Draft City of Marion Disability Access and Inclusion Plan
2026-2030

A great place to *live*
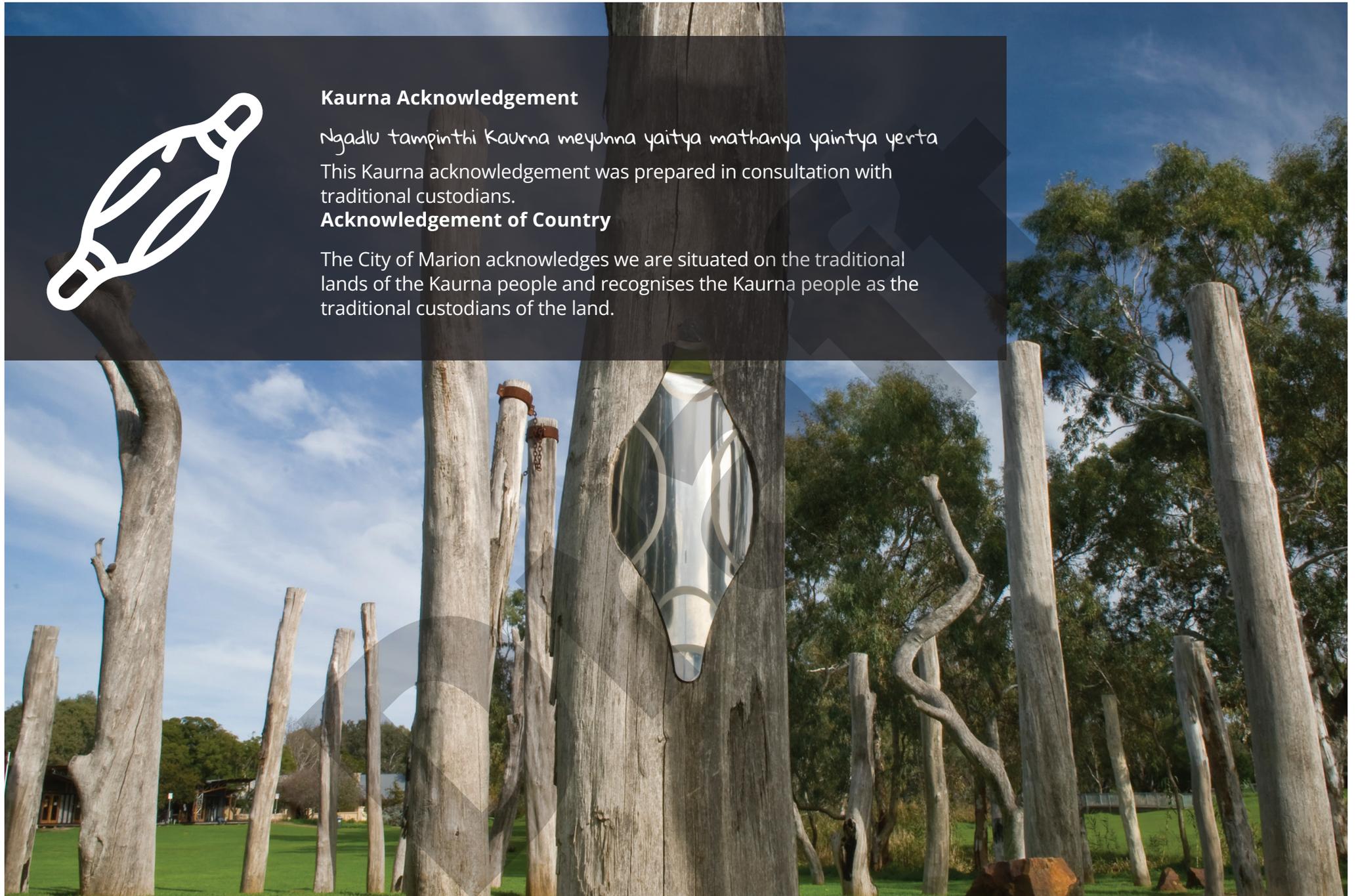
CITY OF
MARION

Kaurna Acknowledgement

Ngadlu tampinthi Kaurna meyunna yaitya mathanya yaintya yerta

This Kaurna acknowledgement was prepared in consultation with traditional custodians.

Acknowledgement of Country

The City of Marion acknowledges we are situated on the traditional lands of the Kaurna people and recognises the Kaurna people as the traditional custodians of the land.

