



Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

July 2025

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

Purpose of report

This report outlines the findings from phase 1 community engagement on the Disability Access Inclusion Plan (DAIP) – shaping the plan with our community. It provides a summary of community sentiment and feedback to support Council in delivering the next steps of Council's next draft plan.

The insights gathered through the engagement will ensure the new DAIP reflects lived experiences, aligns with community needs, meets requirements in the Disability Inclusion Act 2018 (SA) and guides Council's decision-making to enhance accessibility and inclusion across the city.



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Executive summary

The City of Playford is updating its Disability Access and Inclusion Plan (DAIP). This new plan will build on the current DAIP (2020–2024), which helped raise awareness and improve inclusion across our city.

Our city is home to people whose families have lived here for generations, people moving into new growth areas, and newly arrived communities from overseas. City of Playford has South Australia's largest Aboriginal population (4.2%), around 15% of residents who speak a language other than English at home, and 8.4% of people who need help with daily activities because of disability.

Guided by Council's Community Engagement Policy and Procedure, we aimed to make engagement on our next DAIP as accessible and inclusive as possible. This meant using clear language, choosing accessible venues and formats, and offering different ways for people to get involved so everyone had the chance to share their views.

What we heard about our current DAIP (2020-2024):

People told us the current DAIP helped start important conversations and raise awareness about disability inclusion. But they also said more needs to be done to remove physical barriers, build cultural safety, and make sure people feel genuinely listened to, not just consulted.

Top 5 priorities for our next DAIP identified by the community:

1. Universal design and improving physical access
2. Supporting active participation in community life
3. Disability awareness and education
4. Strengthening cultural inclusion and safety
5. Creating more inclusive events and activities for all ages

We received the most detailed ideas and “big ideas” under the themes of **urban design** and **active participation**, confirming these remain top priorities for our disability community in Playford.

About the engagement approach:

We used different methods to reach a broad mix of voices: surveys, workshops, an Idea Wall, and activities in accessible formats. More than 2,600 people visited the project page, over 4,500 saw social media posts, and nearly 1,700 opened project emails. In total, 240 people gave feedback through surveys, dotmocracy activities, face-to-face sessions, and other channels.

What next?

All of this feedback will help shape the draft DAIP. Later this year, we'll check back with the community to make sure the draft reflects what people told us. By doing this together, we aim to create a plan that not only meets legal requirements, but also makes a real difference, so everyone in Playford feels welcome, supported, and included.

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1. Engagement background and objectives

Council is reviewing and updating its Disability Access & Inclusion Plan (DAIP) for 2025–2028, as required by the Disability Inclusion Act 2018 (SA). This new plan will build on our previous DAIP (2020–2024), which was shaped by input from our community, Council's Access and Social Inclusion Advisory Group, and Council staff.

The State Government helps guide this process through the State Disability Inclusion Plan. This means:

- The State Plan sets the overall vision and priority areas for South Australia.
- Our DAIP explains how we'll work towards these goals here in Playford.

By working together in this way, we help create a consistent, statewide effort to improve access and inclusion for people living with disability.

For City of Playford, one of South Australia's fastest-growing areas and with higher rates of disability and caring needs than the metro average, it's especially important to align with these state priorities so we can plan well for both today and the future. We also use local data and state-level resources like the *Inclusive SA* discussion paper, so the DAIP reflects what matters to our community as well as broader state goals.

As part of this update, we're running a two-stage engagement process with our community:

- **Phase 1: 'Shaping the Plan with our Community'** — where we've asked residents, service providers and stakeholders to share their big and small ideas to improve disability access and inclusion across Playford. This input will help shape the first draft of our new DAIP.
- **Phase 2: 'Check In'** — when we'll come back to the community to share the draft plan and make sure it reflects what you told us before finalising and formally adopting it.

The updated DAIP will act as a roadmap for the next four years, closely linked to Council's new Strategic Plan 2025–2028. It will include measurable goals to help track progress, identify gaps and make sure resources are directed where they're needed most. This also keeps us aligned with national and state strategies and recommendations, like Australia's Disability Strategy, the upcoming State Disability Inclusion Plan, the Disability Royal Commission findings, the SA Autism Strategy, the National Agreement on Closing the Gap, and updates to the NDIS Act.

Most importantly, through this process and ongoing conversations, Council is committed to creating a DAIP that not only meets legal requirements but also makes a real difference — helping everyone in our growing community feel welcome, supported and included.

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1.1 Community engagement objectives

- Inform and educate by raising awareness of Council's DAIP, Council's role and how the community can be involved in shaping it.
- Inform the community about Council's direction and work to date regarding the DAIP, what has been achieved and what we are still working on.
- Involve the community by seeking feedback on the previous DAIP's successes and areas for improvement, while collaborating with priority groups to understand their priorities, barriers, and risks. This will inform the development of localised actionable strategies aligned with the State Disability Inclusion Plan.

As a Council, we also wanted to

- Be accessible and inclusive in our engagement and communication approach i.e., we proactively reached out to those who usually would not come into contact with Council such as those who are Culturally and Linguistically Diverse (CALD), Aboriginal & Torres Strait Islander people, people with disability, children and older people.
- Demonstrate Council's aspirations to genuinely involve the community in meaningful and high-quality community engagement, that goes above the minimum approach required by legislation.
- Continue to build ongoing and strong relationships with the people who live, work and visit the City of Playford.

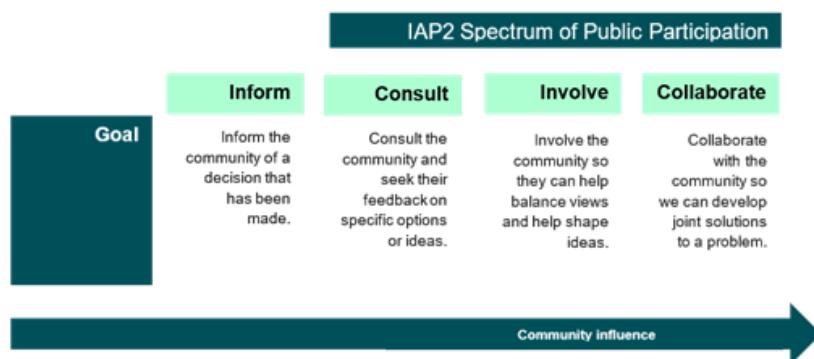
1.2 Community engagement level

Community engagement level: **Involve**

Council uses its Community Engagement Policy & Procedure and the International Association of Public Participation (IAP2) Spectrum to guide how we involve the community. These tools help clarify the community's role and how much influence they have in decisions.

In Phase 1 of our DAIP community engagement, we used a mix of *Inform* and *Involve* levels. At the *Involve* level, we worked directly with the community so their ideas and feedback would meaningfully shape the draft DAIP. This means the community's input isn't just collected, it's actively considered and directly influences the draft plan's content and priorities.

By engaging this way, we make sure the DAIP reflects the real experiences, needs and ideas of the people who live, work and access services in Playford.



