Port Augusta
CITY COUNCIL

# DISABILITY ACCESS & INCLUSION PLAN

## 2026-2030



# Acknowledgement of Country

We acknowledge and respect the Barngarla and Nukunu people as the Traditional Custodians of the ancestral lands.

We pay respect to all Aboriginal cultural groups and individuals. As it has been in the past, Port Augusta continues to be a meeting place, with members of many different language groups living here.

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*Please visit our website*
*www.portaugusta.sa.gov.au*
*for an Easy Read version of this DAIP.*



# Mayor's Message

A strong and connected Port Augusta is one where inclusion is part of how we plan, design, and deliver for our community.

I am pleased to present Council's 2026-2030 Disability Access and Inclusion Plan (DAIP), which outlines a clear and practical pathway to improving access, participation, and opportunity for people living with disability. This plan supports our obligations under the Disability Inclusion Act 2018 (SA), while also reflecting our broader commitment to equity and community wellbeing.

Importantly, this plan has been informed by local voices. I thank everyone who contributed their perspectives and lived experience. Your input has helped shape a plan that is grounded, relevant, and responsive to the needs of people with disability, their families, and carers in Port Augusta.

The DAIP focuses on achievable actions within Council's role. It prioritises improvements to public spaces and infrastructure, more accessible communication and services, inclusive community experiences, and stronger partnerships that build understanding and opportunity.

Delivering on this plan will require ongoing collaboration. Council is committed to working with our community, local organisations, and partners to ensure progress is meaningful, measurable, and sustained over time.

This plan represents an important step forward. By continuing to listen, adapt, and act, we can support a more inclusive Port Augusta where everyone has the opportunity to participate fully in community life.

**Linley Shine**
Mayor
Port Augusta City Council



# About Us

Port Augusta is uniquely located at the top of Spencer Gulf. This is a seaside City, yet it maintains its strong connections with the iconic Australian Outback. The stunning backdrop of the Flinders Ranges is a constant reminder of this link to the Australian bush. The Council area is 1,153.1 square kilometres.

Port Augusta City Council covers the City of Port Augusta, including Stirling North, and the seaside homes located at Commissariat Point, Blanche Harbour and Miranda, with a population of 14,102 and an Indigenous population of approximately 20% (ABS Census 2021).

Within the Far North region, Port Augusta serves as a key regional service centre and records a comparatively high proportion of people living with disability. This reflects both the role of Port Augusta as a hub for health, aged care and disability services, and the tendency for residents across remote communities to relocate closer to essential supports.

According to the Australian Bureau of Statistics 2021 Census of Population and Housing, approximately 7–8% of residents in Port Augusta reported needing

*7–8% of residents in Port Augusta reported needing assistance with core activities (self-care, mobility or communication), which is higher than the South Australian average.*

assistance with core activities (self-care, mobility or communication), which is higher than the South Australian average.

In addition, around 11–13% of people aged 15 years and over reported providing unpaid assistance to a person with disability, long-term illness or old age.

Estimates and broader ABS disability profiles for regional and remote South Australia indicate:

- Approximately 6–7% of people have a profound or severe core activity limitation
- Around 12–13% have a moderate or mild core activity limitation
- Roughly 9–10% of people with disability require assistance with, or experience difficulty in, personal or health care
- Around 7–9% of people aged 15 years and over experience difficulty with, or require assistance for, transport, reflecting limited public and private transport options in remote areas

Council acknowledges that a significant proportion of the community either lives with disability or provides ongoing care and support to others. This is particularly evident in regional and remote communities, where access to services, transport, and specialised supports can present additional challenges.

Council recognises its responsibility, alongside government agencies and the broader community, to foster an inclusive and accessible environment. This includes ensuring that people living with disability have equitable access to services, opportunities to participate fully in community life, and feel welcomed, supported, and connected.

*Council acknowledges that a significant proportion of the community either lives with disability or provides ongoing care and support to others.*

# Our Vision

Council shares the vision of the State Disability Inclusion Plan 2025–2029, "A South Australia where no one is left behind", and reaffirms its commitment to ensuring that all people, regardless of ability, can participate fully in community life.

As a major regional service hub for the Far North, Port Augusta plays a critical role in supporting surrounding towns and remote communities. Council recognises that this role brings both opportunity and responsibility to ensure that services, facilities, and public spaces are inclusive, accessible, and responsive to the diverse needs of residents and visitors, including people living with disability, older people, and those with caring responsibilities.