Contents

Mayor's message

TBA

Yours faithfully

KRIS HANNA

Mayor Kris Hanna

Introduction

The City of Marion's Community Vision is 'A liveable sustainable community'. This vision is outlined in the City of Marion Strategic Plan 2024-2034 (City of Marion, 2024). As part of this vision, Council aims to create and maintain accessible public spaces and facilities and be a friendly, inclusive and connected community where everyone belongs.

The Disability Access and Inclusion Plan 2026-2030 will help to achieve this goal - **we call this plan the DAIP**. The DAIP explains the things Council will do over the next four years to make it easier and fairer for people with disability to take part in community life, the same as everyone else.

Local information shows that many people in the City of Marion have disability and numbers are expected to increase as people age or develop chronic disease. This highlights the importance of planning well for the future to ensure the community is accessible and inclusive for all.

The DAIP was developed through consultation with people with disability, their supporters and the wider community. Council especially thanks all those who contributed including the volunteer members of the Disability Advisory Network who shared their ideas and experiences.

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Volunteers and participants of the Out and About program at Mitchell Park Sports and Community Centre

> **"**
>
> Let's embrace disability – embrace the challenges, find the joy, find the positive. Help the community learn being disabled can be a superpower.
>
> Community member

What is Disability?

Disability can be described as an impairment of body function, limitation, or restriction making some 'every day' activities harder. A disability can start at birth or later in life because of illness, injury, aging or trauma. Disability can be temporary or lifelong and can happen to anyone at any age (Australian Institute of Health and Welfare, 2024).

It is also widely accepted that a person's experience of disability is affected by the environment around them. This environment includes the physical space, people's attitudes, and how society works. Many people with disability believe it is this environment that causes challenges. This is known as the **Social Model of Disability**.

> **"**
> Many disabilities are invisible - they are not obvious to others
> Community member

Children and parents from the Welcome All Families social group with the Hidden Disability Sunflower fire truck

> **"**
> Difference is everywhere in the community. Anyone can easily be in that position...at any moment through a fall, accident, stroke, ageing and suddenly be relying on the community for understanding and support.
> Community member

Words we use in the DAIP

Our community told us that people describe disability in different ways. Some prefer **'person with disability'** or **'disabled person'**, we use both in this DAIP. We understand not everyone prefers these terms.

Many people experience disability

Nationally

21.4% Australians had **disability**

52.3% of **older** Australians had disability

4.4% of people aged 10-14 years were **autistic**

189k self-reported a **dementia** diagnosis

City of Marion

6.6% of the community needed **assistance** for disability

6.7% had profound or **severe** disability

12.5% were unpaid **carers**

18% of Council **volunteers** said they had a disability

People at higher risk in the City of Marion

Dementia is the **leading** cause of death

19% aged **65+**

19% **long term** health condition

Disability is expected to **rise** as our population **ages**

How the DAIP was developed

The South Australian Government helps councils understand what will make the biggest difference for people with disability and sets some goals for councils to work towards.

These goals focus on protecting people's rights, they also focus on improving access and inclusion.The details of the goals are in the State Disability Inclusion Plan 2025–2029 (Inclusive SA, Department of Human Services, 2025).

Rights means basic things every person in society should have.

Access means being able to use places, services, and information without it being unnecessarily difficult.

Inclusion means people are respected and treated fairly so they that they feel valued and welcomed.

Councils across the state are required by law to work towards these same goals and report on our progress every year (Government of South Australia, 2025).

> "
> Nothing for us without us.
> Community member

The Council DAIP drop in session at Glandore Community Centre

To decide the best way to contribute towards these goals, Council spoke in-person to people with disability over 8 weeks, including **priority groups** such as young people, older adults, multicultural communities, Aboriginal and Torres Strait Islander people, and people with more significant disability. We also received feedback in writing and through surveys.

Council calls this process of listening, **Community Engagement**. Council had guidance from our Disability Advisory Network on the important questions to ask the community. Council also listened to:

- Carers and disability support agencies
- The wider community
- Council staff and Council Members.

Council's role in supporting people with disability

> "Its a basic part of democracy, ... to listen to and consider those with disability.
> Community member

The community told us that Council's DAIP should include things that can help make a difference to the world around them, such as:

1

Helping the **community** to better understand disability

2

Making **information** easy to read, understand and find

3

Making adjustments that help people **participate** in programs, events, employment and volunteering

4

Being **helpful, flexible** and supportive in our approach to customer service

5

Providing **opportunity** for people with disability to contribute to decision making and solutions for access and inclusion

6

Making **buildings, facilities and parks** easy to move around and use

Important 'ways of working'

The community also told us there are some important things Council should think about when working towards the goals in the DAIP.