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2. Being accessible and inclusive in our engagement

City of Playford is home to people whose families have lived here for generations, new residents moving into growth areas, and newly arrived communities from overseas. We also have South Australia's largest Aboriginal population (4.2%), 15% of residents who speak a language other than English at home, and 8.4% of people need assistance with daily activities due to disability.

Guided by Council's Community Engagement Policy and Procedure, we **strive to be accessible and inclusive**. This means using clear language, making it as easy as possible for people to get involved, choosing accessible venues and formats, and considering other barriers so everyone can take part meaningfully.

With this in mind, we planned engagement activities that were relevant and inclusive, using different methods to reach a broad mix of voices from across Playford.

2.1 Our approach

To make participation as easy and accessible as possible, we offered information in accessible formats, provided helpful tools, and created multiple ways for people to share their feedback.

Accessible information	<p>We offered consultation materials in multiple formats to support participation for people with different needs. This included Easy English and screen-reader-compatible versions of the survey, as well as information provided in clear, plain language.</p> 
Digital accessibility	<p>The Playford Engagement Hub featured the UserWay accessibility widget and a built-in language translator to support people with diverse abilities and language needs. A short video tutorial explained how to use these tools.</p>
Enabling choice	<p>People could provide feedback in a way that suited them best, including:</p> <ul style="list-style-type: none">• Online surveys• Face to face sessions• Social media interactions• Audio/video recordings or drawings• Ideas wall on Engagement Hub• Email submissions• "Your Big Idea" proposals• Dotmocracy voting activities• Phone conversations

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	Importantly, the survey and activities were designed so that participants could share their ideas without needing to disclose personal or demographic details. This low-barrier approach helped ensure that everyone felt safe and comfortable to take part.
Reaching a diverse audience	We identified and reached out to key stakeholders and service providers to encourage participation across a broad cross-section of the community. This included targeted outreach to our Access and Social Inclusion Advisory Group (ASIAG) and local disability service providers.

2.2 Targeting Priority Groups

We specifically targeted key priority groups to ensure that voices often underrepresented in broader engagement were heard, especially on issues that uniquely affect them.

During the draft State Disability & Inclusion Plan 2025-29 consultation, community feedback emphasised the importance of better understanding and addressing the unique challenges faced by priority groups, particularly those experiencing multiple forms of disadvantage. In response, Council's next Disability Access and Inclusion Plan (DAIP) focuses on engaging meaningfully with people with disability from these priority groups/communities with a disability. These groups are:

- People with significant intellectual disability
- Women with a disability
- Children with a disability
- Culturally & Linguistically Diverse (CALD) with a disability
- Aboriginal and Torres Strait Islander Peoples with a disability
- LGBTQIA+ people with disability
- People with disability who live in regional communities

3. What we asked

Community engagement sought feedback on:

- What worked well in the DAIP (2020–2024) and what could be improved
- Their top priorities for disability, access and inclusion in City of Playford
- Their big ideas on what they would like to see in Council's next DAIP

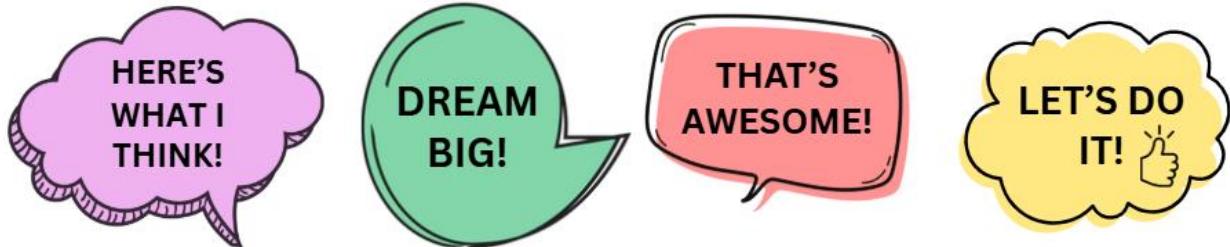
To make this conversation feel approachable and relevant, we launched a marketing campaign inviting the community to share their **BIG IDEA** on accessibility and inclusion, asking: *“What would make Playford more inclusive for you, your family, or your community?”*

Our engagement approach was designed to be flexible, respectful and accessible, recognising that people with disability have different preferences, communication styles, and levels of time and energy to participate.

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Your BIG (and small) Ideas!

We encouraged people to share what mattered most to them, whether that was a thought, a story or a single idea, through both face to face and online engagement methods. This open, low-pressure approach meant everyone could have their say without needing to complete a detailed survey.

Dotmocracy

We also ran a dotmocracy activity. A simple, visual way for community members to vote on their top priorities for Council over the next four years.

This was tailored to different audiences and delivered at events like the Club Unity Disco and BBop's Dance Party, both attended mainly by people with intellectual disability.

We also ran the activity with our Friends Group (adults with intellectual disability) and the Kawanta Pirkuitya Group (Aboriginal people with disability and their families/carers) to ensure Aboriginal voices and perspectives were included.

Dotmocracy Activity Board



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Survey – online and hard copy

For those wanting to provide more detailed feedback, we offered a survey with questions about:

- Awareness of the DAIP (2020–2024) and its progress
- Top priorities for Council over the next four years
- Preferred ways to receive updates, stay involved, and feel confident Council will act
- Opportunities to share personal stories and lived experiences

To better understand who we heard from, we also asked about age, gender, household type, disability status and cultural background.

This approach respected people's choices and made it easier to participate, whether through a quick comment or a deeper conversation. It also helped us gather meaningful insights in an authentic and accessible way.

Everyone who gave feedback (whether it be face to face or online) had the option to leave their contact details and enter a draw to win a gift voucher. This incentive helped encourage participation by recognising and valuing people's time and contributions.

4. How we asked it

The community were invited to get involved through a broad marketing campaign and targeted outreach, including:

- The City of Playford Engagement Hub project page
- A promotional video shared on City of Playford social media
- Posters distributed in the community (both hard copy and online)
- Council promotion at community events and programs
- Direct engagement with key stakeholders such as ASIAG and disability service providers

These activities ran from **16 June to 13 July 2025** and community members could share their feedback in several ways:

Feedback Options	Description
Engagement Hub	Dedicated online platform with surveys, resources, and an Ideas Wall. Engagement Hub will be updated with outcomes to show the community how their feedback shaped the plan.
Survey	Available online, in hard copy, Easy English, and by phone
Face to Face	Community discussions and drop-in sessions for staff and advisory group members.

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Other channels	Email, phone, social media, Dotmocracy activity board, and creative submissions – audio/video/drawing
Email to Connected Community Database	A targeted email invitation was sent to community members listed in Council's Connected Community database, inviting them to participate in the engagement activities.

5. How did we go?

5.1 Overview of community engagement and performance

To measure community engagement performance over the engagement period, Council tracked the number of aware, informed and engaged community members. These are defined in the table below with their performance measures.

Community engagement generated moderate awareness, with 866 unique views of the Engagement Hub and over 4,532 views of the related social media posts. However, interaction on social media was low, with 92 engaged visitors over two posts.