Council acknowledges that upholding the rights of people living with disability is not only a legislative requirement, but also a shared responsibility across the community. It is fundamental to building a connected, inclusive, and equitable regional centre.

To achieve this vision, Council will continue to:

- Promote and improve access to Council services, facilities, and public spaces through practical and achievable initiatives that enhance accessibility, usability, and inclusion
- Apply Universal Design principles in all new infrastructure, upgrades, and public realm projects to ensure environments are accessible for all
- Strengthen awareness and capability among Council employees and Elected Members through ongoing disability awareness training and inclusive practice development

*Promote and improve access to Council services, facilities, and public spaces through practical and achievable initiatives that enhance accessibility, usability, and inclusion*



- Support and encourage meaningful participation by people with disability in Council programs, engagement activities, and decision-making processes

- Work collaboratively with community organisations, service providers, and government agencies to improve access to supports across the region

- Align local actions with the priorities of the State Disability Inclusion Plan 2025–2029 to ensure consistency, leadership, and measurable progress in disability access and inclusion across South Australia

Through this Disability Access and Inclusion Plan (DAIP) 2026–2030, Council reaffirms its commitment to ensuring Port Augusta is a welcoming, accessible, and inclusive regional centre for all people who live, work, volunteer, and visit the area.

*Work collaboratively with community organisations, service providers, and government agencies to improve access to supports across the region*





# Our Workplace Staff

Port Augusta City Council is an Equal Employment Opportunity employer and is committed to fostering a workplace that is inclusive, respectful, and free from discrimination, harassment, and bullying. Council supports an environment where all employees, volunteers, and prospective applicants are treated fairly and are provided with equitable opportunities to develop and progress according to their abilities and potential.

Council demonstrates this commitment through its broader human resource practices and organisational values, which aim to ensure that employment decisions are based on merit and that no unlawful discrimination occurs in any aspect of recruitment, selection, employment conditions, or service delivery.

Council also recognises the importance of creating a supportive and inclusive workplace for people living with disability, including employees, volunteers, and job applicants. This includes fostering awareness, encouraging respectful practice, and supporting reasonable adjustments where required to enable participation in employment and volunteering opportunities.

Council is committed to strengthening its internal frameworks over time to further embed disability inclusion principles into workforce planning, recruitment, and volunteer engagement processes, ensuring alignment with best practice in local government and the objectives of this Disability Access and Inclusion Plan.

# Strategic Context

Port Augusta City Council has developed its Disability Access and Inclusion Plan (DAIP) 2026–2030 in accordance with its responsibilities under the Disability Inclusion Act 2018 (SA). This legislation requires state authorities and local councils to develop and implement Disability Access and Inclusion Plans to promote the full inclusion of people living with disability in all aspects of community life.

As a key regional centre servicing the Far North of South Australia, Port Augusta plays an important role in supporting access to services, infrastructure, and community participation for residents and visitors, including those travelling from surrounding remote communities. In this context, Council recognises the importance of ensuring environments, services, and information is accessible, inclusive, and responsive to diverse community needs.

In developing this DAIP, Council has considered the following key frameworks:

- Disability Inclusion Act 2018 (SA)
- State Disability Inclusion Plan 2025–2029
- Australia's Disability Strategy 2021–2031
- United Nations Convention on the Rights of Persons with Disabilities

(Refer to the Actions Table page 11 for full details on Domains, Priority Areas and Outcomes.)

*Port Augusta plays an important role in supporting access to services, infrastructure, and community participation for residents and visitors, including those travelling from surrounding remote communities.*



# Our Domains

**Domain 1:**
**Environments & Communities**
All people with disability can participate as equal citizens and feel connected to communities.
**Priority Areas:**
**1, 2, 3, 4, 5, 6, 7**



**Domain 2:**
**Education & Employment**
All people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security
**Priority Areas:**
**3,4,5**



**Domain 3:**
**Personal & Community Support**
All people with disability can access quality, tailored personal and community supports addressing their individual needs
**Priority Areas:**
**1,3**



**Domain 4:**
**Safety, Rights & Justice**
All people with disability feel safe, have their rights upheld and have full and equal protection before the law
**Priority Areas:**
**2**



# Consultation DAIP

This DAIP has also been informed by local engagement undertaken by Council, including consultation with community members, service providers, and stakeholders.

