



Sunshine Coast Access Advisory Network Inc.

A Place For Everyone

ABN: 88 973 724 392

PO Box 38
Nambour, 4560

T: 5448 4748

M: 0429 484 744

E: info@scaan.org.au

W: www.scaan.org.au

Sunshine Coast Access News – February 2025

We thought it might be helpful to provide an 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 several of the programs and activities that the Sunshine Coast Regional Council (SCRC) has recently initiated.

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

Please send us an [email](#) if you would like information on any other issues we have not covered (or if you have any other suggestions).

Topics this time

Access and Inclusion at Sunshine Coast Airport

Sunshine Coast Regional Council Update

Apps for contacting Council or reporting issues

Upcoming Events

Useful websites

Access and Inclusion at Sunshine Coast Airport

Cerge

Sunshine Coast Airport is partnering with Cerge, a local company dedicated to removing barriers for individuals with disability during travel. This partnership marks a significant step towards fostering inclusivity and enhancing the travel experience for everyone, particularly those with hidden disability.

The partnership will see the rollout of the Cerge Companion App and Website at SCA and is an industry first that has the potential to revolutionise travel for people with disability. Known as a 'digital concierge', Cerge provides venues with plug-and-play companion technologies designed to offer accessible and sensory experiences, imagery, and descriptions. This empowers individuals with disability,

along with their parents, carers, and support workers, to make informed decisions prior to arrival.

BindiMaps

To help passengers of all abilities navigate the Sunshine Coast Airport terminal, the Airport has partnered with digital accessible wayfinding solution, BindiMaps. The BindiMaps technology was designed with input from hundreds of blind and vision impaired users to ensure the highest possible levels of accessibility and inclusivity.

The BindiMaps app uses a network of Bluetooth beacons and smartphone sensors to offer users a choice of text, map view, or audio directions that guide users through the airport using accurate, real-time, and step-by-step directions to any destination.

There are two BindiMaps kiosks located within the terminal:

- Main check-in area
- Departures

To find out more about accessibility at the Sunshine Coast Airport, visit their website at [Accessibility at Sunshine Coast Airport](#)

Sunshine Coast Regional Council Update

In 2025, the key goal is to deliver on actions in the All Abilities Action Plan. Council has made significant progress in the first year which includes Cerge and now also the Sunflower Initiative. Training for the latter will begin in the next couple of months for staff in our customer service centres.

The Sunflower initiative allows people to choose to be visible when they want to be. Wearing a Hidden Disabilities Sunflower lanyard discreetly indicates to people around you, including staff, colleagues and health professionals that you may need additional support, time or understanding.

For details go to: [Hidden Disabilities Sunflower Program](#)

Council supported events to look out for this year:

All Access Day at Coolum Beach with other locations being planned.

Disability Action Week in the last week of November which will include the 2nd Functional Market Day, Accessible Sunshine Coast Photo Competition and lots of community events and activities.

Our thanks to Jane Goodwin, Community Development Officer at Council for this information and her continuing support of SCAAN.

Apps for contacting Council or reporting issues

SUNSHINE COAST APP

The Sunshine Coast App makes it easier than ever to interact with Council.

The App is your go-to tool to access Council services including:

- submitting a service request
- staying informed of council updates
- finding out your bin collection day.

Key features

Bin day reminders - Stay on top of your waste collection schedule with personalised bin day reminders. Input your address, and the app will notify you of your next collection day.

Service requests made simple - Report issues like potholes, graffiti, or broken streetlights through the app.

Receive real-time alerts - Stay informed with real-time notifications. This could be for your service requests, emergency updates and other important council news. The app ensures you're always up to date with what's happening in your community.

DisasterHub and CoastAlerts - Access vital information during emergencies such as natural disasters. Get timely alerts and updates to help you stay safe and informed during critical times.

Explore with guided walks - Discover the beauty of the Sunshine Coast with self-guided walking tours available right from the app. The tours are perfect for locals and visitors alike. They provide an insightful and interactive way to explore the region.

Designed for ease of use

We've designed the Sunshine Coast App with you in mind. The interface ensures a smooth experience whether you're submitting a service request or browsing through the latest council news. It also features enhanced accessibility options to ensure everyone in the community can use the app.

Proactive notifications

Never miss an important update! The app provides proactive notifications. It keeps you informed about the status of your service requests, upcoming events, and council news. You can also set custom notifications for events like bin collection days or emergency alerts.

How to get the Sunshine Coast App

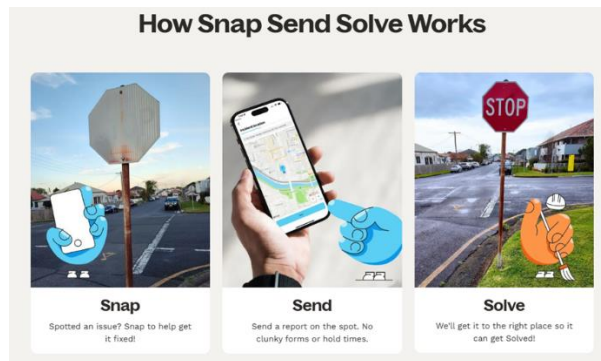
The Sunshine Coast App is available for free on both the App Store and Google Play. Search for and download the 'Sunshine Coast App'. Start exploring all the ways it can help you stay connected with council!

[Download from the app store \(Apple devices\)](#)

[Download from Google Play \(Android devices\)](#)

SNAP SEND SOLVE

From getting potholes filled to encouraging better parking, report issues affecting your part of the world to local councils, utilities and more.



[Download from the app store \(Apple devices\)](#)

[Download from Google Play \(Android devices\)](#)

Upcoming Events

Disability Expo

When: Saturday, 15 February 2025

Where: Caloundra Indoor Stadium

More information: [Aged & Disability Expo](#)

Sunshine Coast Regional Disability Expo 2025

When: 9:00 am to 3:00 pm, Thursday, 18 September 2025

Where: Caloundra Indoor Stadium - North St, Golden Beach

[Click here to Register](#)



SCAAN General Meetings – all welcome

When: The third Friday of every month at 10:00 am (No December meeting)

Where: Mooloolaba TAFE Campus, 34 Lady Musgrave Drive
Mountain Creek, 4557 (Room A1.66)

Useful websites

National Disability Insurance Scheme

www.ndis.gov.au

Vision Australia

www.visionaustralia.org

Spinal Life Australia

www.spinal.com.au

Queensland Disability Network

www.qdn.org.au

ANUHD – Australian Network for Universal Housing Design

www.anuhd.org

Liveable Housing Australia

www.livablehousingaustralia.org.au

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (RCVNEPD)

www.disability.royalcommission.gov.au

Australian Human Rights Commission – Disability Rights

www.humanrights.gov.au/our-work/disability-rights

Australian Government Disability Gateway

Information and services to help people with disability, their family, friends and carers, to find the support they need in Australia

www.disabilitygateway.gov.au

Disability Australia Hub

www.disabilityaustraliahub.com.au

Disability Advocacy Network Australia (DANA)

www.dana.org.au

International Day of People with Disability (IDPWD)

www.idpwd.com.au

National Disability Services (NDS)

www.nds.org.au