Active participation was strongest through direct face to face engagement, with 125 participants engaging in the dotmocracy activity at targeted events and providing feedback via surveys. Overall, while awareness reached a broad audience, deeper engagement occurred primarily through face-to-face and survey-based channels, highlighting the value of direct outreach in this community.

Description	Channels	Performance
Aware visitors Number of those who visited the Engagement Hub page, saw the social media posts or opened direct email	Engagement Hub page views Engagement Hub unique views Social media reach Connected Community emails sent Connected Community emails opened	2,643 866 4,532 3,459 1,673
Informed visitors Number of those who downloaded DAIP documents, read FAQ's or engaged with social media posts	Engagement Hub document downloads Social media – engaged visitors (i.e. reacted, clicked, posted a comment or shared information)	113 92
Engaged Visitors Number of those who provided feedback in some way	Dotmocracy activity Full Survey responses Easy English survey version Screen Reader survey version Idea submissions Engagement Hub Idea Wall Video submission (via Positive Futures/BBops dance party) Face to Face Email Phone Total	125 60 18 2 19 4 9 1 1 1 240

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6. Who we heard from

To understand who we heard from, we invited community members to voluntarily share details like age, cultural background, gender, disability status, and caring roles. This helps us see whether we reached a diverse cross-section of the community and where we might need to gather further insights. Sharing this information was completely optional, so people could participate in a way that felt safe and respectful.

In total, we received 80 survey responses and their demographic information is summarised below (noting, only 36 disclosed their age and gender with us).

6.1 Location of participants

Suburb	No. of participants
Andrews Farm	4
Angle Vale	1
Blakeview	7
Buckland Park	1
Craigmore	3
Davoren Park	5
Elizabeth	2
Elizabeth Downs	5
Elizabeth East	1
Elizabeth Grove	1
Elizabeth North	1
Elizabeth Park	4
Elizabeth South	4
Elizabeth Vale	5
Eyre	1
Hillbank	6
Munno Para	5
Munno Para West	4
One Tree Hill	1
Penfield	1
Sampson Flat	1
Smithfield	1
Smithfield Plains	3
Outside of Playford	8
Total	76

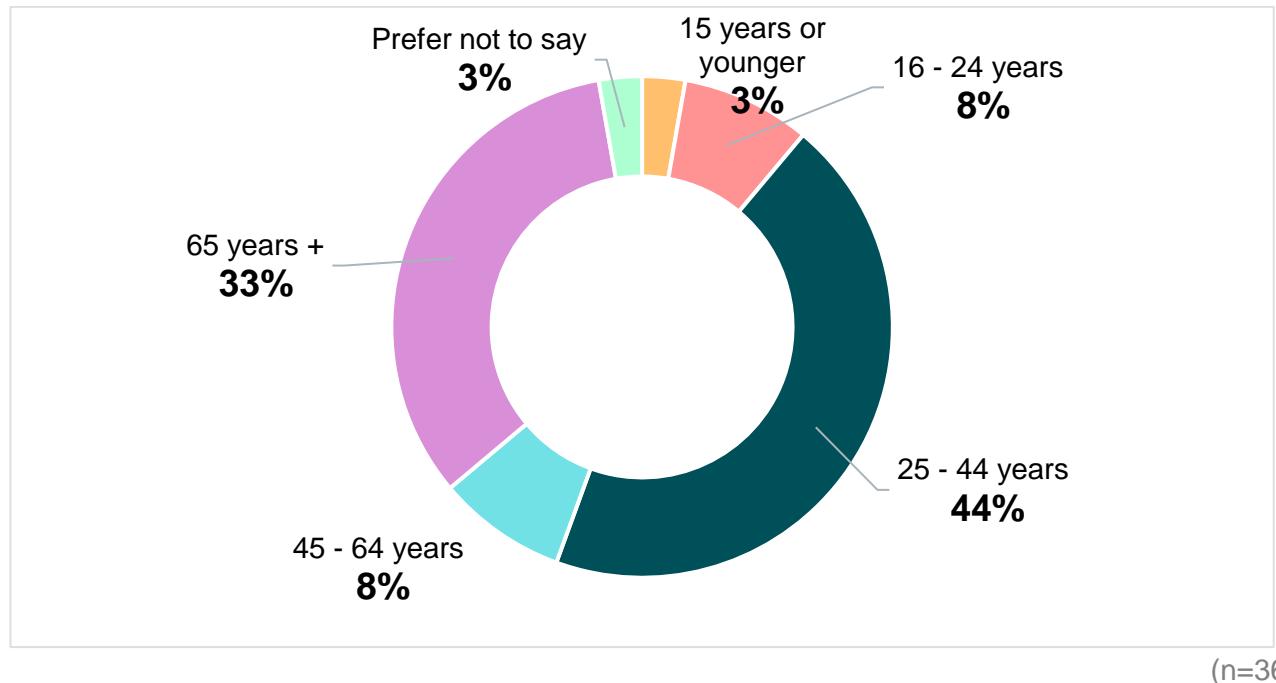
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6.2 Age of participants

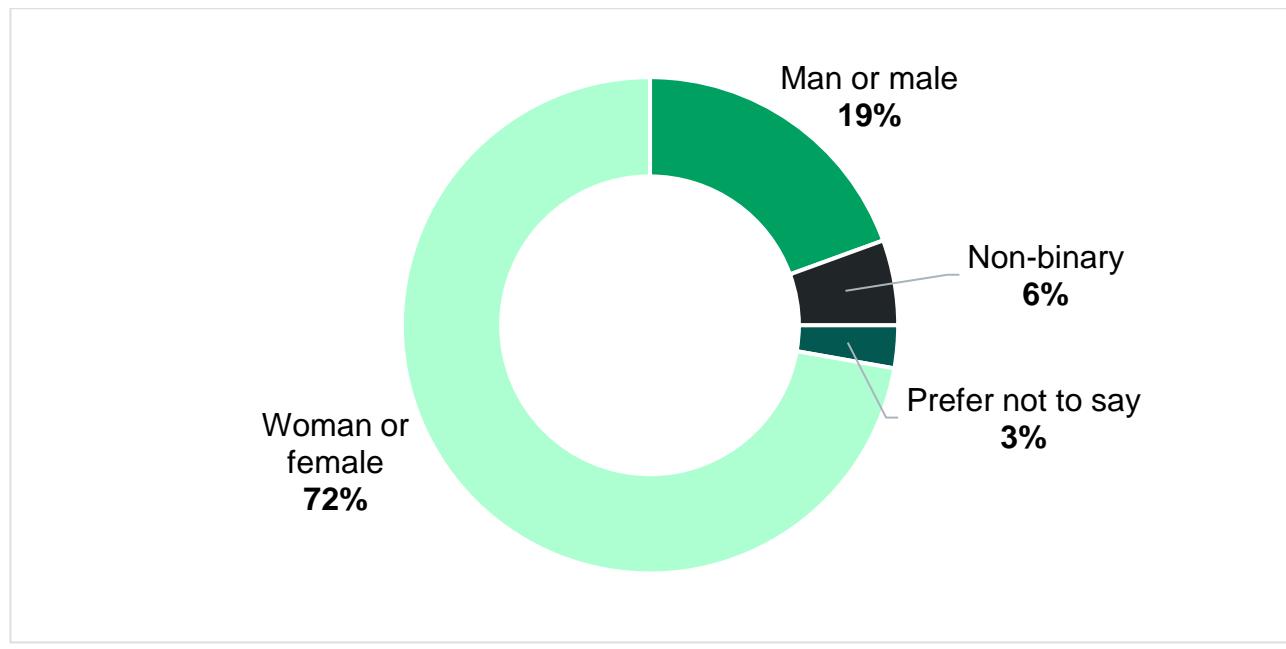
Age groups were well represented, with the majority being 25-44 years and 65 years and older.