Keep **learning and listening** to people with disability.

Use **universal design** wherever possible. That means design things in a way that suits as many people's needs as possible.

Work in **partnership.**

Consider **intersectionality and priority** groups across all actions.

"
The most important thing is having the voices of people with disability in Council decision making. There is no other way to ensure that experiences are genuinely considered.
Community member

"
People designing things need to put themselves in the shoes of people in wheelchairs and think what doesn't work.
Community member

"
We understand the councils don't have the workers to do this all, we are happy to help. We don't mind that – we love connecting.
Multicultural community organisation

"
People are multi-faceted; they have multiple layers and dimensions. There could be a woman who has suffered domestic violence who has disability. You can become more aware and compassionate by thinking of people's dimensions, their layers.
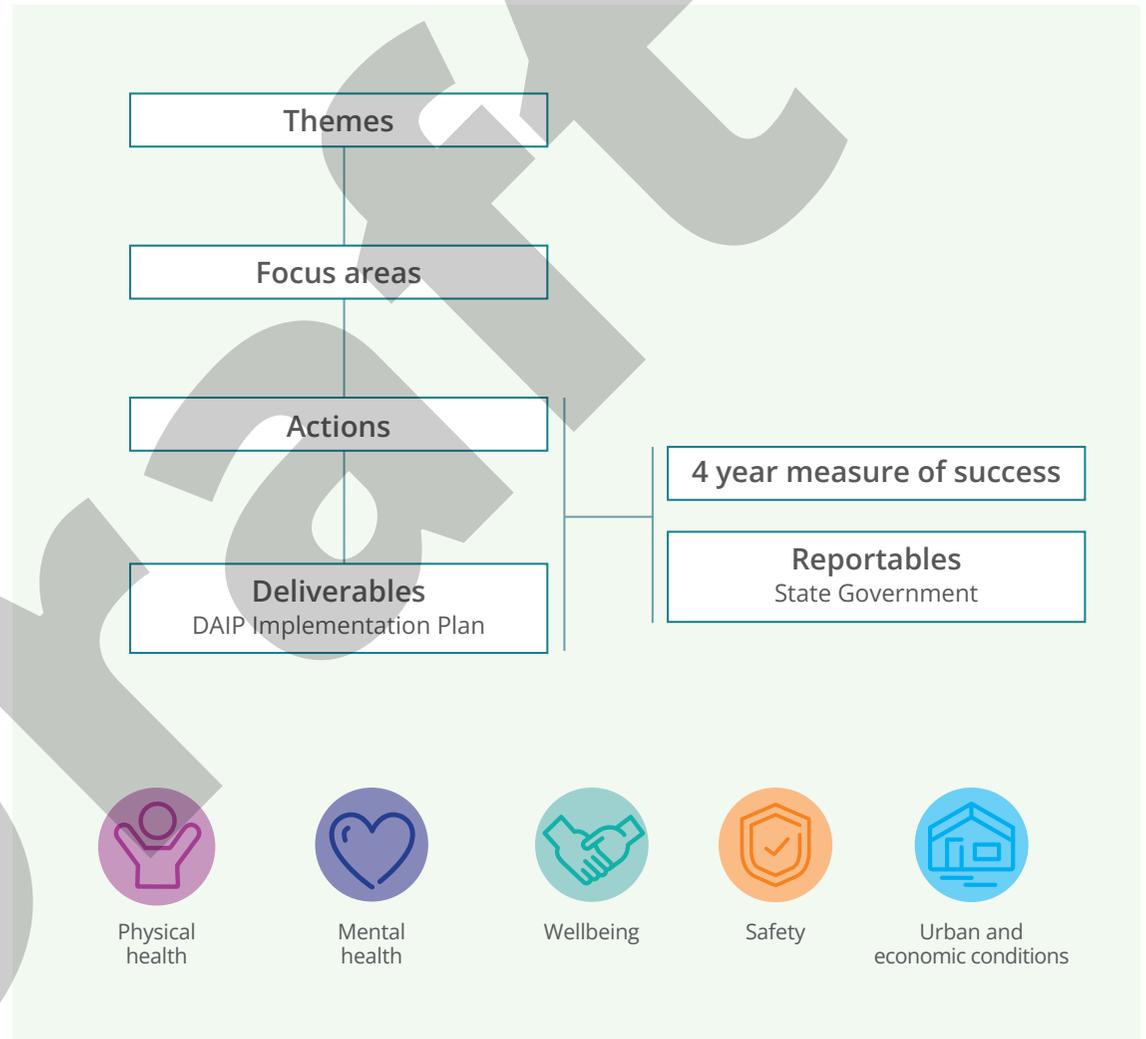Community member

How the DAIP strategy is presented

The DAIP strategy that follows has 5 main parts called **themes**. Under each theme are **focus areas**. These explain what Council wants to improve about health and wellbeing for the whole community, including priority groups. They come from Council's Regional Public Health Plan 2025–2029. The diagram in Appendix 1 shows the relationship between the DAIP and Council's other Social Plans.

