ADELAIDE PLAINS DISABILITY ACCESS AND INCLUSION PLAN 2026

Acknowledgement of Country

Adelaide Plains Council acknowledges that we operate on the traditional lands of the Kaurna people, the Traditional Custodians of the Adelaide Plains.

We pay our respects to Kaurna Elders past and present and recognise their continuing cultural, spiritual and ancestral connections to this land and its waters.

In developing this Disability Access and Inclusion Plan, Council recognises that inclusion begins with respect – respect for Country, for culture, and for the diverse lived experiences of people in our community. We acknowledge the enduring contribution of the Kaurna people to the life of this region and extend that respect to all Aboriginal and Torres Strait Islander peoples within our community.

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This Disability Access and Inclusion Plan (DAIP) is available in fully accessible word/pdf version on the Adelaide Plains Council website: https://www.apc.sa.gov.au/. For enquiries please call: 08 8527 0200 or email: info@apc.sa.gov.au

ABOUT ADELAIDE PLAINS COUNCIL

Adelaide Plains Council (APC) governs a growing rural–coastal local government area spanning approximately 935 square kilometres. The Council area includes major townships at Two Wells, Mallala and Dublin, a steadily growing rural-residential area in Lewiston, and coastal settlements including Middle Beach, Thompson Beach, Parham and Webb Beach along the Gulf St Vincent tidal coastline. Two Wells, situated in the southern part of the local government area, is approximately 44km north of the Adelaide GPO; with Mallala situated further north approximately 60km from Adelaide. The northern boundary of the council area is approximately 75 kilometres from Adelaide.

The district contains both the Light River and Gawler River and supports a diverse economic base across agriculture and horticulture, with tourism linked to key drawcards such as the Adelaide International Bird Sanctuary National Park (Winaityinaityi Pangkara) and the Mallala Motor Sport Park.

Adelaide Plains Council is planning for strong population growth, with Council noting an expectation of around 400 new residents per year, with the majority of projected growth concentrated in Two Wells.

Community Profile

Adelaide Plains is a community of established townships, productive rural areas and unique coastal environments. Using ABS-derived local profile data, the Estimated Resident Population (ERP) for 2024 is 11,302[1]. The area includes a mix of households and life-stages, with around 21.2% of residents aged 60 years and over (2021), alongside a strong presence of families and school-aged children.

APC's coastal settlements have small permanent populations but attract visitors for recreation and nature-based experiences. Council notes that Thompson Beach has ~200 residents, and Parham/Webb Beach ~220 residents, with visitors drawn to activities such as fishing and crabbing, as well as the Bird Sanctuary and surrounding coastal landscapes. These coastal areas are noted to be ecologically significant, including extensive mangrove and salt marsh systems, which shape access, infrastructure and service delivery considerations.

[1] https://profile.id.com.au/adelaide-plains

ABS Census Indicators

To inform this DAIP, selected indicators from the Australian Bureau of Statistics (ABS) 2021 Census have been analysed for APC and compared with South Australia as a whole[2]. While the Census is not a disability survey, it provides important population-level insights that assist Council to understand community need and plan inclusive services, infrastructure and engagement approaches.

Table 1 provides ABS Census data relating to:

- Core activity need for assistance (G18)
  - Persons needing assistance with core activities is particularly relevant in a DAIP context. This metric identifies people who report needing help with self-care, mobility or communication due to a disability, long-term health condition or age. While this measure does not capture all people living with disability, it is commonly used as a proxy indicator of functional limitation within a population. It therefore provides a practical, comparable benchmark to estimate the proportion of residents likely to experience higher access and inclusion barriers
- Long-term health conditions (G19)
  - This measure provides broader insight into the prevalence of long-term health conditions within the community. It is important to note that this measure captures a wide range of conditions – including those that may be well managed or not functionally limiting – and respondents may report multiple conditions. As such, it should not be interpreted as a direct measure of disability prevalence but rather as an indicator of underlying health complexity within the population
- Unpaid assistance to a person with a disability, health condition or due to old age (G25)
  - This measure highlights the extent of unpaid care provided by residents to people with disability, long-term health conditions or older age. This measure provides insight into the level of informal caring responsibility within the community – an important consideration in planning accessible services, community participation opportunities and flexible engagement methods

[2] The demographic analysis presented in this section is based on the Australian Bureau of Statistics (ABS) 2021 Census, the most comprehensive and nationally consistent population dataset currently available. Council recognises that the Adelaide Plains community has continued to grow and change since 2021. The next national Census, scheduled for later in 2026, will provide an updated evidence base for future planning. Until then, Council will continue to supplement Census data through ongoing community engagement, local knowledge and other available demographic information.

Together, these indicators provide a grounded, evidence-based picture of functional limitation, health complexity and caring responsibility across the Council area, supporting informed and proportionate access and inclusion planning.

Table 1: ABS Census Data

	Adelaide Plains Council	South Australia
Core Activity - need for assistance (ABS G18) % of population with need for assistance with core activity	6.03%	6.66%
Long-term Health Conditions (ABS G19) % of population with at least one long-term health condition	35.36%	35.13%
Presence of Mental Health Conditions (sub-set of ABS G19) % of population with a mental health condition	9.68%	9.83%
Unpaid assistance to a person with a disability, health condition or due to old age (ABS G25) % of population providing unpaid assistance	13.58%	13.10%

Adelaide Plains broadly mirrors the South Australian profile across functional limitation, long-term health conditions and community members with unpaid caring responsibilities. This indicates that disability and health-related access needs are not marginal issues within the community, they are a mainstream planning consideration; as they are at a State-wide level.

The proportion of residents requiring assistance with core activities signals a consistent level of functional limitation that must be reflected in infrastructure design, communication methods and service delivery. The prevalence of long-term health conditions reinforces the need for inclusive approaches that consider cognitive, psychosocial and invisible disability, not only physical access.

The level of unpaid care within the community further highlights the importance of flexibility in engagement, program design and service access, recognising the time and capacity pressures faced by carers.

Together, these indicators reinforce that access and inclusion should be embedded as standard practice across Council operations, rather than treated as a specialist or minority concern.

Financial and infrastructure realities for Adelaide Plains Council

The APC's Strategic Asset Management Plan[3] identifies its infrastructure assets with a current gross replacement value of approximately $158.6 million, of which the transport network alone represents over $105 million. This network services a dispersed rural and coastal community and includes:

- 142 km of rural sealed roads;
- 39 km of township sealed roads;
- 541 km of sheeted roads;
- 235 km of formed natural roads;
- 19.2 km of sealed footpaths;
- 63.7 km of kerb/channel/spoon drains;
- 4 bridges and 184 pram ramps.

