produce and host content that: <ul style="list-style-type: none"> <li>• Is easy to read;</li> <li>• Works on different devices;</li> <li>• Is easy to navigate;</li> <li>• Has appropriate design and colour contrast;</li> <li>• Has images and graphs that are well described;</li> <li>• Has video captions or transcriptions; and</li> <li>• Has documents and attachments in a format that can be used by everyone, everywhere.</li> </ul>
Investigate the use of accessibility software solutions to improve the user experience of council’s website by people with a disability.	Provides information that will assist council in assessing the benefits of accessibility software solutions.
Publish an accessibility webpage on council’s website. This page will act as a ‘one stop shop’ for anyone seeking accessibility information about council’s buildings, facilities, events, programs and services.	People can easily obtain accessibility information through council’s website.

<b>Marketing and Communications</b>	
<b>Future Actions</b>	<b>Outcomes</b>
Review the representation of the region’s diverse population in council’s marketing material and activities.	Provides information that will assist council in identifying how its marketing materials and activities can be more inclusive of people with a disability.
Ensure that events, programs and facilities that are inclusive of people with a disability are effectively promoted as being accessible.	People with a disability will be aware of all relevant accessibility information prior to attending council events and programs, or visiting council facilities.
Educate the broader community about disability and raise awareness and understanding of barriers which inhibit people with a disability from fully participating in community life.	Increased understanding in the wider community about the diverse nature of disability, and barriers faced by people with a disability in the community.

*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

Community and Cultural Services	
Future Actions	Outcomes
Migrate council's existing and new heritage and public art trails to a digital platform which can incorporate non-visual elements.	Audio narrations in council's digital heritage and public art trails improve the user experience for people with a vision impairment.
Investigate the recognition of community organisations and local businesses that are removing access and inclusion barriers, and are making a positive difference in the lives of people with a disability.	Recognising the efforts of community organisations and local businesses to improve accessibility will promote inclusive practices throughout the Moreton Bay Region.
Promote the services of social enterprises operating within the Moreton Bay Region that employ people with a disability.	Social enterprises that employ people with a disability will continue to grow and become more sustainable. This will increase local employment opportunities for people of all abilities.

Library Services	
Future Actions	Outcomes
Investigate the introduction of height-adjustable customer service desks in council's libraries.	Provides information that will assist council in assessing the benefit of height-adjustable and/or multi-level customer service desks in council's libraries.

Waste Service	
Future Actions	Outcomes
Promote council's bin collection service for residents who are unable to move bins to and from the kerb.	Increased community awareness of council's bin collection service.

Access to Council Information	
Future Actions	Outcomes
Provide accessibility information to the community via a mobility map, council's website, online mapping and open data portal.	People with a disability will be able to obtain relevant accessibility information in relation to their travel throughout the region, and council facilities

## Implementation and Review

Each year council will review the implementation of the Disability Access and Inclusion Plan 2018-2022, when preparing the annual budget and operational plan. This will ensure that this plan continues to inform council's decision making in relation to the prioritisation of, and investment in, accessibility initiatives throughout the region. Council will engage with the community each year to provide an update on the delivery of this plan.



*ITEM 6.2 - DISABILITY ACCESS AND INCLUSION PLAN 2018-2022 - REGIONAL (Cont.)*

