



# Sunshine Coast Access Advisory Network Inc.

A Place For Everyone

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## Sunshine Coast Access News – May 2024

We thought it might be helpful to provide a brief update to our SCAAN community on a few of the key issues that you may be interested in and that we are either currently engaged in or monitoring.

We've also included a number of the programs and activities that the Sunshine Coast Regional Council has recently initiated.

While we include below a brief news summary, you'll see links at the bottom of each item to our website as well as other relevant websites that provide more detail.

Send us an email if you would like information on any other issues we have not covered (or if you have any other suggestions).

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### Sunshine Coast University Hospital (SCUH) Update

Improvements to signage for the vision impaired are scheduled to start in the middle of this year (2024). Tenders for the wayfinding signage have been called and the preferred contractor has been determined.

However, the tender indicates that there will continue to be some reliance on volunteers as the Tender Documentation indicates that the Main Directory is a Digital Display and is not replicated anywhere in a raised tactile and Braille format. It appears also that they may be intending to offer a BindiMap app-based wayfinding tool, which does not respond to the Court Orders.

There is some raised tactile and Braille room and directional signage as well as lift directories, although the wayfinding language does not really support clear wayfinding without some education. The room signage relies on raised tactile and Braille room numbering without room names being in this format. This could work if supporting information is available such as appointment emails/letters. Again, concern here is that this may rely on volunteers.

The biggest concerns are that the main Directory Board, which is the only place where visitors can determine the destinations within the room number ranges, is NOT raised tactile and

Braille. As well, a significant number of department signs and major destination signs are either ceiling mounted (too high) or mounted above the door/portal with no additional information in an accessible format and at an accessible height. While the Court Orders required all signs to be raised tactile and Braille, the tender documents do not appear to have included this.

It may be that those with vision impairment will need to memorise department and destination names at the beginning of their journey in order to navigate successfully if they cannot find a volunteer. If they are unable to read the Main Directories (as they are not Raised Tactile or Braille), they will need to rely on volunteers or staff to find their way. They may also find it a significant challenge to make their way back to the entrance of the Hospital without further Volunteer help.

This is in direct contravention of the Court Orders that were made in 2021 and is clearly a significant and frustrating outcome for people with vision impairment.

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## **Access Accelerator Program**

If you are a Queensland-based small business or tourism operator you may be able to access funding from the Queensland State Government to start your journey towards becoming more accessible and inclusive.

If you want to learn how to attract more customers from the 4.4 million Australians living with disability, then the Access Accelerator program is for you!

The Access Accelerator program is an initiative between Spinal Life Australia and Cérge, this program is designed to help businesses implement changes in order to better understand and serve people with disability, creating an accessible and inclusive workplace that benefits everyone.

By participating in this program, businesses can enhance their capabilities, improve disability confidence, and reform their workplace culture and employment practices – all leading to a broader appeal for their tourism offer.

For more information, click here: [Access Accelerator Program](#)

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## Upcoming Events

### GET READY, PLAN AHEAD"



#### Person-Centred, Emergency Preparedness (P-CEP) Workshops

SCRC, in conjunction with QDN (Queensland Disability Network) is holding P-CEP online training sessions for people with disabilities.



**GET READY, PLAN AHEAD SUNSHINE COAST**  
**PERSON-CENTRED EMERGENCY PREPAREDNESS (P-CEP) WORKSHOPS**

**What is the workshop?**  
This workshop will help you to prepare for emergencies such as severe storms, floods, bushfires, and heatwaves.

These are presented by and for **people with disability**.

**Why should I attend?**  
You will be guided through the four steps of **Person-Centred Emergency Preparedness (P-CEP)** to learn how to make an emergency plan tailored to your individual support needs.

Workshops are **inclusive** and **accessible, fun** and **free!**

**SUNSHINE COAST ONLINE WORKSHOP SERIES**

**Step 1:** Friday 7 of June, 4-5:30pm      **Step 3:** Friday 21 of June, 4-5pm  
**Step 2:** Friday 14 of June, 4-5pm      **Step 4:** Friday 28 of June, 4-5pm

**Location:** Online via Zoom.

 **SCAN THE QR CODE FOR MORE INFORMATION**      **OR**      **CALL QDN ON 1300 363 783 REGISTER [HERE](#)**

 Australian Government     Queensland Government     QDN     THE UNIVERSITY OF SYDNEY     Sunshine Coast COUNCIL

Assistance provided through the jointly-funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

Click here to [register](#).

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### SCAAN General Meetings – all welcome

When: The third Friday of every month at 10:00 am

Where: Mooloolaba TAFE, 34 Musgrave Drive, Mooloolaba 4557 (Room A1.66)