Over the 2024-2033 period, the population is forecast to grow from approximately 10,500 to 15,000, with rateable properties projected to increase from 5,700 to 8,450 (48%). Growth generates additional rate revenue, but also materially increases long-term renewal, maintenance and service obligations. Council also receives an average of $5 million per year in donated infrastructure assets arising from residential development at Two Wells, further expanding future renewal liabilities.

In response, Council's 2024-2033 Long Term Financial Plan commits to $53.4 million[4] in operating and capital programs – prioritising asset renewal (57%), growth-related initiatives (32%) and new/upgraded assets (11%). The Plan forecasts operating deficits in Years 1–4 before returning to surplus, reflecting a staged and disciplined approach to maintaining infrastructure while managing debt and rate impacts.

Under the 2022–23 ESCOSA Local Government Advice scheme, APC was assessed as financially sustainable, with no immediate concerns identified. ESCOSA nonetheless emphasised the importance of maintaining alignment between revenue, asset renewal

[3] Adelaide Plains Council Strategic Asset Management Plan, October 2021
[4] Adelaide Plains Council 2024-2033 Long Term Financial Plan

funding and long-term financial indicators to ensure sustainability is preserved as growth accelerates.

In the context of this DAIP, these realities are material. Accessibility improvements must be integrated into asset renewal and capital programs, targeted to highest-impact locations, and staged realistically within Council's long-term financial capacity. Access and inclusion outcomes sit within, not separate from, Council's broader sustainability and infrastructure renewal obligations.

Council's Role, Services, and Facilities

The APC provides governance and delivers a wide range of services that support community wellbeing, safety, liveability and local development, including core responsibilities such as roads and infrastructure maintenance, waste and environmental services, community planning and regulatory functions. Residents can access Council through its principal office in Mallala (with additional customer service access points including the Two Wells Service Centre). Key community facilities include the Adelaide Plains Library, delivered via branches at Two Wells and Mallala.

Council's public facilities and places include a network of recreation reserves, playgrounds and sporting complexes (for example, the Two Wells Oval Complex and Mallala Oval Complex, which incorporate sporting courts/ovals, clubrooms, public toilets and community spaces), alongside broader community open space and visitor infrastructure across townships and coastal settlements.

Beyond physical infrastructure, Council supports community connection and participation through programs such as community grants and funding, volunteering pathways, and practical access supports such as a monthly community bus service linking townships to the Elizabeth City Centre. The Adelaide Plains Council Community Bus Service is a subsidised transport initiative designed to support residents who may experience transport disadvantage, particularly older residents, people with disability, and those without a driver's licence or access to private vehicles. The service helps residents access major retail and shopping facilities; medical and allied health appointments; government and essential services, and provides social connection opportunities.

Consistent with the DAIP's intent, these services and facilities represent the everyday "touchpoints" through which inclusion is experienced, and where accessibility,

communication and participation can be strengthened through deliberate design, renewal and service improvement.

Our Vision

Adelaide Plains Council's Strategic Plan 2025–2028 sets a clear direction, aspirations and priorities for a thriving, proactive community. At its core, the Strategic Plan establishes the 2028 Vision that '*Adelaide Plains is a thriving proactive community with an enviable lifestyle, emerging economy, and remarkable landscapes*'.

The Strategic Plan is structured around four interconnected themes that collectively shape Council's long-term direction.

Enviable Lifestyle focuses on building strong, connected townships that support health, wellbeing and social participation. The intent is to foster inclusive, welcoming communities with access to local services, recreation, employment and diverse housing options. It emphasises strengthening town centres, supporting volunteering and community initiatives, and improving local movement options to enhance liveability.

Remarkable Landscapes centres on environmental stewardship and cultural respect. It reflects Council's commitment to recognising and protecting Kaurna Country, maintaining rural, coastal and riverine landscapes, strengthening climate resilience, and improving resource recovery and waste management to support sustainable living.

Emerging Economy positions the district as a growing and diversifying regional economy. The focus is on supporting agribusiness and value-adding industries, facilitating employment growth, enhancing infrastructure to enable investment, and strengthening townships as service, retail and visitor destinations.

Proactive Leadership underpins the other themes through strong governance, financial sustainability and partnerships. It emphasises responsible financial management, transparent decision-making, collaboration with regional partners and pursuit of funding opportunities to deliver long-term community benefit.

Together, these themes signal a Council intent on managing growth responsibly, strengthening local identity and connection, protecting environmental assets, enabling economic opportunity and ensuring decisions are financially sustainable. For the DAIP, they provide a clear and practical platform to embed access and inclusion within liveability,

infrastructure planning, service delivery and community participation, not as an adjunct initiative, but as part of core business.

This strategic intent is reinforced by Council's growth agenda, with population projections of approximately 15,000 residents by 2033 and 18,000 by 2040. Council's master-planning program is a practical expression of this "growth-ready" posture, including:

- the Two Wells Main Street Masterplan, which will revitalise the town centre with safety and accessibility elements such as pedestrian refuges and pram ramps
- the Two Wells Recreation & Sport Precinct Master Plan, designed to respond to a growing and diversifying community.

Council's regional public health work, including lighthouse project priorities such as community transport and participation, further strengthens this integrated approach to inclusion, mobility and social connection.

Collectively, these plans position APC to give practical effect to the State Disability Inclusion Plan vision of "a South Australia where no one is left behind[5]," by progressively embedding accessibility, participation and equity considerations into its strategic planning, growth management and delivery programs for places, services and community participation.

[5] State Disability Inclusion Plan 2025–2029

STRATEGIC CONTEXT

Legislative and Policy Context

The Disability Access and Inclusion Plan (DAIP) for APC is grounded in a clear legislative and policy framework that ensures compliance and alignment with state, national and international obligations. At its core is the *Disability Inclusion Act 2018* (SA), which requires all South Australian councils to prepare and implement DAIPs that give effect to the State Disability Inclusion Plan and uphold the rights of people with disability to participate fully in community life. The Act establishes principles of equity, dignity and accessibility, and mandates reporting under Regulation 9(4) of the *Disability Inclusion Regulations 2019* (SA).

The State Disability Inclusion Plan 2025–2029, titled "A South Australia where no one is left behind", provides the overarching direction for disability inclusion across the state. It sets out five domains:

1. Inclusive Environments and Communities;
2. Education and Employment;
3. Personal and Community Support;
4. Health and Wellbeing; and
5. Safety, Rights and Justice.