(n=36)

6.3 Identified gender of participants

Females comprised nearly three quarters of all participants.



(n=36)

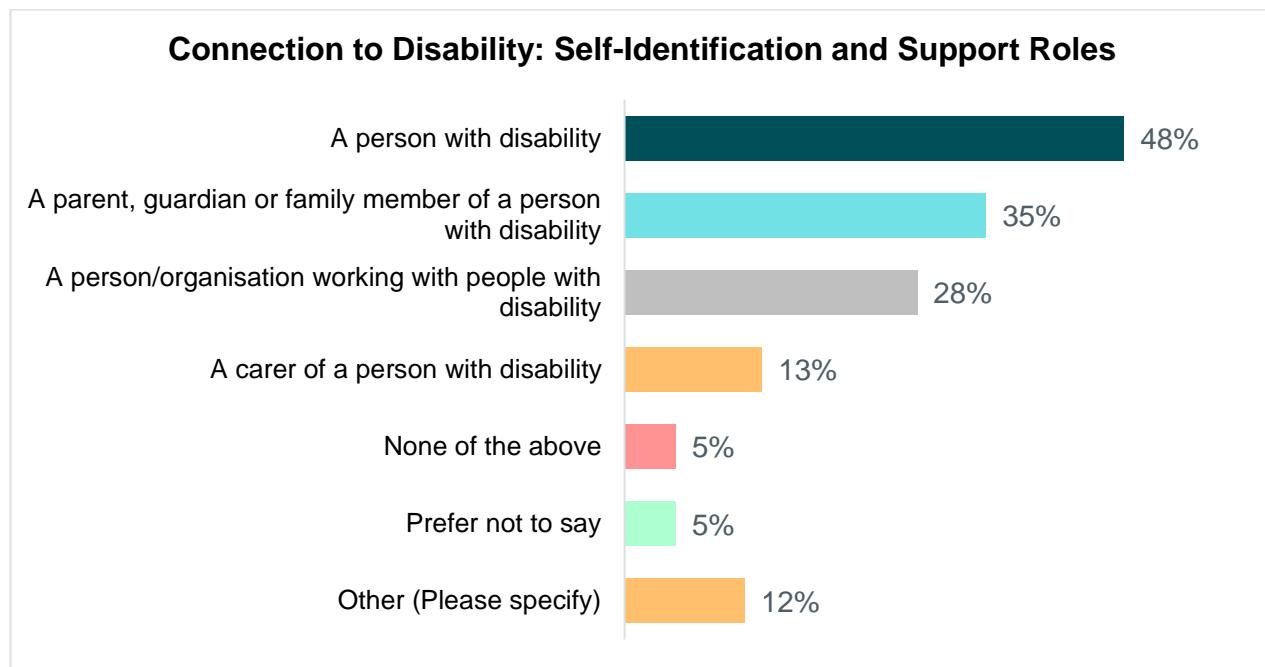
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6.4 Participants with a connection to disability

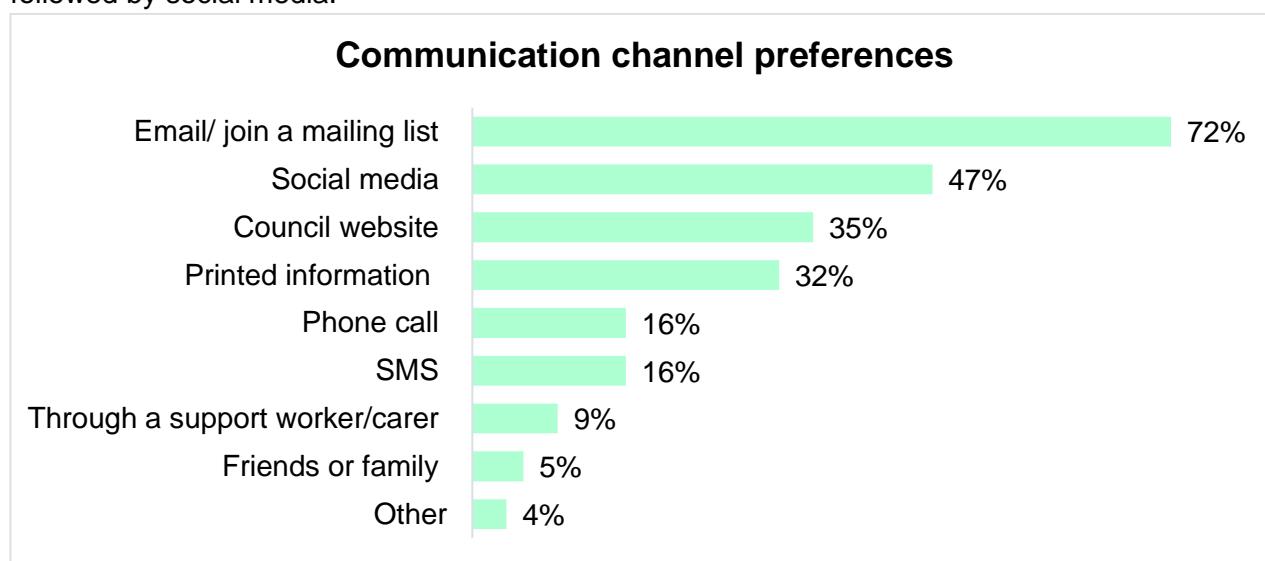
Nearly half of survey participants identified as having a disability, while 35% reported being a parent, guardian or family member of a person with a disability. The Easy Read survey question was asked differently and identified an additional 11 of the 18 respondents with disability.



(n=62, multiple response – full survey and screen reader survey)

6.5 Communication preferences

Direct communication by email is the most preferred way to receive information from Council, followed by social media.



(n=57, multiple response)

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6.6 Priority groups

The table below shows the priority groups we reached through this engagement, including people who shared their own experiences and those who spoke on behalf of others as carers, advocates, or community representatives. Both perspectives help us better understand community needs. We have identified people we have engaged with the following ways:

- **Direct participants:** those who self-identified as belonging to a priority group and shared their own experiences.
- **Indirect participants:** those who spoke on behalf of or represented these groups, offering insights from their roles as advocates, carers, or community representatives.