The DAIP strategy also presents **actions** and **measures of success**. These are the things Council will do over the next four years to achieve these health and wellbeing goals for people with disability. Council also has a separate **internal DAIP Implementation Plan** that includes further steps (called **deliverables**) for Council to follow.

State Government requires Council to report on certain things it achieves each year. This information is called **reportables** (Appendix 2).

DAIP strategy

Themes

Focus areas

Actions

4 year measure of success

Deliverables
DAIP Implementation Plan

Reportables
State Government

Physical health

Mental health

Wellbeing

Safety

Urban and economic conditions

Physical health

Supporting a healthy active lifestyle

Focus areas

1. Improve opportunities for participation in sport, recreation and active transport by all.

2. Support better access to local, affordable, safe and healthy food.

3. Support access to health and wellbeing information and services.

Community members at the Coastal Walkway bridges, Hallett Cove

> 99
>
> I used to play a lot of sport, but now I need adapted sports that are easier to join in
>
> Community member

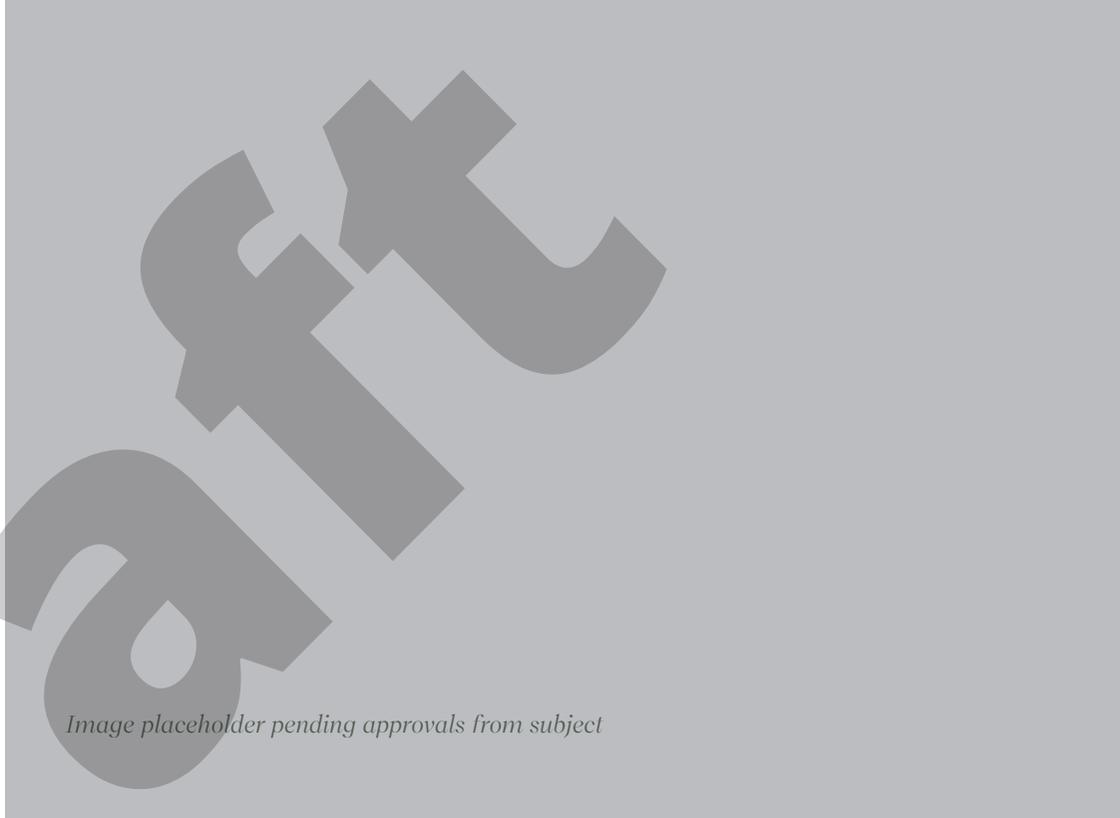| Focus area (FA)	Action	4-year measure of success	State Government reportable
FA1	**1.1** Provide accessible sport and physical activity options across Council-owned facilities, for people of a range of ages.	A range of accessible sport and recreation opportunities are maintained across Council-owned facilities.	1.2.1, 1.2.3, 1.3.2, 1.7.1, 1.7.2, 3.5.1
	1.2 Maintain accessible sport, physical activity and recreation options across open spaces and playgrounds.	There is 'something for everyone' across Council's open space infrastructure and playgrounds.	1.3.3, 1.7.1
	1.3 Make it easier for people to get to and from Council-run facilities and events by active transport (i.e. walking, cycling and wheeling) and public transport.	Information is available in a variety of formats to support people to get to Council-run facilities and events by active transport and public transport.	1.3.2, 1.7.1
FA2	**2.1** Consider disability access and inclusion needs in food service environments run by Council e.g. older adult meal service, the cafe at Cooinda and food truck catering at events.	The needs of people with disability are considered in food service environments of Council.	1.2.1, 1.5.1, 1.7.1
FA3	**3.1** Support the community to connect with disability, health and wellbeing services at Council facilities and events.	Council maintains partnerships that help link people with disability to health and wellbeing information and services.	1.2.1, 2.3.5, 3.1.1
	3.2 Make it easier to find information about Council's disability access and inclusion initiatives.	Information about Council's accessible and inclusive initiatives are easy to find on its website.	1.2.1, 1.5.1