These domains reflect extensive consultation with people with disability, their families, carers and advocacy groups, ensuring lived experience informs policy at a state level. The Plan also recognises intersectionality and the compounded barriers faced by Aboriginal people with disability, culturally and linguistically diverse communities, women, children, LGBTIQA+ individuals and people living in regional areas such as Adelaide Plains.

The Act and the State Plan set the frame, they do not prescribe the local answers. The DAIP is where APC determines what matters most in its own community, shaped by local context, service realities and growth pressures. That local direction is informed by community lived experience and staff insight together, ensuring that priorities are grounded in practice as well as policy.

Nationally, the DAIP aligns with Australia's Disability Strategy 2021–2031, which promotes accessible mainstream services across all levels of government and complements the work

of the National Disability Insurance Scheme. Internationally, it reflects the principles of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), which affirms that disability arises not from impairment itself, but from barriers within society, and obliges governments to remove those barriers.

The APC's DAIP translates these frameworks into practical local action. Its purpose is not to restate legislation, but to identify tangible, achievable steps that improve access, participation and inclusion across Council's services, facilities and community life, ensuring the DAIP drives change rather than sitting on a shelf.

Understanding Disability

Disability is part of the natural diversity of our community. It includes long-term physical, sensory, intellectual, cognitive, neurological and psychosocial conditions that, in interaction with environmental, communication or attitudinal barriers, may limit a person's full participation in community life.

Importantly, disability is not defined solely by a diagnosis or medical condition. Barriers in society, whether physical, systemic or social, often create the greatest challenges to participation.

Many disabilities are not visible. Invisible or non-apparent disabilities may include chronic illness, mental health conditions, neurodivergence, hearing loss, acquired brain injury, learning differences or fluctuating health conditions. These experiences may not be immediately obvious, but they can significantly affect how a person accesses spaces, services, information and decision-making processes.

Disability is also shaped by individual circumstances. Age, gender, cultural background, language, geographic location and socio-economic status can influence how barriers are experienced. Some people may experience multiple and overlapping forms of disadvantage.

For APC, disability access and inclusion means recognising this diversity and taking practical steps to reduce barriers, in our infrastructure, our communication, our services and our planning processes, so that people can participate confidently and equitably in community life.

What Do We Mean by Access and Inclusion?

Access and inclusion are closely connected, but they are not the same.

Access is about removing barriers so people can use spaces, services, information and programs. This may include physical access to buildings and footpaths, accessible toilets and parking, readable signage, digital accessibility, transport options, or providing information in formats that people can understand and use. Access is often tangible and visible – it can be measured, upgraded and improved.

Inclusion goes further. It is about creating an environment where people feel welcome, respected and able to participate fully. Inclusion considers attitudes, culture, communication, representation and the way decisions are made. It asks whether people have a genuine opportunity to contribute, influence and belong – not simply attend.

Access without inclusion can mean someone can enter a building but still feel excluded. Inclusion without access can mean good intentions are undermined by practical barriers.

For APC, access and inclusion means:

- Planning with diverse community needs in mind from the outset – not as an afterthought
- Embedding accessibility considerations into projects, budgeting and decision-making
- Designing new infrastructure and services to be usable by as many people as possible
- Improving communication so information is clear and available in formats that work
- Recognising both visible and invisible disabilities
- Listening to lived experience and using it to inform practical change.

In a growing regional community, access and inclusion is not a one-off upgrade. It is an ongoing commitment to reducing barriers and strengthening participation so that all people can engage in community life with dignity and confidence

ADELAIDE PLAINS COUNCIL CONTEXT

Our Planning Framework

The DAIP is not a standalone document; it sits within APC's broader strategic, financial and operational framework. The Strategic Plan 2025–2028 positions inclusion alongside priorities such as liveability, growth management, environmental stewardship and proactive leadership. It specifically commits to preparing and implementing a DAIP, signalling that inclusion is part of core Council business rather than an ancillary initiative.

The APC's Long Term Financial Plan 2024–2033 and Strategic Asset Management Plan provide the financial and infrastructure settings within which the DAIP must operate. These documents guide renewal and upgrade programs across roads, footpaths, kerb and drainage networks, buildings, recreation facilities and community wastewater infrastructure. Accessibility considerations, including pedestrian connectivity, pram ramps, refuge crossings and facility upgrades, are incorporated into capital and renewal programs, ensuring that improvements are embedded within mainstream asset planning rather than treated as one-off works.

The APC's master planning program, including the Two Wells Main Street Masterplan and the Two Wells Recreation and Sport Precinct Master Plan, further demonstrates how inclusion is integrated into place-based planning. These plans respond to projected population growth and incorporate safety, connectivity and community participation considerations as part of long-term township development.

Regional public health planning and community development initiatives, including community transport and participation-focused programs, reinforce the social inclusion dimension of Council's work. At an operational level, APC's workforce and governance policies support equal opportunity, transparent decision-making and responsible service delivery, providing the organisational foundation required to implement the DAIP effectively.

By integrating the DAIP within these existing strategies and plans, APC ensures that disability inclusion is embedded across governance, infrastructure, service delivery and community engagement. This alignment strengthens accountability, supports consistent decision-making and enables practical, staged improvements that reflect both community priorities and long-term financial sustainability.

The APC's Strategic Plan sets the long-term direction and community outcomes; the Long Term Financial Plan translates those priorities into sustainable funding pathways; and the Infrastructure and Asset Management Plans determine how assets are renewed, upgraded and maintained to support service delivery. These elements are not standalone, they inform and reinforce one another and collectively shape the Annual Business Plan and Budget through which priorities are funded and delivered.

Figure 1 illustrates how these planning instruments align and interact within Adelaide Plains Council's governance structure.

Figure 1: Adelaide Plains Council Planning Framework



Our Workplace

Delivering an inclusive community begins with an inclusive organisation. Council promotes itself as an employer committed to professionalism, integrity, collaboration and service to the community. Its workforce structure supports delivery across infrastructure, planning and development, corporate services, community services and governance, ensuring that strategic priorities are translated into practical outcomes.

Council is an Equal Opportunity Employer and is committed to fair, transparent and merit-based recruitment processes. Employment practices align with relevant legislation and promote diversity, equity and respect. Council encourages applications from people of all backgrounds and is committed to providing reasonable workplace adjustments to support employees with disability. Flexible working arrangements are available where operationally appropriate, recognising the diverse needs of staff.