Priority Group	Result
People with significant intellectual disability	120 direct participants
Women	21 direct participants
Children	While we didn't engage directly with children, we did receive feedback from parents and caregivers.
Culturally and Linguistically Diverse (CALD) Communities	30 indirect participants
Aboriginal and Torres Strait Islander Peoples	5 direct participants, plus contributions through Dotmocracy activities and Kawanta Pirkuitya (Aboriginal people with disability and their families/carers) co-design advisory group.
LGBTQIA+ Community	8 direct participants

7. What we heard

Results have been grouped into three sections:

- **The last 5 years:** What our community told us about how Council has performed under the current DAIP over the past 4–5 years.
- **The next 5 years:** The key priorities the community identified for Council to focus on over the next 4-5 years.
- **Your BIG (and small) ideas:** The big ideas the community shared both big and small, which have been grouped under the State Government's new priority areas. By organising the feedback this way, we can more easily shape our next DAIP to reflect what really matters to our community.

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7.1 The last 5 years: What we've heard about where we are now

In this section we explore what our community told us about how Council has performed under the current DAIP over the past 4–5 years. We asked their level of awareness of Council having a DAIP, levels of agreement when it came to Council's performance on goals and priorities listed in the current plan.

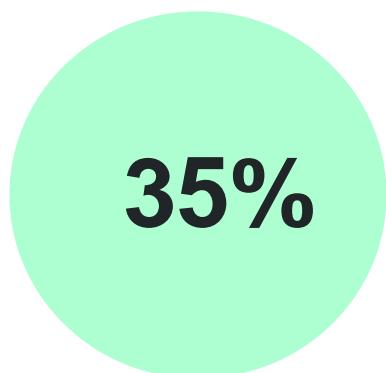
Most of the results in this section are combined results of all three survey formats.

Survey participants	
80	

Survey format

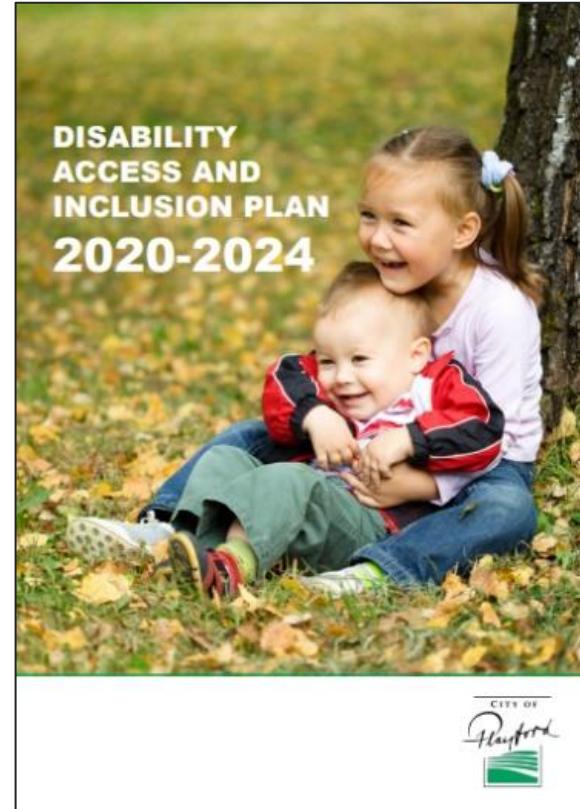
Survey format	Participants
Full Survey	60
Easy Read survey	18
Screen reader survey	2

7.1.1 Awareness of Council's Disability, Access & Inclusion Plan



35% of participants were aware of Council's Disability Action and Inclusion Plan, while 52% were not aware and 13% were unsure. Those aware were more likely to be parents and guardians, and people who worked with a person with disability or organisation.

(n=62, full survey and screen reader survey)



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7.1.2 Top areas of agreement and disagreement

Participants were asked to rate their agreement levels on a series of statements under each goal in Council's current DAIP. The statements with the strongest agreement and the strongest disagreement are in the table below.

Overall, participants recognised Council's efforts to make facilities and events more inclusive, with around half noticing improvements and finding information accessible.

However, many still find it hard to get around their neighbourhood (46% disagreed), don't know how to get involved in Council decisions (39%), and aren't aware of programs supporting skills or employment for people with disability (36%).

This points to a need for better promotion of opportunities, clearer pathways to participation, and ongoing work to improve everyday physical accessibility.

Top areas of agreement and disagreement	
Highest agreement	
I can easily access Council facilities, such as libraries, parks and community centres	61%
I believe Council is making an effort to include people with disability in community life, for example through accessible events, services or public spaces	56%
Council information is provided in formats that suit my needs (e.g. clear language, easy-read, Auslan or translations available)	54%
I've noticed positive changes in how Council includes people with disability over the past four years	54%
Highest disagreement	
It is easy to get around my neighbourhood including using footpaths, crossings, or parking	46%
I know how to get involved in Council decisions or consultations	39%
I am aware of Council programs that support people with disability to build skills or gain employment experience	36%

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This next section looks at our participants perception of how well Council has performed under each goal area in Council's current DAIP (2020-2024).

7.1.3 Goal 1: Inclusive communities for all



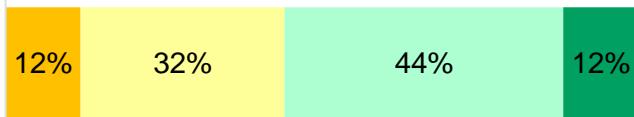
Inclusive communities for all

Social inclusion is about improving opportunities for people with disability to participate fully in society through removing barriers and enhancing access to opportunities and resources. It also is about ensuring people with disability are supported to advocate for their own rights.

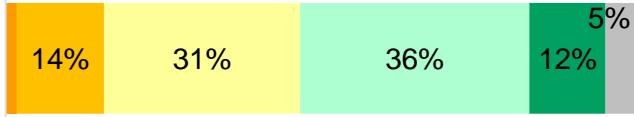
Agreement with Goal 1 was moderate, with approximately half of participants (between 48% and 56%) expressing agreement across the statements. On average, one third of respondents remained neutral.

Goal 1: Inclusive communities for all - levels of agreement

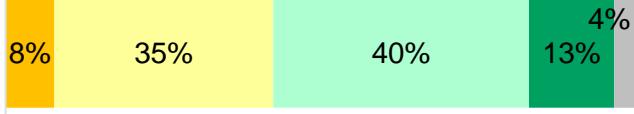
I believe Council is making an effort to include people with disability in community life, for example through accessible events, services or public spaces



I feel welcome and valued when I attend Council-run spaces, services or events



I've noticed positive changes in how Council includes people with disability over the past four years



■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ Not Sure

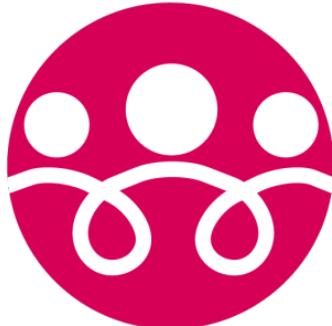
(n=52-59)

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7.1.4 Goal 2: Leadership and collaboration



Leadership and Collaboration

People with disability want to have a greater role in leading and contributing to government and community decision-making. It is important that the perspectives of people living with disability are actively sought and they are supported to participate meaningfully in community engagement activities.