Feedback highlighted a range of lived experiences and identified key barriers to inclusion within the Port Augusta community. These include challenges relating to accessibility of the built environment, transport limitations, access to information, and opportunities for social and community participation.

Council also recognises the importance of engaging with people with lived experience of disability, as well as carers, families, and organisations who support them. Their insights have been critical in shaping the priorities and actions outlined in this Plan and ensuring it reflects local needs and aspirations.

*Council also recognises the importance of engaging with people with lived experience of disability, as well as carers, families, and organisations who support them.*

Through alignment with these frameworks and consideration of local feedback, Council acknowledges its responsibility to contribute to a more inclusive South Australia by reducing barriers and improving access and participation for people living with disability.

Council recognises the important role it plays in planning, delivering, and maintaining infrastructure, services, programs, and community spaces and events that support inclusion. This DAIP outlines Council's commitment to creating an accessible and inclusive community where people living with disability can participate fully in civic, social, economic, and cultural life.

Council acknowledges the ongoing challenges and is committed to taking practical and meaningful action to address them through this DAIP. The Domains and associated Priority Areas provide the framework for Council's actions and outcomes over the life of this Plan.



# Relationship to other Policies, Strategies & Frameworks

## Strategic Directions Plan 2035

### Theme 1: Community

**GOAL**: We are a welcoming and inclusive community that understands, represents and preserves our unique sense of purpose and place.

### Desired Outcomes

1. Our City has a sustainable growth in population.
2. We are a resilient, inclusive, safe and vibrant community where people feel proud to live.
3. People of all ages, cultures, abilities and interests have access to services, facilities and experiences that support their health and wellbeing.
4. We put the customer first and provide a positive experience and appropriate levels of service.

### Theme 4: Infrastructure

**GOAL:** We provide and advocate for fit for purpose infrastructure that improves the physical, economic, environmental and social wellbeing of our city.

### Desired Outcomes

1. Our physical infrastructure meets our community needs.
2. We have safe, accessible and well-utilised CBD, public spaces and built environments that reflect the priorities of our community.

## Annual Business Plan

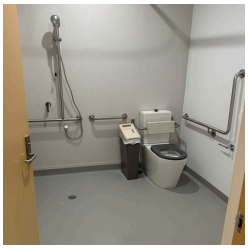
Consideration of projects and programs to support disability access and inclusion will be undertaken as part of the development of Council's Annual Business Plans throughout the life of our DAIP.



# Achievements

Port Augusta City Council has made meaningful progress in advancing access and inclusion outcomes across its services, programs, and infrastructure during the 2020–2024 period. Key achievements include:

- Incorporation of accessibility considerations into the planning and delivery of Council-run events and programs, supporting inclusive participation for all community members.
- Examples include sensory-friendly initiatives such as Sensory Santa sessions, a silent disco at the Mega Machines event, and the provision of quiet zones at major events including the Multicultural Festival and Community Christmas Party.
- Ongoing engagement with, and responsiveness to, issues raised by Council's Disability Advisory Group, ensuring that lived experience informs decision-making and service improvements.
- Installation of communication and inclusive signage within playgrounds to enhance accessibility and usability for children and families of all abilities.
- Completion of an accessibility audit of the Port Augusta CBD, with the development of a prioritised list of improvement actions to guide future upgrades.










- Continued enhancement of Council's shared pathway network to improve accessibility for all users, including pedestrians, cyclists, and people using mobility aids, scooters, and prams.



- Support for programs and workshops delivered by South Australian Council on Intellectual Disability (SACID), promoting inclusion and capacity-building opportunities for people with intellectual disability.



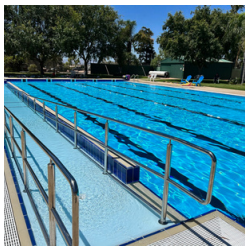
- Collaboration with Business Port Augusta to encourage local businesses to consider accessibility within shop layouts and customer experiences.

- Ongoing delivery of Commonwealth Home Support Programs, supporting older residents to remain living independently in their homes and stay connected to the community.




- Active participation in the Port Augusta Interagency Group, strengthening partnerships and coordinated approaches to inclusion across the community sector.

- Integration of accessibility and compliance considerations into the planning and delivery of new Council infrastructure projects.