Workplace induction and ongoing professional development support safe, respectful and inclusive environments. Council's governance and human resource policies reinforce principles of equal opportunity, ethical conduct and accountability. As part of implementing this DAIP, Council will continue to strengthen disability awareness across the organisation, embed accessibility considerations into everyday decision-making, and ensure staff and leaders understand their role in removing barriers to participation.

Importantly, inclusion within the workplace is not viewed as a compliance requirement but as a contributor to organisational effectiveness. A diverse workforce brings broader perspectives, improves service design and enhances APC's capacity to respond to a growing and changing community. Through ongoing policy review, staff engagement and practical adjustments, APC aims to foster a workplace culture where all employees feel respected, supported and able to contribute fully.

The 2020 – 2023 DAIP – Setting the Foundation

The revised Disability Access and Inclusion Action Plan 2020 – 2023 was developed to align with the Disability Inclusion Act 2018 (SA) and the State Disability Inclusion Plan themes. It marked an important transition from informal or ad hoc accessibility considerations toward a more structured and legislatively aligned approach.

The 2020 – 2023 Plan was organised around four State-aligned themes:

- Inclusive communities for all
- Leadership and collaboration
- Accessible communities
- Learning and employment

It included actions across infrastructure upgrades, policy improvements, community engagement, event management, staff awareness, planning processes, and advocacy for transport and housing. There was an emphasis on universal design principles, improved access to information, integration of disability access into capital works, and embedding access considerations into Council decision-making and budgeting processes.

Importantly, the 2020–2023 Plan recognised that disability access and inclusion had not been embedded consistently across systems and decision-making. The Plan acknowledged the need to strengthen policy alignment, staff awareness, and monitoring processes and

the need for more targeted consultation with priority groups to better reflect intersectional lived experience.

This 2026-2030 DAIP builds on that foundation, recognising progress made, identifying gaps that remain, and shifting toward more systematic, embedded and measurable approaches to access and inclusion.

Against that backdrop, it is appropriate to consider what has been achieved since 2020, where momentum has built, and where stronger systems are still required.

Key Progress and Foundations to Date

A strong foundation for advancing access and inclusion has been established under its previous planning settings and through business-as-usual service delivery. While not all actions have been framed explicitly as "disability inclusion initiatives," several practical improvements and organisational shifts demonstrate Council's commitment to reducing barriers and strengthening participation.

Infrastructure and Physical Access

Accessibility considerations have increasingly been incorporated into infrastructure upgrades, township master planning and public realm improvements. Elements such as pedestrian refuges, pram ramps, pathway improvements and building modifications reflect a willingness to address physical barriers where opportunities arise.

A recent example includes the installation of an automatic sliding door at the Two Wells Service Centre, improving independent access for people using mobility aids, parents with prams and residents with limited mobility. This upgrade enhances day-to-day accessibility for community members engaging with Council services and demonstrates a practical commitment to improving physical access within existing facilities.

Staff have demonstrated openness to removing access barriers in facilities and adapting infrastructure within resource constraints, providing a foundation for more systematic accessibility upgrades over time.

Transport and Regional Access

Council's community bus service provides a practical response to transport disadvantage in a dispersed regional context, supporting access to shopping, services and social participation. Transport was identified by staff and community members as a high-impact barrier, and existing initiatives provide a platform for further improvement.

Organisational Culture and Internal Advocacy

Staff across portfolios demonstrate a strong values-based understanding of access and inclusion, including awareness of visible and invisible disabilities, intersectionality and the importance of participation and continuity of access. The staff workshop undertaken as part of the DAIP engagement program confirmed a collaborative culture and clear appetite to embed access and inclusion more consistently across planning, budgeting and decision-making processes. This cultural readiness is a significant organisational asset.

Planning and Strategic Alignment

Access and inclusion considerations are reflected within Council's Strategic Plan, growth planning agenda and master planning processes. Increasingly, infrastructure and service discussions include accessibility considerations at the planning stage rather than as retrospective adjustments. This provides a strong foundation for embedding systematic inclusion checks into mainstream governance processes.

Remaining Barriers and Opportunities

Despite these foundations, ongoing structural challenges have been identified in the development of this DAIP, including legacy infrastructure, resource constraints, development pressures, transport limitations and the need for stronger systems to embed access and inclusion consistently across programs and projects. These insights have directly informed the priorities and actions within this DAIP.

Council's Commitment Moving Forward

It is recognised by APC that access and inclusion is an ongoing process rather than a completed task. The focus of this DAIP is to move from individual awareness and goodwill toward more structured, systemic and sustainable approaches. By embedding access and inclusion considerations into early planning stages, linking actions to budgeting processes and strengthening leadership alignment, Council aims to ensure accessibility improvements are practical, measurable and responsive to community lived experience.

DISABILITY ACCESS AND INCLUSION PLAN DEVELOPMENT

Consultation and Engagement

The development of Adelaide Plains Council's Disability Access and Inclusion Plan (DAIP) 2026–2030 was informed by an engagement program facilitated by Healthy Environs. The engagement process was designed to:

- meet legislative requirements
- capture input from staff, community members, and people with lived experience
- inform practical actions for the DAIP.

Engagement Approach

A staged engagement approach was used to gather input from across the organisation and community. This included:

- capturing lived experience from community members and carers
- testing ideas against Council's operational context
- engaging Elected Members in their governance role
- providing accessible ways for people to participate (online, written and in-person).

This approach links community input to decision-making and delivery.

Engagement Activities

Engagement activities included:

- an internal staff workshop involving representatives from across Council service areas
- a community survey, available online and in hardcopy format to support accessible participation
- briefing of Elected Members to provide strategic context and governance oversight
- a community workshop to provide an opportunity for people living with disability, carers, service providers and community members to share lived experience and identify priorities.

Together, these activities enabled participants to highlight barriers, identify practical improvements and share examples of inclusive practice within the community.

While participation levels varied across methods, the consistency of themes across staff, community and survey responses provides confidence in the priorities identified.

Key Insights from Engagement

Across the staff workshops, community survey and community conversations, three clear and consistent priorities emerged:

- Access and inclusion must be part of how Council plans and makes decisions – staff consistently identified the need to move from reactive responses to a structured, business-as-usual approach to access and inclusion. This includes planning, budgeting and delivering projects with access and inclusion considered from the start.
- Transport is one of the greatest barriers to participation in the Adelaide Plains – community members consistently identified limited transport options, long travel distances and difficulty accessing health, community and everyday services as significant barriers to independence, participation and inclusion. .
- Everyday infrastructure shapes lived experience of inclusion – community input focused strongly on footpaths, surfaces, car parking, amenities and local participation opportunities. These are the practical, visible elements through which inclusion is experienced locally.