Goal 2 received relatively lower levels of agreement, particularly regarding awareness of how to participate in Council decision-making. The proportion of neutral responses was nearly equal to those who agreed.



(n=51-56)

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7.1.5 Goal 3: Accessible communities

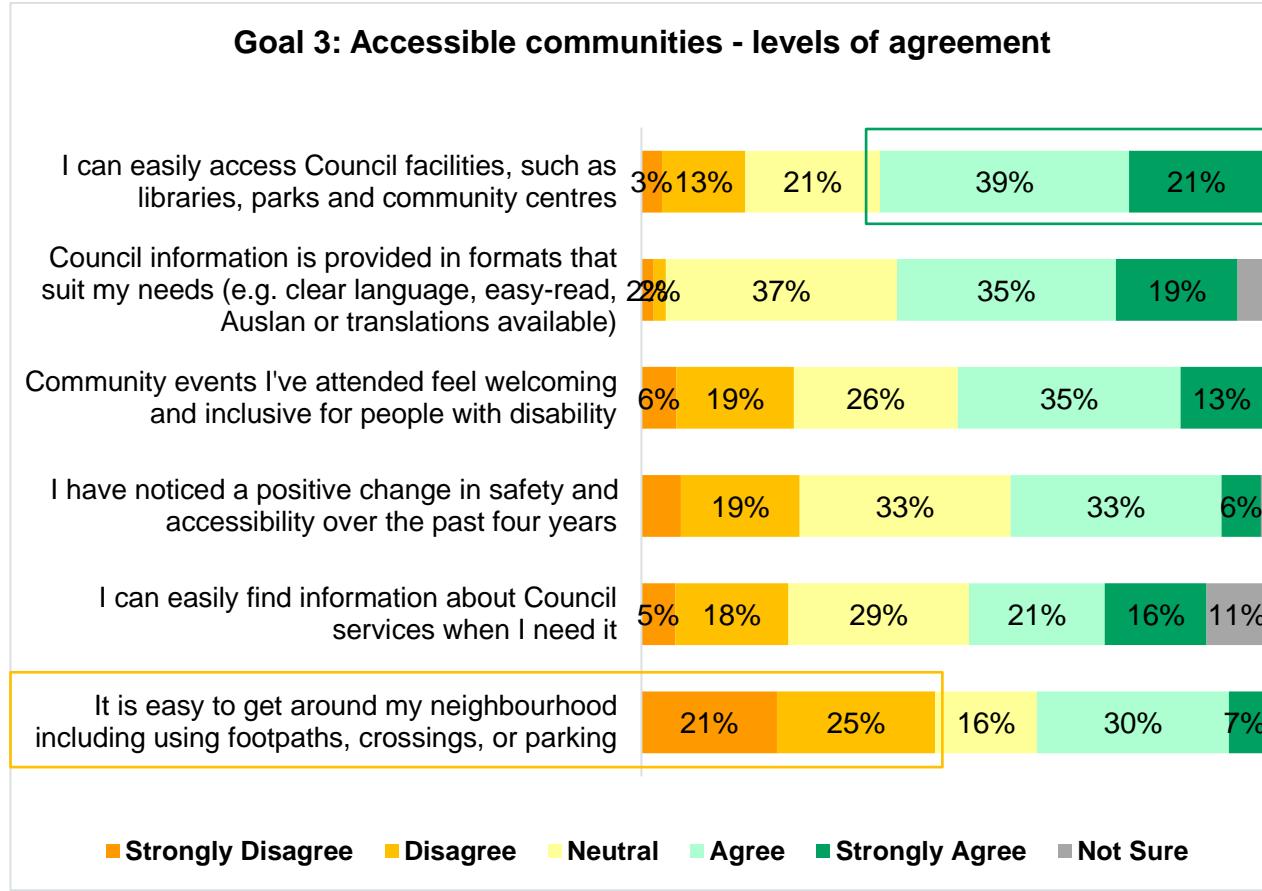


Accessible Communities

The accessibility of the built environment, sport and recreation facilities, Council services and community information allows people with disability to have the opportunity to equally participate in all aspects of community life.

While most people feel they can easily access Council facilities (60% agreement), navigating neighbourhoods using footpaths, crossings, and parking is perceived as more challenging, with only 37% agreeing and 46% disagreeing. This statement recorded the highest level of disagreement across all 15 survey items.

Information is generally seen as being provided in accessible formats for most people; however, there is less confidence in the ability to locate that information when needed.



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(n=48-61)

7.1.6 Goal 4: Learning and employment



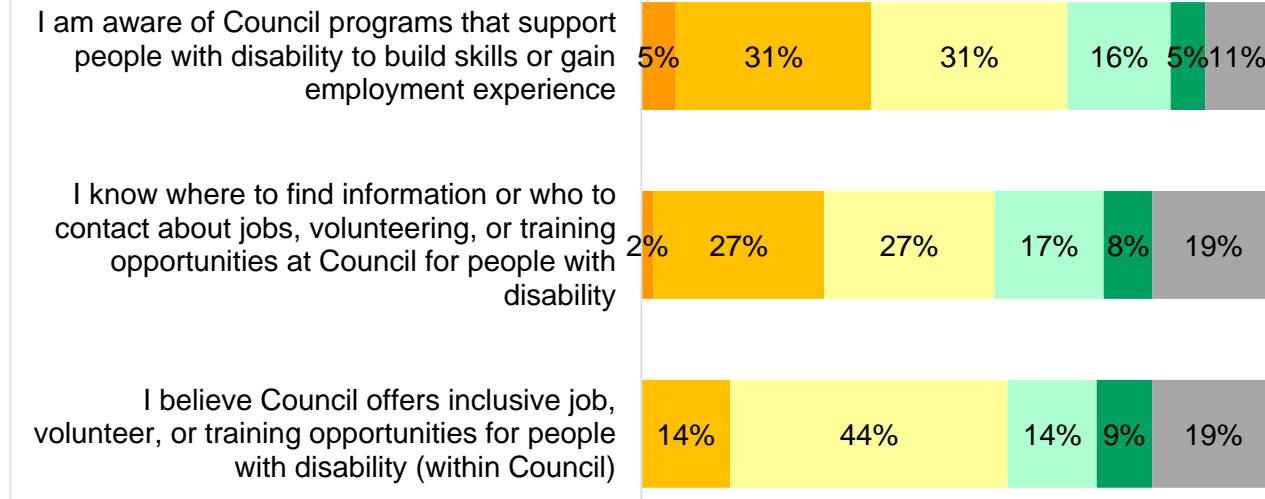
Learning and employment

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. People with disability require equitable access to work, traineeship and volunteering opportunities within the City of Playford.

Goal 4 had the highest proportion of respondents who were unsure about the statements, particularly in relation to whether the Council offers inclusive employment, volunteering, or training opportunities for people with disability.

Awareness of Council programs was also relatively low, highlighting an opportunity to enhance information sharing and promote these initiatives more effectively.