Mental health

Facilitating supportive spaces and connections

Focus areas

4. Create opportunities for people to connect with each other and nature helping to reduce isolation and loneliness and build a sense of local identity and belonging.

5. Develop and implement strategies to ensure the Council's work reflects the values of respect and fairness in practical and meaningful ways.

6. Enhance skills and strengthen partnerships with service providers to allow Council staff to compassionately respond-to and support vulnerable community members.

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Quiet low sensory spaces are important – an atmosphere of gentle quietness

Community member

Focus area (FA)	Action	4-year measure of success	State Government reportable
FA4	**4.1** Contribute to community understanding of disability to support better inclusion.	There is an increase in visibility of people with disability and disability initiatives in Council communications.	1.2.1, 1.7.1
	4.2 Support improvements in access and inclusion in Council's community gardens.	Community gardens are working towards improved access and inclusion.	1.2.1, 1.3.3
	4.3 Consider the implementation of Universal Design solutions whenever practical in Council foot path installation, renewal and maintenance.	Universal Design solutions are routinely considered in footpath installation, renewal and maintenance.	1.3.2, 1.3.3
FA5	**5.1** Build understanding of Universal Design across Council teams responsible for designing buildings, infrastructure, communications and services.	Council staff involved in design work are trained-in and applying Universal Design principles.	1.2.1
	5.2 Make it easier for people with disability to access and understand Council information, and communicate with Council.	Council provides a high-quality communication and online experience that meets or exceeds accessibility standards and is applied consistently across the organisation.	1.5.1

Focus area (FA)	Action	4-year measure of success	State Government reportable
	5.3 Provide the community with clear information about the accessibility of Council-run community facilities.	Accessibility guides are available for all Council-run community facilities and are easily and regularly accessed by the community.	1.5.1, 1.7.1
	5.4 Embed Universal Design thinking and solutions in new and upgraded Council buildings and fit outs so they are accessible, useable and fit for purpose for the broadest range and diversity of people. This may require service levels beyond those required under the Disability Discrimination Act (DDA).	Universal Design is routinely prioritised in new and renewed Council buildings and fit-outs to support delivery of the City of Marion Strategic Plan 2024–2034 and CoM Buildings and Structures Asset Management Plan (CoMBAS), and meeting Council's obligations under the Disability Inclusion Act 2018 and the State Disability Inclusion Plan 2025–2029.	1.3.2, 1.4.1, 1.7.1
	5.5 Ensure toilet design prioritises Universal Design solutions and are usable by people with a wide range of access needs.	The useability of toilet facilities by people with a wide range of accessibility needs is prioritised in Council's new builds, refurbishments and open spaces.	1.4.1, 1.3.2
	5.6 Continue to build a Council workplace culture that is fair, welcoming and free from discrimination against people with disability.	Council staff experience the workplace as inclusive and welcoming, and Council meets its related legislative responsibilities.	1.2.1, 1.7.1, 1.7.2, 2.4.3, 2.5.1
	5.7 Review Council's strategic documents that guide 'customer experience' and ensure access, inclusion and Universal Design are emphasised.	Access and inclusion is embedded in the planning and implementation of the customer service experience across Council.	1.5.1, 3.1.1