These insights show that access and inclusion in APC is shaped by both systems (how decisions are made) and place (how the community functions day-to-day). The DAIP is structured to address both aspects. The insights are reflected in the DAIP through:

- System-level findings (planning, accountability, early consideration) are reflected in actions focused on how Council plans, budgets and delivers its work.
- Community-identified priorities (footpaths, parking, amenities, programs and information) are reflected in actions targeting practical improvements to infrastructure, services and participation opportunities.
- Regional transport and service access constraints are reflected through actions focused on advocacy, partnerships, improving access to local information and removing barriers within Council's influence, recognising that transport service delivery largely sits outside Council's direct responsibility.

The engagement program is the starting point for ongoing work. Council will continue to work with community members, service providers and people with lived experience of disability as the DAIP is implemented, monitored and reviewed.

Figure 2 shows key themes and priorities shared by staff and community about access and inclusion in the APC area, highlighting what matters most to them.

Figure 2: Priorities Identified Through Consultation

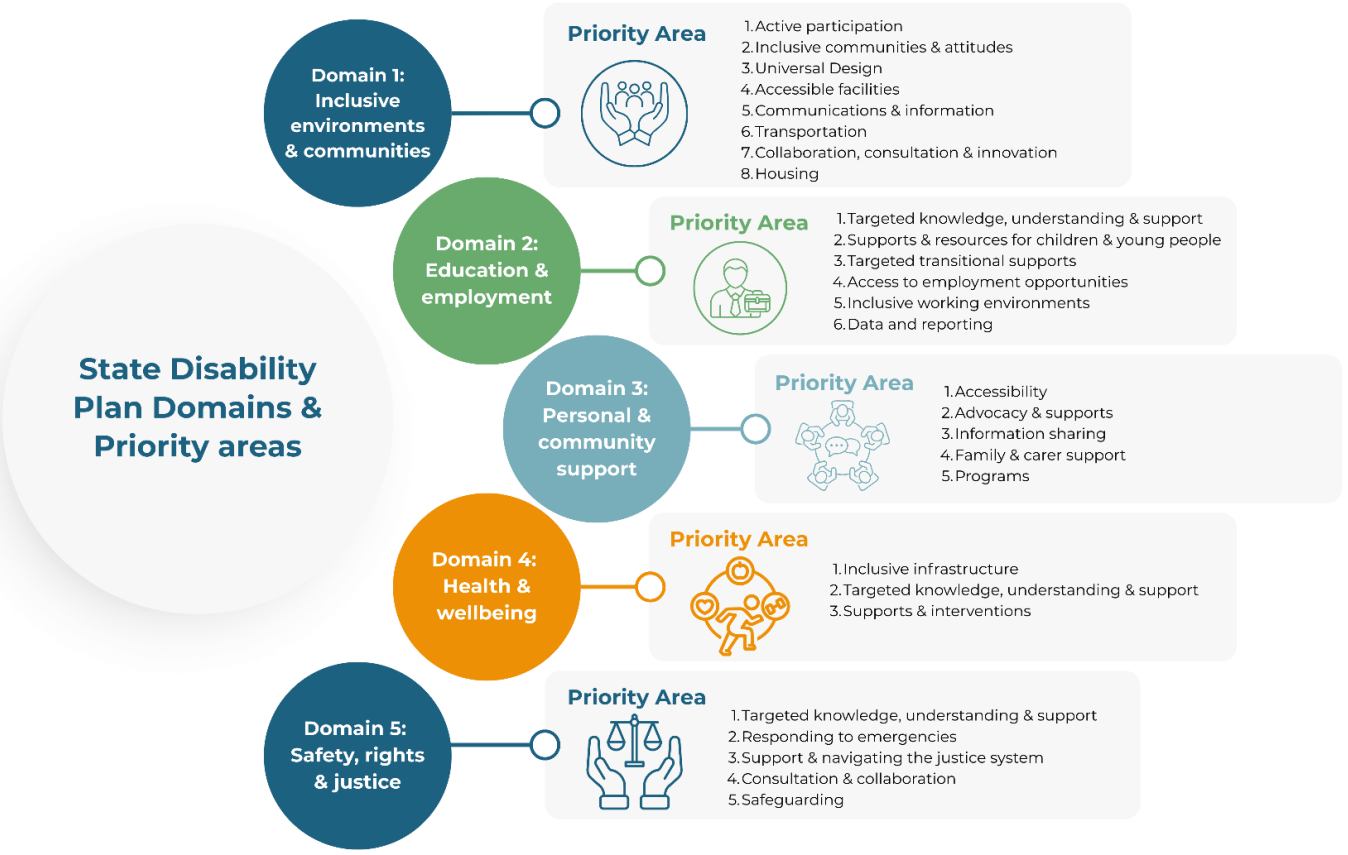


The engagement confirms that improving access and inclusion in APC requires both system-level change and targeted local improvements – not one or the other. Actions to address these issues, within Council's responsibilities and financial constraints, are detailed in the Action Plan tables in the next section.

DAIP Domains

Our focus is structured around the five domains identified in the State Plan. Figure 3 highlights the Domains and Priority areas identified to address ongoing challenges, complement existing inclusion initiatives and drive more coordinated, impactful outcomes for people with disability accessing our services.

Figure 3: *State Domains and Priority areas*



DAIP ACTIONS

Domain 1: Inclusive environments and communities

Outcome Statement: A South Australia where all people with disability can participate as equal citizens and feel connected to their communities

Objective: To influence community attitudes to remove discrimination and build a South Australian community that values difference and respects the contributions people with disability make to our communities. This includes ensuring the community itself is fully accessible.