- Redevelopment of the Ryan Mitchell Swim Centre included the installation of disability access ramps, improving accessibility and participation for people of all abilities.

- Delivery of disability access and inclusion initiatives that created employment opportunities for people living with disability, supporting pathways to ongoing employment within Council and the broader community.



- Inclusion of disability awareness and inclusive practice information within Council's employee induction program to strengthen staff understanding and capability.

- Commitment to holding Council meetings and community engagement activities in accessible venues to support equitable participation for all community members.



# 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

# Inclusive Environments and Communities

## Priority Area 1: Active participation

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **1.** | Ensure all council events for 50 or more people implement best practice event management principles. | The 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. | **1.1.2** | Ongoing | Manager Sport and Recreation & Events.<br><br>Manager Community Programs |
| **2.** | Ensure Councils Event Management Handbook includes measures to ensure disability access and inclusion and Closing the Gap targets by incorporating reference to the Accessible and Inclusive Community Events Toolkit | The number of inclusive and accessible events, both internal and external. | **1.1.2** | During 2026 | Events Officer |
| **3.** | Regularly evaluate and enhance event inclusion and accessibility for people with disability at all council- led events. | Ongoing evaluation of council managed or contracted events accessibility through attendee feedback and Event evaluation surveys. | **1.1.2** | Ongoing | Events Team<br><br>Community Development Team |

# Inclusive Environments and Communities

## Priority Area 1: Active participation

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **4.** | Review community event application forms and templates to encourage applicants to consider incorporating accessibility measures into planning of community led events | Ongoing evaluation of council managed or contracted events accessibility through attendee feedback and Event evaluation surveys. | **1.1.2** | During 2026 | Events Officer |
| **5.** | Investigate grants to support implementation of specific Council led programs or projects (e.g. communication boards in playgrounds) to support priority groups living with disability | Ongoing evaluation of council managed or contracted events accessibility through attendee feedback and Event evaluation surveys. | **1.1.2** | Ongoing | Manager Community Pograms |
| **Priority Area 2: Inclusive Communities & Attitudes**<br>Outcome: People with disability are respected and included in their communities, where inclusive attitudes and behaviours and widely demonstrated. | | | | | |
| **6.** | Promoting and supporting community engagement initiatives such as celebrating international Day of People with Disability and other awareness events or workshops | The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community | | During 2026 & Ongoing | Community Development Team |

# Inclusive Environments and Communities

**Priority Area 2: Inclusive Communities & Attitudes**
**Outcome:** People with disability are respected and included in their communities, where inclusive attitudes and behaviours and widely demonstrated.

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **7.** | Embed disability awareness and inclusion across council by:<br>• Delivery of disability awareness training to employees and elected members<br>• Delivery of dementia awareness training to relevant staff<br>• Delivery of accessible events training to relevant staff | The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:<br>• The number of workplace initiatives promoting disability inclusion. | **1.1.2** | During 2027 | Manager People & Culture |
| **8.** | Incorporate questions in local council surveys that measure local community attitudes. | Ongoing evaluation of local community attitudes, including feedback from the disability community. | **1.1.2** | Ongoing | Media & Comms<br><br>Community Development Team |
| **9.** | Ensure the Port Augusta City Council Reflect Reconciliation Plan includes measures to ensure disability access and inclusion and Closing the Gap targets | The number of actions embedded in our DAIP working towards Closing the Gap targets. | **1.2.3** | During 2028 | Manager Community Programs |
| **10.** | Engage with Aboriginal and Torres Strait Islander people with disability, their families, carers, and communities in the design of DAIP initiatives that reflect their lived experiences and cultural values | Culturally safe engagement and co-design | **1.2.3** | During 2026 | Manager Community Programs |

# Inclusive Environments and Communities

## Priority Area 3: Universal Design

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **11.** | Consider Universal Design Principles as part of modification to Council owned buildings, properties and facilities. Record and report on accessibility modifications to public Council buildings including details such as the type of modification (e.g. signage, door widening) | The number of public-facing council buildings, spaces, play spaces and infrastructure that are modified to improve accessibility. For example, by adding signage or widening doors. | **1.3.2** | Ongoing | Department for Infrastructure |
| **12.** | Review the Business Use of Footpath Policy to reflect Universal Design principles | | **1.3.2** | During 2027 | Department for Infrastructure |
| **13.** | Undertake an accessibility audit of Council owned facilities to identify existing barriers that reduce access and inclusion for consideration in Councils Capital Works Program | | **1.3.2** | During 2027 | Department for Infrastructure |
| **14.** | Encourage and promote partnership with local businesses and organisations to improve access and Inclusion | | **1.3.2** | Ongoing | Manager Community Programs |