Focus area (FA)	Action	4-year measure of success	State Government reportable
	5.8 Maintain participation in sector and state interagency meetings to help with improvements in access and inclusion and stay up to date.	Council contributes-to and stays informed of sector and state developments in disability access and inclusion, including understanding the needs of people with disability from priority communities.	3.3.1
FA6	**6.1** Support Council staff and volunteers in their ability to respond compassionately and effectively to customers with disability and use any new communication technologies or approaches that Council adopts in customer service environments.	Council staff and volunteers feel confident to provide excellent customer service for people with disability.	1.2.1, 1.5.1, 3.1.1
	6.2 Review risk assessment processes to ensure access and inclusion concerns are identified in all risk assessments relating to Council service delivery.	Councils risk processes consider specific hazards, risks and mitigation approaches related to people with disability.	1.2.1
	6.3 Ensure people with complex needs are supported in Council service environments, particularly in heightened situations.	Council is clear about how it will support positive inclusion of people with complex needs in Council service environments, and staff and volunteers feel confident in maintaining safety and inclusion.	1.2.1

Wellbeing

Facilitating purpose, belonging and community spirit

Focus areas

7. Enliven places and spaces with arts and culture.

8. Create opportunities for people to contribute to the community, lead their own initiatives, and have a voice in Council decision-making.

9. Provide opportunities for people of all ages to keep learning and developing.

Employees at Summit Cafe, Glandore Community Centre

> **"**
> Share positive stories of people with disabilities in our community.
>
> Community member

Focus area (FA)	Action	4-year measure of success	State Government reportable
FA7	**7.1** Maintain and improve access and inclusion at Council events.	The needs of people with disability are consistently embedded in event planning and delivery across Council.	1.1.2, 1.2.1, 1.5.1, 1.7.1, 2.3.5
	7.2 Maintain opportunities for people with disability to participate in or lead arts and culture programs, exhibitions and performances at Council-run venues and events.	A variety of accessible arts and culture opportunities are available to people of all ages across Council-run facilities and events.	1.1.2, 1.7.1, 2.3.5
FA8	**8.1** Provide people with disability leadership opportunities to help shape access and inclusion in the City of Marion.	Council maintains a disability reference group.	1.7.1, 1.7.2, 2.3.5
	8.2 Use lived experience perspectives and professional advice to shape access and inclusion measures that are meaningful, useable and fit for purpose for a wide range of needs including those of priority communities as defined in the State Disability Inclusion Plan 2025-2029. **8.2.1** Develop clear guidelines that help staff across the business access informal lived experience perspectives and, or formal advice, for projects and initiatives. This includes perspectives of priority groups (summarised in the CoM DAIP 2026-2030).	Council is seeking lived experience and professional input to help design access and inclusion measures in Council projects and initiatives that are suitable for a wide range of needs including the needs of people from priority communities.	1.2.1, 1.2.3, 1.7.1, 1.7.2

Focus area (FA)	Action	4-year measure of success	State Government reportable
	8.3 Make it easier for people with disability to participate in Council's community engagement activities.	Staff are supported to deliver engagements that are more accessible and inclusive of people with disability.	1.2.1, 1.5.1, 1.7.1, 1.7.2
	8.4 Make it easier for Council to identify where accessibility improvements are needed across Council's facilities, infrastructure and services.	Council uses data from community complaints to help prioritise accessibility improvements across facilities and services.	1.3.2, 1.3.3, 1.4.1, 1.7.1
FA9	**9.1** Support or implement targeted programs and initiatives that help people with disability to gain work skills and employment.	Council is supporting or implementing programs and initiatives that help people with disability to build skills that support employment.	2.4.3
	9.2 Support the success and sustainability of community disability initiatives that are delivered in collaboration with Council.	Community disability initiatives delivered with Council continue to run and are well used.	2.3.5, 3.1.1, 3.5.1
	9.3 Continue to provide flexible volunteering opportunities at Council that appeal-to and accommodate a diverse range of people's strengths and abilities.	People with disability report a positive volunteer experience at Council. Volunteers feel confident and supported to work with people with disability.	1.7.1, 2.3.5

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> **"**
>
> There needs to be change tables in toilets strong enough for adults.
> Community member

> **"**
>
> Council should partner with specialist organisations to provide things like quiet places and multicultural assistance.
> Community member

> **"**
>
> It's highly valuable to have volunteering opportunities ...and not 'feel like a client'.
> Community member

Safety

Safeguarding communities

Focus areas

10. Support the protection of the community from communicable disease and infection and nuisance.

11. Embed incident and emergency preparedness processes in Council operations and collaborate with the community to increase preparedness.