Priority Areas for Domain 1

1 Active participation
2 Inclusive communities and attitudes
3 Universal Design
4 Accessible facilities
5 Communications and information
6 Transportation
7 Collaboration, consultation and innovation
8 Housing

Priority Area 1: Active participation

Outcome: People with disability are active participants in accessible and inclusive communities.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
1.	Build an access and inclusion checklist into Council planning processes (projects, programs and events), so access is considered upfront rather than after the fact.	1.1.2	Total number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles. For example, the Accessible and Inclusive Community Events Toolkit.	Short term (within 12 months) and ongoing	
2.	Use Council facilities and community hubs to host and support inclusive programs, with simple adjustments (e.g. accessible spaces, smaller groups, flexible formats) that make it easier for people with disability to take part.			Medium term (1–3 years)	

Priority Area 2: Inclusive communities and attitudes

Outcome: People with disability are respected and included in their communities, where inclusive attitudes and behaviours and widely demonstrated.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
3.	Provide practical disability awareness training for staff, elected members and volunteers, focused on practical communication and supporting participation in everyday Council interactions.	1.2.1	Number of initiatives to promote disability inclusion and improve community attitudes, including staff and volunteer training	Short term (within 12 months) and refreshed every 2 years	
4.	Use Council communications (newsletter, website, local media) and partnerships to promote inclusion and build awareness of disability (including non-visible disability) across the community.			Short term (within 12 months) and ongoing	

Priority Area 3: Universal Design

Outcome: Everyone in South Australia can access and enjoy inclusive and accessible natural and built environments.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
5.	Undertake a staged program of access audits across footpaths, public spaces and Council facilities to identify priority access barriers (e.g. uneven surfaces, gravel paths, access routes, pedestrian crossings), with works delivered over time based on need and available funding.	1.3.2	Number of public-facing council buildings, spaces and infrastructure modified to improve accessibility	Medium term (1–3 years) for priority audits; ongoing delivery aligned to budgets	
6.	Include Universal Design principles in the planning and design of new Council projects (e.g. buildings, public spaces and upgrades), so accessibility is considered from the outset.			Short term (within 12 months) and ongoing	
7.	Prioritise improvements to footpaths, accessible parking, parks and public spaces to address identified access barriers, with works delivered over time through Council works programs (e.g. path condition, surface type, accessible parking, seating and access routes); and provide clear information to the community about planned accessibility improvements, works programs and project priorities.	1.3.3	Number of parks, reserves and playgrounds built or modified to improve accessibility	Medium to long term (1–5 years), aligned to capital works programs	

Priority Area 4: Accessible facilities

Outcome: People with disability can access public toilet facilities that meet their needs when out in the community.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
8.	Undertake a staged audit of public toilet facilities to identify opportunities to improve accessibility and functionality, including consideration of Changing Places facilities and sharps disposal facilities where appropriate..	1.4.1	Number of public council-owned toilet facilities that meet accessibility standards and/or include Changing Places facilities	Short term (within 12 months) for audit; medium term (1–3 years) for priority works	
9.	Upgrade priority public toilet facilities over time to improve accessibility, with works aligned to Council budgets and capital works programs.			Medium to long term (1–5 years), aligned to capital works planning	
10.	Improve information about accessible public facilities by maintaining up-to-date details on Council's website and contributing to national platforms (e.g. National Public Toilet Map).			Short term (within 12 months) and ongoing	

Priority Area 5: Communications and information

Outcome: People with disability can find the information they need in the format(s) they need it in.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
11.	Improve the accessibility of Council information by using clear, plain language and providing information in different formats where needed (e.g. print, Easy Read, digital).	1.5.1	Total number of resources or materials that have been developed in accessible formats. For example, websites that meet Web Content Accessibility Guidelines (WCAG) 2.2 level AA accessibility standard or above, Auslan translations and Easy Read documents	Short term (within 12 months) and ongoing	
12.	Improve the accessibility of Council's website and digital content in line with recognised accessibility standards (WCAG 2.2 AA or equivalent).			Medium term (1–3 years) and ongoing	
13.	Make it easier for people to find local information by using multiple communication channels (including local newspapers, community noticeboards and Council facilities), not just digital platforms.			Short term (within 12 months) and ongoing	
14.	Build staff capability to provide accessible communication, including simple guidance on writing clearly, using accessible formats and responding to different communication needs.			Medium term (1–3 years) and ongoing	

Priority Area 6: Transportation

Outcome: People with disability can get to where they need to go safely.

Community consultation consistently identified transport as one of the most significant barriers to participation for people with disability in the Adelaide Plains, affecting access to health care, community services, employment, education and social connection. While Council has limited responsibility for the provision of transport services, it recognises the important role it can play in advocating for improved transport options, supporting partnerships with government and service providers, and ensuring Council planning, infrastructure and advocacy help reduce barriers to participation and connect people safely with the places and services they need.

Priority Area 7: Collaboration, consultation and innovation

Outcome: People with disability are actively involved in government decisions that affect their lives.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
15.	Include people with disability in Council consultation processes, using accessible formats and targeted engagement where needed to support participation.	1.7.1	Total number of public consultations that included and sought input from people with disability, including engagement with Aboriginal Community Controlled Organisations (ACCOs).	Short term (within 12 months) and ongoing	
16.	Work with local service providers and community organisations to strengthen collaboration and improve access to services and supports in the region.			Medium term (1–3 years) and ongoing	
17.	Establish a simple, ongoing way to hear from people with disability (e.g. reference group, regular check-ins or use of existing networks) to inform Council planning and decision-making.	1.7.2	Number of people with disability serving on committees or working groups	Medium term (1–3 years)	

Priority Area 8: Housing

Outcome: People with disability have access to appropriate housing.

Council recognises that access to housing is a critical factor in access and inclusion. While Council has limited direct control in this area, it will continue to work with State Government, service providers and regional partners to advocate for improved outcomes and represent the needs of the Adelaide Plains community.

Domain 2: Education and employment

Outcome Statement: A South Australia where all people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security

Objective: To ensure equal opportunity to learning and earning is achieved by addressing the barriers and obstacles people with disability of all ages continue to face at all levels of the education and employment experience.

Priority Areas for Domain 2

1 Targeted knowledge, understanding and support
2 Supports and resources for children and young people
3 Targeted transitional supports
4 Access to employment opportunities
5 Inclusive working environments
6 Data and reporting

Priority Area 1: Targeted knowledge, understanding and support

Outcome: People with disability are supported by a South Australian education workforce that has the knowledge & skills to meet their needs and help them succeed.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
18.	Provide practical disability awareness training for staff involved in delivering community programs and services and apply this learning to support inclusive program design and delivery.	1.2.1	Number of initiatives to promote disability inclusion and improve understanding	Short term (within 12 months) and refreshed every 2 years	

Priority Area 2: Supports and resources for children and young people

Outcome: Children with disability feel valued, welcomed and have access to inclusive education, starting in the early years.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
19.	Provide inclusive programs and activities for children and young people through Council libraries, community hubs and partnerships, to support participation for children and young people with disability.	1.1.1	Number of children and young people with disability participating in Council-supported programs and activities	Medium term (1–3 years) and ongoing	

Priority Area 3: Targeted transitional supports

Outcome: People with disability have supportive environments to learn, grow, and transition throughout their life.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
20.	Provide opportunities for people with disability to volunteer in Council activities and community programs, working with local organisations and service providers to support pathways into volunteering and participation.	2.3.5	Number of initiatives supporting pathways into volunteering and community participation for people with disability.	Short term (within 12 months) and ongoing	
21.	Include inclusive participation in the design of Council programs and activities, so people with disability can take part across different life stages.				