## Inclusive Environments and Communities

### Priority Area 3: Universal Design

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **15** | Consider Universal Design principles in future Council building and facility developments. Record and report on new Council-built developments, including how Universal Design principles were incorporated | The number of new council developments that incorporate Universal Design. | **1.3.2** | Ongoing | Department for Infrastructure |
| **16.** | Consider the Inclusive Play Guidelines and Universal Design principles when developing new or reviewing existing playgrounds | The number of parks, reserves, beaches and playgrounds (within these areas) that are built or modified to improve accessibility. | **1.3.3** | Ongoing | Department for Infrastructure |
| **17.** | Implement changes to shared access paths identified by the Disability Advisory Group | | **1.3.3** | During 2027 & 2028 | Department for Infrastructure |

# Inclusive Environments and Communities

## 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 | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **18.** | Record how many councils owned toilets within the council area meet accessibility standards or are a designed changing places facility. | The number of public council owned toilet facilities across the council area that meet accessibility standards and/or a designated Changing Places facility. | **1.4.1** | Ongoing | Department for Infrastructure |
| **19.** | Ensure new public toilet builds meet accessibility standards | | **1.4.1** | Ongoing | Department for Infrastructure |
| **Priority Area 5: Communications & Information**<br>Outcome: People with disability can find the information they need in the format(s) they need it in. | | | | | |
| **20.** | Investigate development of Easy Read version of Council Plans and Strategies | The 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. | **1.5.1** | During 2027 | Media & Communications<br>Information Services |

# Inclusive Environments and Communities

## Priority Area 5: Communications & Information

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **21.** | Review Council website against relevant accessibility guidelines | The 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. | **1.5.1** | During 2027 | Manager Information Services |
| **22.** | Implement section on Council website Emergency Management Planning for people with Disabilities with information on local resources or plans in place to help people living with disability prepare for emergencies in a way that suits their individual needs | | **1.5.1** | During 2027 | Manager Community Programs<br><br>Manager Information Services |
| **23.** | Work collaboratively with community stakeholders, Disability Advisory Group to design communication boards for installation at 10 playgrounds across the Port Augusta Community Advocate to local supermarkets and businesses to install communication boards | | **1.5.1** | Ongoing | Community Development Team |

# Inclusive Environments and Communities

## Priority Area 6: Transportation

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **24.** | Continue to advocate to state and federal government for accessible and connected public transport services | | **1.5.1** | Ongoing | Chief Executive Officer |
| | **Priority Area 7: Collaboration, Consultation & Innovation**<br>Outcome: People with disability are actively involved in government decisions that affect their lives. | | | | |
| **25.** | Ensure public consultations include and seek input from priority groups. | The number of public consultations that included and sought input from people with disability. | **1.7.1** | Ongoing | Management Group<br><br>Media & Communications |
| **26.** | Maintain diverse community representation on the Disability Advisory Group | The number of people with disability, including parents and carers, serving on committees and working groups. **Note:** Committees are formal groups set up by councils to provide strategic advice or make decisions on disability inclusion. Working groups are task-focused teams that address specific issues or actions supporting disability inclusion. | **1.7.1** | Ongoing | Community Development Team |
| **27.** | Continue to provide inclusive access to Council Meetings to support residents with lived experience of living with disability who are interested in engaging with council | Number of Council meetings held in inclusive meeting venues | **1.7.1** | Ongoing | Management Group |



# Domain 2

## Education & 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

# Education & Employment



## Priority Area 3: Targeted transitional supports

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **28.** | Continue to identify ways to improve and encourage volunteering in council programs for people with disability | The number of initiatives taken to encourage people with disability to volunteer. | **2.3.5** | During 2027 | Manager People and Culture |
| **Priority Area 4: Access to employment opportunities**<br>Outcome: People with disability have opportunities to achieve, develop and succeed in their chosen fields. | | | | | |
| **29.** | Review employment processes to maximise opportunities for people with disability and to ensure removal of barriers to inclusion | | | During 2027 | Manager People and Culture |
| **30.** | Engage in active collaboration with key stakeholders to secure grant funding that enables people with disability to participate in work placement initiatives at Council. In addition to pursuing these funding opportunities, continue to facilitate meaningful work experience placements both and through partnerships with Council affiliated organisations and contractors | | | Ongoing | Manager People and Culture<br><br>Manager Community Programs |