"

Provide easy channels for people with disabilities and their associates to provide feedback to Council.

Community member

Hendrie Street inclusive playground

Focus area (FA)	Action	4-year measure of success	State Government reportable
FA10	**10.1** Make it easy for easy for residents with disability to report nuisance.	Accessible information is available to support people with disability to understand how to make nuisance complaints.	1.5.1
FA11	**11.1** Contribute to broader emergency preparedness efforts that support people with disability	People with disability are considered in Council's emergency preparedness and response.	1.7.1, 1.7.2, 5.2.1

Participant of the Out and About program at Mitchell Park Sports and Community Centre

"

Prioritise swift responses and resolution of issues that arise for people with disability and the people who support them. If you can ease that burden of follow up it would be appreciated. If it affects one person it is likely to also affect 10 other people with disabilities.

Community member

Urban and economic conditions

Planning for growth and change

Focus areas

12. Identify the housing and public facilities/amenities needed to support community health and wellbeing as the City of Marion grows and develops.

"

To leave the house we have to plan where we are going and consider – is there disability parking, changing places toilets, are there ramps?

Community member

2023 City of Marion Young Citizens of the Year, Antony Abbracciavento (L) and Jessica Winter (R)

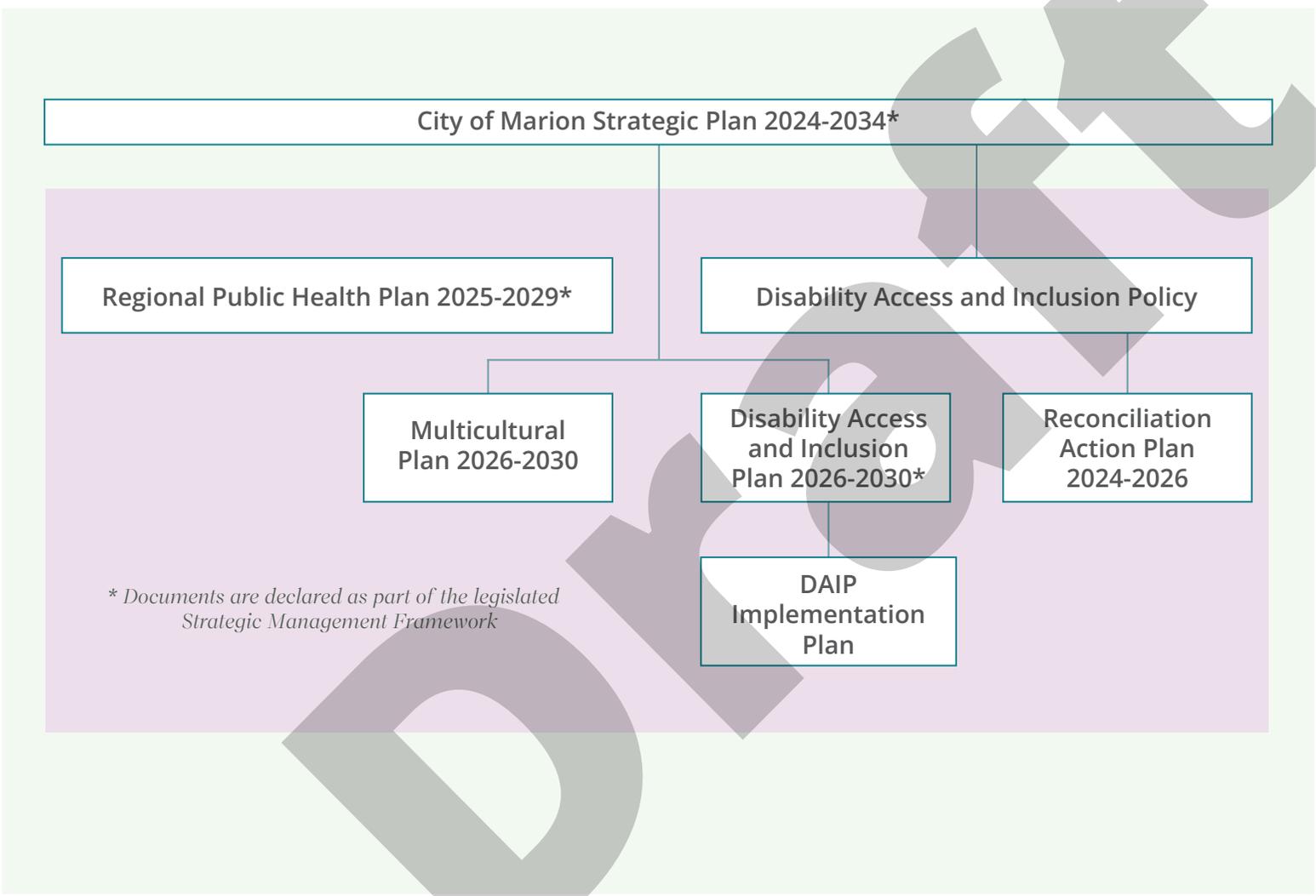| Focus area (FA)	Action	4-year measure of success	State Government reportable
FA12	**12.1** The housing and infrastructure needs of people with disability will be considered as part of broader community analysis when Council's Liveable Growth Plan is developed in 2027/2028.	The needs of people with disability are considered in the development of Council's Liveable Growth Plan.	1.7.1