Priority Area 4: Access to employment opportunities

Outcome: People with disability have opportunities to achieve, develop and succeed in their chosen fields.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
22.	Review Council recruitment practices to support inclusive employment, including clear and accessible job ads, flexible role design where appropriate, inclusive selection processes, removing any unnecessary barriers to employment.	2.4.3	Number of organisational changes adopted to improve inclusive recruitment	Medium term (1–3 years)	
23.	Provide opportunities for people with disability to gain work experience or short-term placements within Council where feasible.	2.4.1	Proportion of Council staff with disability, including those in executive roles	Medium term (1–3 years) and ongoing	

Priority Area 5: Inclusive working environments

Outcome: People with disability have access to supportive places to earn.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
24.	Provide a supportive and inclusive workplace for employees with disability, including reasonable adjustments, flexible work arrangements and fostering a respectful and inclusive culture.	2.5.1	Number of workplace practices supporting employees with disability to have equal opportunities for growth and success, including support to remain in employment.	Medium term (1–3 years) and ongoing	
25.	Support managers and teams to respond to individual needs, including through practical guidance, tools and external support (including mentoring programs) where appropriate to strengthen inclusive workplace practices.				

Priority Area 6: Data and reporting

Outcome: People with disability benefit from State authorities working to improve disability data at both state and national levels.

While Council does not have a primary role in education and employment systems, it recognises the importance of these areas in supporting access and inclusion. Council will monitor participation in programs, access to learning opportunities and inclusive employment practices as part of its broader DAIP implementation and reporting framework.

Domain 3: Personal and community support

Outcome Statement: A South Australia where people with disability can access quality, tailored personal and community supports addressing their individual needs

Objective: To build a service system in South Australia that takes a person-centred approach that recognises the contributions and potential of all people with disability.

Priority Areas for Domain 3

1 Accessibility
2 Advocacy and supports
3 Information sharing
4 Family and carer support
5 Programs

Priority Area 1: Accessibility

Outcome: People with disability can easily access community supports and services.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
26.	Provide clear and accessible information about local services and supports, including through a centralised page on Council's website and use of accessible formats where appropriate.	3.1.1	Number of initiatives and improvements to increase access to Council services and supports	Short term (within 12 months) and ongoing	
27.	Provide practical assistance to support access to Council services, including help with online services, forms and navigating information.				

Priority Area 2: Advocacy and supports

Outcome: People with disability are supported to make their own choices and use advocacy when needed to protect and promote their rights.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
28.	Advocate for improved access to disability, health and community support services in the Adelaide Plains area, including through regional partnerships, engagement with service providers, and raising local needs with relevant agencies.	3.2.1	Number of advocacy initiatives to improve access to supports and services	Medium to long term (1–5 years) and ongoing	
29.	Improve local coordination and access to services by making it easier for people to find, understand and connect with support and services.	3.2.1	Number of initiatives to improve coordination and access to disability, health and community support services.	Medium term (1–3 years) and ongoing	

Priority Area 3: Information sharing

Outcome: People with disability receive more coordinated and effective support when services work together and share information.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
30.	Work with local organisations and service providers to share up-to-date information about services, programs and supports available in the region.	3.3.1	Number of inter-agency meetings and initiatives to improve coordination and information sharing	Medium term (1–3 years) and ongoing	

Priority Area 4: Family and carer support

Outcome: Carers and families, including siblings of people with disability are provided with dedicated supports and services.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
31.	Provide clear and accessible information about supports available to families and carers, including how to access local services and assistance.	3.4.2	Number of accessible resources available to support carers to access services	Short term (within 12 months) and ongoing	
32.	Support participation of families and carers in community programs and activities by making practical adjustments that recognise their role and support their participation.	3.1.1	Number of programs and activities adapted to support participation of families and carers	Medium term (1–3 years) and ongoing	

Priority Area 5: Programs

Outcome: Government-funded programs and services include disability-specific provisions to enable full and equal participation.

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility & Data Source
33.	Include disability access and inclusion as criteria in Council's grant program.	3.5.1	The number of council grants and funding amount distributed to enhance disability inclusion	Medium term (1–3 years) and ongoing	

Domain 4: Health and wellbeing

Outcome Statement: A South Australia where all people with disability can attain the highest possible health and wellbeing outcomes throughout their lives

Objective: To have a well-connected health and mental health sector that is easy to access, navigate and interact with for all people with disability.

Priority Areas for Domain 4

1 Inclusive infrastructure
2 Targeted knowledge, understanding and support
3 Supports and interventions

Priority Area 1 Inclusive infrastructure

Priority Area 2 Targeted knowledge, understanding and support

Adelaide Plains Council is not responsible for health infrastructure or direct service delivery but will support access through information provision, partnerships and advocacy as reflected in other Domains and Priority Areas aligned with the State Plan.

Priority Area 3: Supports and interventions

Outcome: People with disability receive coordinated health supports that meet their needs, with stronger connections between mental health and disability services.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
34.	Work with local organisations and service providers to improve access to health and mental health supports, including promoting available services and strengthening local connections.	3.1.1	Number of initiatives supporting access to health and mental health services	Short term (within 12 months) and ongoing	

Domain 5: Safety, rights and justice

Outcome Statement: A South Australia where all people with disability feel safe, have their rights upheld and have full and equal protection before the law

Objective: To improve the safety and overall experience of people with disability coming into contact with our emergency services, criminal justice and civil law systems.

Priority Areas for Domain 5

1 Targeted knowledge, understanding and support
2 Responding to emergencies
3 Support and navigating the justice system
4 Consultation and collaboration
5 Safeguarding

Council recognises the importance of safety, rights and justice for people with disability. Many aspects of this domain, including legal systems, advocacy services and safeguarding frameworks, are delivered by other levels of government and specialist organisations.