## Education & Employment

### Priority Area 5: Inclusive Working Environments

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **31.** | Consider all reasonable modification to staff facilities to ensure inclusion of employees with a disability | The number of workplace practices implemented to support people with disability to have equal opportunities for growth and success, including support to remain in employment. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs. | **2.5.1** | Ongoing | Manager People and Culture |
| **32.** | Review human resourced focused workplace policies and procedures to support people with disability to have equal opportunities for growth and success | | **2.5.1** | During 2027 | Manager People and Culture |



# 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



## Personal & Community Support

### Priority Area 1: Accessibility

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **33.** | Establish and strengthen collaboration and partnerships with service providers and community organisations to improve access to supports and services for people with disability. | The number of council initiatives and improvements made to connect people with disability to community supports and services wherever they present. For example, referral hubs, mobile outreach, online information platforms, frontline worker training, and partnerships with community organisations. | **3.1.1** | Ongoing | Manager Community Programs |
| | **Priority Area 3: Information Sharing**<br>Outcome: People with disability receive more coordinated and effective support when services work together and share information. | | | | |
| **34.** | Participate in Local Government Association Inclusive Network (LGAIN) and Community of Practice (COP) meetings and with external disability service providers. | The number of inter-agency meetings and initiatives to support the implementation of the State Plan and our DAIP. | **3.3.1** | Ongoing | Manager Community Programs |




# Domain 4

## Safety, Rights & 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 4

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



## Safety, Rights & Justice

### Priority Area 1: Responding to emergencies

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

| No. | Action | Measure | State Plan Measure | Timeframe | Responsibility |
|---|---|---|---|---|---|
| **33.** | Council Emergency Management plans reviewed to consider people living with a disability | The number of emergency response resources and systems developed for people with disability, including the Person-Centred Emergency Preparedness (P-CEP) approach. | **5.2.1** | During 2027 | Director of Infrastructure |

# DAIP Implementation

The successful implementation of the DAIP will be a shared responsibility across Council, with specific actions allocated to relevant Managers and the teams they lead as outlined in the DAIP Actions Table. Oversight and coordination of the DAIP will be managed by the Community, Culture and Recreation team, ensuring that actions are progressed in a timely and effective manner.

To ensure transparency and accessibility, the DAIP will be shared with staff, stakeholders, and the wider community through a media release, Council's website, social media platforms and e-newsletters. Accessible formats and printed copies will be made available upon request to support broad engagement.

Disability access and inclusion will be embedded in Council's day-to-day operations by incorporating inclusive principles into policy and procedure reviews, project planning, service delivery and community engagement processes. Staff will be supported through relevant training and resources to ensure inclusive practices are upheld across all areas of work.

Progress on the implementation of the DAIP will be monitored through regular internal reviews, with annual reporting provided to the Department of Human Services. People with disability will continue to be involved through ongoing collaboration, community consultation, and partnerships with relevant organisations to ensure lived experience informs the DAIP's delivery.

To raise awareness and build support for the DAIP, Council will share regular updates through its communication channels and promote key inclusion initiatives and significant events throughout the year.

# Acknowledgements

Council acknowledges that this DAIP builds on the foundations of our previous DAIP, and we recognise the work of those who contributed to its development and implementation over past years. This updated DAIP reflects our continued commitment to access and inclusion, informed by past experience and ongoing community needs.

We would like to thank all individuals and organisations who contributed to the development of this updated DAIP, particularly those who participated in the consultation process for the State Plan. The insights gained through this broader consultation have been invaluable in shaping our local priorities
and ensuring alignment with state-wide goals.

Council also recognises the contribution of people with disability, their families, carers and advocates whose voices remain central to this work.

We extend our appreciation to staff, community stakeholders and partner organisations for their continued support and collaboration in working toward a more accessible and inclusive community.communication channels and promote key inclusion initiatives and significant events throughout the year.

# Glossary and Definitions

**Advocacy**
Support that helps people with disability speak up, understand their rights, and make decisions. This includes independent advocacy (support from someone not connected to a service) and microboards (a small group that supports one person to take control of their life).