Participant speaking at the graduation of the 2025 Community Leadership Program

"

Ensure all residents are considered during community events, in community centres and programs, in all facilities and play spaces and local shopping centres and entertainment precincts. Raising awareness and acceptance is paramount.

Community member

Appendix 1: City of Marion Social Plans and Policy alignment

City of Marion Strategic Plan 2024-2034*

Regional Public Health Plan 2025-2029*

Disability Access and Inclusion Policy

Multicultural Plan 2026-2030

Disability Access and Inclusion Plan 2026-2030*

Reconciliation Action Plan 2024-2026

DAIP Implementation Plan

Documents are declared as part of the legislated Strategic Management Framework

Appendix 2:
State Government mandatory reportables and Council data source

State Plan measure	Mandatory reportable	Council DAIP actions
1.1.2	The number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles.	7.1, 7.2
1.2.1	The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including: The number of staff and volunteers participating in disability awareness training, including Universal Design. The number of workplace initiatives promoting disability inclusion.	2.1, 3.1, 3.2, 4.1, 4.2, 5.1, 5.6, 5.7, 6.1, 6.2, 6.3, 7.1, 8.2, 8.3, 8.4
1.2.3	The number of actions embedded in our DAIP working towards Closing the Gap targets.	5.8, 8.2
1.3.2	The number of public-facing Council buildings, spaces, play spaces and infrastructure that are modified to improve accessibility.	1.1, 1.3, 1.4, 4.3, 9.3, 5.4, 5.5, 8.4
	The number of new Council developments that incorporate Universal Design.	As above
1.3.3	The number of parks, reserves, beaches and playgrounds (within these areas) that are built or modified to improve accessibility.	1.2, 4.2, 4.3, 8.4
1.4.1	The number of public Council owned toilet facilities across the Council area that meet accessibility standards and/or a designated Changing Places facility.	5.4, 5.5, 8.4

State Plan measure	Mandatory reportable	Council DAIP actions
1.5.1	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.	5.2, 5.3, 5.7, 6.1, 7.1, 10.1
1.7.1	The number of public consultations that included and sought input from people with disability.	1.1, 1.2, 1.3, 2.1, 4.1, 5.3, 5.4, 5.6, 7.1, 7.2, 8.1, 8.2, 8.3, 8.4, 9.3, 11.1, 12.1
1.7.2	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.	1.1, 5.6, 8.1, 8.2, 8.3, 11.1
2.3.5	The number of initiatives taken to encourage people with disability to volunteer.	3.1, 7.1, 7.2, 8.1, 9.2, 9.3
2.4.3	The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.	5.6

State Plan measure	Mandatory reportable	Council DAIP actions
2.5.1	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.	5.6, 6.1, 9.1
3.1.1	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, 5.7, 6.1, 9.2
3.3.1	The number of inter-agency meetings and initiatives to support the implementation of the State Plan and our DAIP.	3.1, 5.8
3.5.1	The number of Council grants and funding amount distributed to enhance disability inclusion.	1.1, 9.2
5.2.1	The number of emergency response resources and systems developed for people with disability, including the Person-Centred Emergency Preparedness (P-CEP) approach.	11.1

Appendix 3: References

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8375 6600

Council@marion.sa.gov.au

marion.sa.gov.au

#cityofmarion

@CityofMarion

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