Council's primary role within this domain is in emergency planning and response. The actions below reflect where Council has a clear responsibility and ability to influence outcomes for the Adelaide Plains community.

Priority Area 2: Responding to emergencies

Outcome: People with disability are kept safe during emergencies, with their needs planned for and prioritised.

No.	Action	State Plan Measure	Measure	Timeframe	Service Area & Data Source
35.	Include the needs of people with disability in local emergency planning and response activities, including communication, evacuation and access to safe locations	5.2.1	Number of emergency planning and response activities incorporating the needs of people with disability	Medium term (1–3 years) and ongoing	
36.	Work with emergency services and relevant agencies to support inclusive emergency preparedness, including promoting approaches such as Person-Centred Emergency Preparedness (P-CEP).		Number of collaborative initiatives supporting inclusive emergency preparedness		

DAIP IMPLEMENTATION

The implementation of this DAIP will focus on clear accountability, practical integration into day-to-day work, and ongoing review to ensure actions remain relevant and achievable.

Roles and Responsibilities

Leadership and accountability are central to delivering this Plan. The Chief Executive Officer will ensure the DAIP is embedded within Council's strategic and governance frameworks. Directors and Managers are responsible for integrating actions into business plans, assigning ownership, and monitoring progress as part of normal operations. The Community Development team will coordinate implementation, reporting and internal support, including maintaining oversight of progress and facilitating engagement where required.

All Council staff have a role in supporting access and inclusion through their everyday work. This will be supported through practical training and guidance focused on inclusive service delivery, communication and workplace practices.

A Disability Inclusion Working Group will provide oversight of implementation, support coordination across Council, and offer advice on emerging priorities and issues, including through input from people with lived experience.

Communication and Promotion

This DAIP will be made available to staff, stakeholders and the community through Council's existing communication channels. The Plan will be published on Council's website in accessible formats and shared through Council communications, including newsletters and community networks.

Internally, the DAIP will be introduced through staff induction and team briefings to support awareness and practical application in day-to-day work.

Communication will focus on making it easy for people to understand the Plan, what it means in practice, and how they can engage with Council.

Monitoring and Reporting

Progress against this DAIP will be monitored and reviewed as part of Council's existing planning and reporting processes.

Actions will be tracked through assigned responsibilities, timeframes and measures, with regular internal review to assess progress, identify any gaps and adjust priorities where needed. The Disability Inclusion Working Group will provide oversight of implementation, with periodic review of progress and emerging priorities.

Council will meet its reporting obligations under the *Disability Inclusion Act 2018* (SA), including annual reporting to the Department of Human Services. Updates on progress will be shared through Council's Annual Report and website.

Ongoing Engagement

Council will continue to engage with people with disability, carers and community members as part of its ongoing work, including through existing engagement processes and project-specific consultation. Where relevant, people with lived experience will be involved in shaping projects, reviewing progress and identifying priorities. Feedback will be used to inform improvements to Council services, programs and infrastructure over time; supported by the continuous improvement cycle shown in Figure 4.

Figure 4: Adelaide Plains Council Continuous Improvement Process



ACKNOWLEDGMENTS

Adelaide Plains Council acknowledges the contributions of everyone who participated in the development of this Disability Access and Inclusion Plan.

We thank Council staff across all levels for their input and ongoing role in supporting access and inclusion through planning, service delivery and day-to-day operations.

We recognise the valuable insights shared by community members and Council staff with lived experience of disability, as well as carers and advocates who contributed through workshops, surveys and conversations. Their perspectives have informed the priorities and actions in this Plan.

We also acknowledge the contribution of local service providers, community organisations and project partners who provided input during engagement activities and helped strengthen the final Plan.

GLOSSARY

Accessibility
The extent to which people with disability can access information, spaces, products, and services without barriers. Accessibility includes physical, digital, and communication environments.

Accessible Formats
Accessible digital information published in Word or PDF format and/or HTML format compliant with WCAG 2.2 AA standards.

Action
Practical steps implemented and monitored to ensure progress towards achieving outcomes in the Disability Access and Inclusion Plan (DAIP).

Australia's Disability Strategy (ADS)
A national plan for inclusion that provides an overarching approach for governments to meet obligations under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Built Environment
Artificial structures, features, and facilities viewed collectively as an environment in which people live, work, and interact.

Carer
A person who provides unpaid care and support to a family member or friend with disability, chronic illness, or age-related condition.

DAIP (Disability Access and Inclusion Plan)
A plan developed by South Australian State authorities and local councils to improve access and inclusion for people with disability. DAIPs operationalize the State Disability Inclusion Plan and align with legislative requirements under the Disability Inclusion Act 2018 (SA).

Disability
A condition that may be physical, sensory, cognitive, psychosocial, or intellectual, which can create barriers to participation when environments, systems, and attitudes are not inclusive.

Disability Discrimination Act (DDA)
The Disability Discrimination Act 1992 (Cth) is a federal law that protects individuals from discrimination based on disability in various aspects of public life, including employment, education, access to goods and services, housing, and public spaces.

Equal Opportunity Act (EOA)
The Equal Opportunity Act 1984 (SA) promotes fairness and prevents discrimination in areas such as work, education, and services based on attributes including disability, race, gender, and age.

Inclusive Design / Universal Design
Designing products, environments, and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Intersectionality
The interconnected nature of social identities (such as disability, gender, culture, and age) and how these intersections create unique experiences of disadvantage or discrimination.

Lived Experience
The personal knowledge and insights gained from direct, first-hand involvement with disability.

Mainstream Services
Supports and services that are widely accessible to the general public, rather than being limited to a specific group, and are non-NDIS services.

Measure
A quantifiable indicator used to track progress toward achieving an outcome in the DAIP.

Outcome
The desired result or goal representing the intended positive change because of the action taken.

Person-Centred Emergency Preparedness (P-CEP)
An approach to emergency planning that involves people with disability in identifying their needs and strategies to stay safe during emergencies.

Safeguarding
Processes and measures to protect people's health, wellbeing, and human rights, ensuring they are safe from harm, abuse, and neglect.

State Disability Inclusion Plan (State Plan)
The South Australian Government's strategic framework for improving access and inclusion for people with disability across five domains: Inclusive Environments and Communities, Education and Employment, Personal and Community Support, Health and Wellbeing, and Safety, Rights and Justice.

UNCRPD (United Nations Convention on the Rights of Persons with Disabilities)
An international treaty that affirms the rights of people with disability to enjoy human rights and fundamental freedoms on an equal basis with others.