**Best practice**
A method or technique that has been generally accepted as superior to any alternatives because it produces results that are better than those achieved by other means, or because it has become a standard way of doing things.

**Built environment**
Man-made structures, features and facilities viewed collectively as an environment in which people live and work.

**Civil law**
A branch of law that deals with disputes between individuals, groups, or organisations. It covers areas such as contracts, property, family matters and personal injury.

**Closing the Gap**
A government strategy and a national agreement focused on improving life outcomes for Aboriginal peoples.

**Disability Access and Inclusion Plan**
A Disability Access and Inclusion Plan (DAIP) is a plan developed by state government agencies and local councils to improve access and inclusion for people with disability. Each DAIP is tailored to the specific context of the organisation and their community, outlining practical actions to remove barriers, promote participation and support the goals of the State Plan.

**Department of Human Services**
The Department of Human Services (DHS) is the South Australian Government agency responsible for delivering strategies, programs and services that improve the wellbeing, safety and inclusion of South Australians, particularly those who are vulnerable or disadvantaged.

**Disability Inclusion Act 2018 (SA) (The Act)**
A South Australian law that guides efforts to improve access and inclusion for people with disability. It requires the development of the State Disability Inclusion Plan (State Plan) and local Disability Access and Inclusion Plans and promotes choice, control, and the removal of barriers.

**Diversity**
Any dimension that can be used to differentiate groups and people from one another. It empowers people by respecting and appreciating what makes them different.

**Domains**
The key priority areas of the DAIP, shaped by emerging themes identified during state-wide consultation of the State Plan. Domains guide the focus of actions to improve access and inclusion for people with disability.

**Inclusion**
The intentional, ongoing effort to ensure that all people can fully participate in all aspects of life.

**Initiatives**
Activities or efforts aimed at creating change, improving outcomes, or meeting specific needs. This can include actions, responses, systems and services designed to support individuals or communities.

**Intersectionality**
How different aspects of a person's identity, such as their gender, race, class, sexuality and disability can interact to create experiences of discrimination and marginalisation. Intersectionality helps us to understand how these experiences can overlap and intersect, and how they can be challenged and addressed.

**Justice system**
The laws, services and processes that address legal issues and disputes. This includes the criminal justice system (for people accused of breaking the law), the civil justice system (for resolving problems like housing, family or discrimination), and the youth justice system, which responds to children and young people who come into contact with the law

**LGBTIQA+**
An inclusive term for people whose sexual orientation, gender identity or sex characteristics differ from the majority. It stands for lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and other diverse identities. The + acknowledges that there are many other ways people may describe their identity and experiences.

**Lived experience**
The personal knowledge and understanding a person gains through direct, first-hand experience of disability.

**Local councils**
A system of government in South Australia under which elected local government bodies (councils) are constituted under the Local Government Act 1999 (SA).

**Measures**
A way to track progress and understand if things are improving over time. Measures use numbers and data and are supported by stories or feedback (qualitative data) in reporting.

**Priority areas**
Specific areas of focus within each domain that were identified as most important by people with disability during consultation.

**Priority groups**
The Act highlights seven priority groups of people that may experience overlapping disadvantage. Their needs will be considered and embedded across all State Plan measures and within DAIPs. The seven priority groups are: Aboriginal peoples with disability, culturally and linguistically diverse (CALD) people with disability, women with disability, children with disability, LGBTIQA+ people with disability, people with significant intellectual disability or who have high levels of vulnerability due to disability and people with disability who live in regional communities.

**State authority**
As defined in the Disability Inclusion Act 2018 (SA) to include a government department, an agency or instrumentality of the Crown, a local Council constituted under the Local Government Act 1999 (SA) or any other person or body declared by regulations to be included.

**United Nations Convention on the Rights of Persons with Disabilities**
United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) is a human rights treaty that aims to change attitudes and approaches to people with disability. It reaffirms that all people with disability must enjoy human rights and fundamental freedoms.

**Universal Design**
Universal Design is defined by the Australian Human Rights Commission as designing environments so they can be accessed, understood and used by everyone regardless of age, size, ability or disability—and encompassing the creation of facilities, products, services and environments usable by all people without adaptations.

# Contact Us:

Email
admin@portaugusta.sa.gov.au

website
www.portaugusta.sa.gov.au

Phone
(08) 8641 9100