Goal 4: Learning and employment - levels of agreement



Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ Not Sure

(n=52-57)

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7.2 The next 5 years: Your top 5 priorities

In this section, we explored what our community's top 5 priorities should be for Council over the next five years. These were our participants collective top 5 priorities:

- 1 Safe accessible footpaths, parking and crossings**
- 2 Accessible public buildings and spaces**
- 3 Public education on disability awareness***
- 4 Inclusive events and programs**
- 5 Programs and services for diverse community groups**

**This was the top priority identified by the 125 people we engaged who have an intellectual disability.*

Overall, the feedback shows that true inclusion means fixing physical barriers and changing attitudes, so everyone can take part and feel like they belong.

Results show that our disability community want more than just better footpaths and buildings - although making public spaces safer and easier to use is still very important. They also want the wider community to better understand disability, so everyone feels respected and included. Many people said it's important to have events and programs where everyone can join in, and to support young people and those who want to work or volunteer.

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

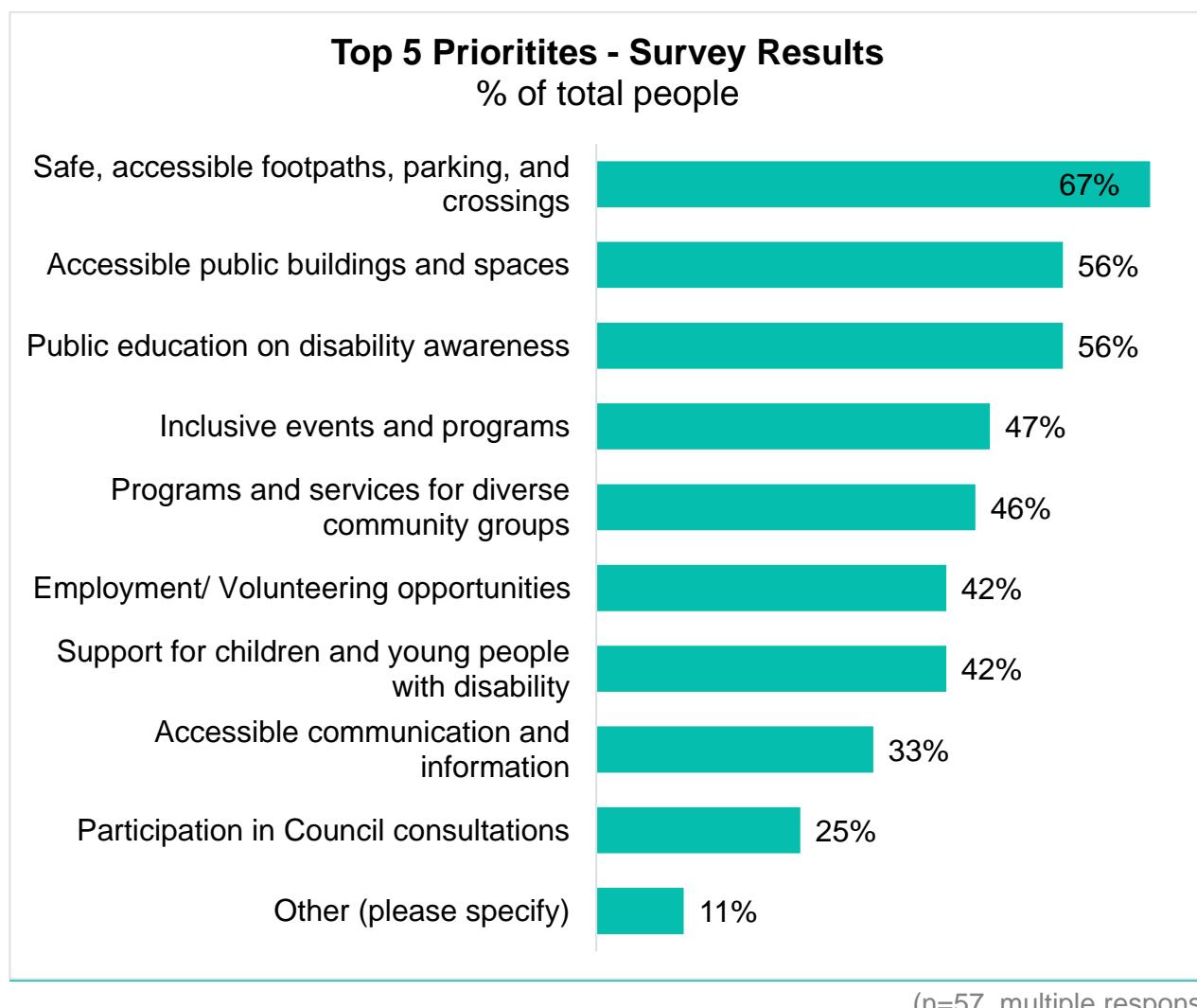
What We Heard Report

Priorities

The graphs below show the top five priorities identified through both our survey and the 'Dotmocracy' activity. Survey participants were asked to select their top 5, with results shown in the first graph below.

The Dotmocracy activity received 125 responses, mostly from people with an intellectual disability. In this activity, participants were asked to select just their single top priority to make it simpler and more accessible for the group and the setting in which the engagement took place.

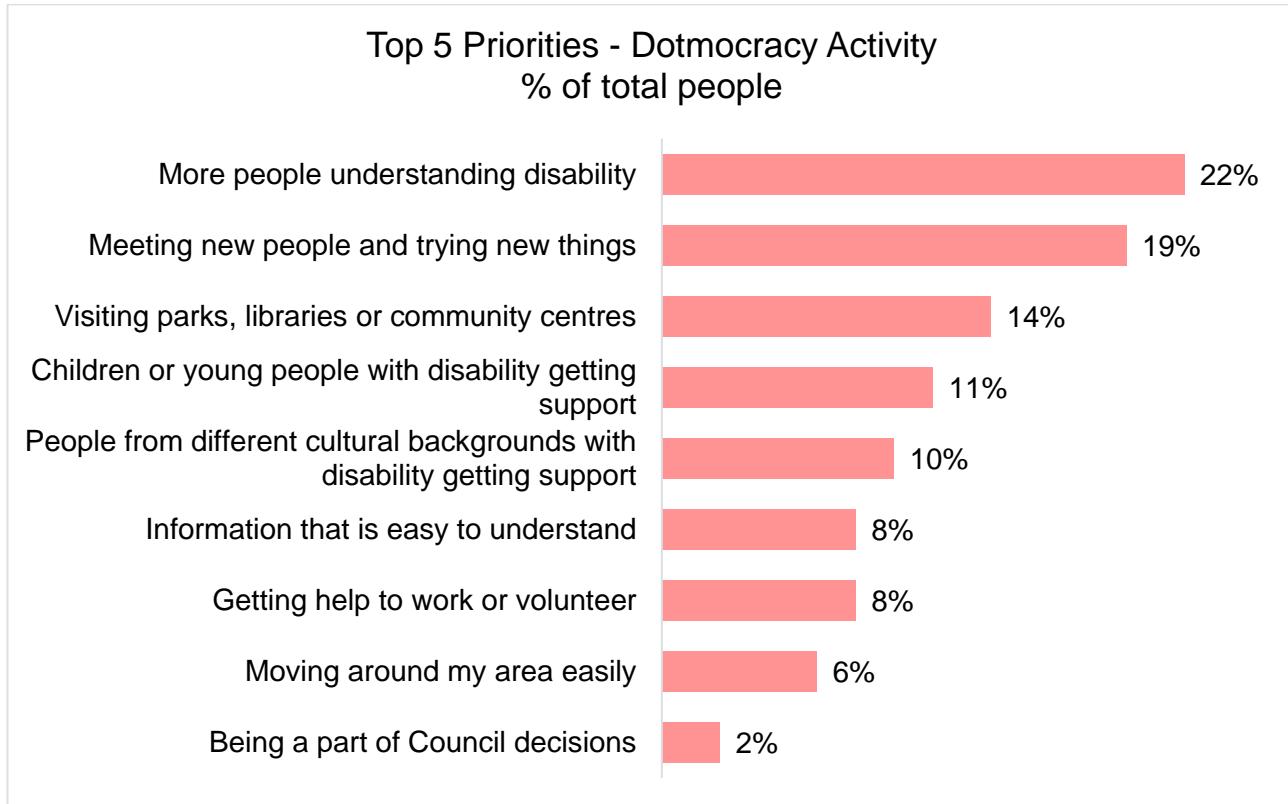
This insight is especially important, as people with an intellectual disability are recognised as a priority group under the State Government's framework. It's vital that we listen to their feedback and ensure it informs our next DAIP.



Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report



(n=125)

Club Unity participant Pete engaging in the dotmocracy activity to contribute feedback.
Thanks Pete!

Disability Access & Inclusion Plan

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What We Heard Report

7.3 Looking to the future – your BIG (and small) Ideas!

People with disability, families, carers, and community members shared what inclusion means to the – in the way you live, work, and connect every day.

Everyone's ideas were practical, personal, and grounded in what makes a real difference locally: Feeling welcome, being able to get around safely, accessing services that work for you, and having meaningful opportunities to take part in community life.

"Community gardens. I love growing fruit and vegetables as do many others. People can participate to their own abilities." - Elizabeth Park

"I would love more community groups for socialising doing things like playing chess scrabble monopoly and cards we don't have anything like that!" – Elizabeth Vale

"I would like to see more and wider pathways to just enjoy the surroundings." – Davoren Park

To keep the focus on action, we've organised your ideas under the State Government's Disability Access and Inclusion priorities for local government. Each priority is listed below, along with the number of ideas you shared for each.

- Universal design (49 ideas)
- Active participation (43 ideas)
- Collaboration, consultation and innovation (30 ideas)
- Targeted transitional supports (30 ideas)
- Accessibility (11 ideas)
- Inclusive community and attitudes (8 ideas)
- Communication and information (5 ideas)
- Accessible facilities (2 ideas)
- Inclusive working environment (2 ideas)
- Access to employment opportunities (5 ideas)
- Programs (0 ideas)

Some ideas fit across multiple priorities; where this happened, we've placed them where they fit best while noting their broader relevance.

We also saw more detailed feedback on some priorities, like universal design and active participation, and fewer comments on others. This shows where your focus is strongest now and where we could spark more conversation in future. Even with less feedback, these areas remain important, and we see them as chances to keep listening.

To give a fuller picture, we've also included insights from all engagement activities.

Disability Access & Inclusion Plan

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What We Heard Report

7.3.1 Universal design

What this priority is about: Universal design means creating public spaces that work for everyone, people of all ages, abilities, and life circumstances. We want everyone in our community to access and enjoy inclusive and accessible natural and built environments.

What you told us:

- You want places that are easy to navigate, safe, welcoming, and thoughtfully designed to support independence and everyday participation.
- Practical accessibility improvements matter a lot, from wider accessible carparks and smooth, continuous paths to safer pedestrian crossings, and well-maintained footpaths connecting homes, shops, and transport.
- Parks and playgrounds need to be inclusive and safe, with fenced areas, sensory-friendly spaces, accessible play equipment, and plenty of shaded seating that supports families, children with disabilities, and older adults.
- You told us safety is a big concern, especially at busy crossings near schools and community hubs. You called for more accessible crossings with audible signals, pedestrian refuges, slower traffic, and better lighting to make everyone feel secure.
- Beyond physical access, you want public spaces that invite social and cultural connection - places like community kitchens, green streets, upgraded venues, and inclusive events that help people engage with one another and feel a sense of belonging.

Together, these ideas reflect a shared vision for public spaces that are not only accessible but also welcoming and empowering for the whole community.

49

of your ideas were about this priority!

We need smoother, wider paths and safer ramps—places where people using mobility aids can move confidently and feel welcome.” — Elizabeth Grove

Your BIG Ideas!

- Wider accessible parking and smooth, sheltered paths
- Accessible seating and inclusive cafés/social spaces
- Charging stations for mobility devices and more drop-off zones
- Fully fenced, sensory-friendly playgrounds with accessible equipment
- Regular maintenance of footpaths and removal of obstacles
- Better links between housing, services, and public transport
- Safer pedestrian crossings with audible signals and traffic calming
- Green, welcoming streets with seating, art, and community spaces
- Accessible ramps and upgraded venues for full participation

Disability Access & Inclusion Plan

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What We Heard Report

7.3.2 Active participation

What this priority is about: People with disability being active, included, and connected in their communities.

What you told us:

- More variety and family-friendly options: such as creative workshops, craft sessions, expos, gentle movement classes, discos, community gardens, games groups, and youth-focused activities like dirt bike parks and maintenance workshops.
- Stronger cultural inclusion: More programs and spaces for Aboriginal people with disabilities, better representation, culturally inclusive events, partnerships with multicultural organisations, and shared spaces like a community kitchen to learn from each other.
- Better sensory accessibility: Activities and venues that cater to both sensory avoidant and sensory seeking needs, quiet spaces to take breaks, sensory-friendly planning at large events, and hands-on, nature-focused programs.
- Addressing barriers: Uneven ground and lack of accessible spaces at large events, limited promotion, cost, gaps in event locations across northern suburbs, and mobility challenges. Calls for Council to audit programs to help close these gaps.

Together, you shared ideas for inclusive programs, highlighted the need for cultural inclusion and sensory-friendly spaces, and identified barriers that need to be removed.

43

of your ideas were
about this priority!

“More multicultural events and community activities supported by the council to assist the CALD living with disability.” - Elizabeth Vale

Your BIG Ideas!

- Creative maker workshops
- A giant community ‘crafting’ session
- Expos
- Gentle movement classes for coordination and fun
- Daytime discos and dance classes
- Community gardens
- Game groups
- Coffee/chat meetups
- Inclusive sport and recreation activities
- Skating, table tennis and special inclusion event days
- Youth focused opportunities for safe dirt bike parks and learning about motorbike maintenance

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

7.3.3 Collaboration, consultation and innovation

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

What you told us:

- Some community members are new to consultations and want to stay involved.
- Closing the loop matters. You told us you want to hear how your feedback is used, with clearer communication and visible changes reflecting your input.
- Feelings of being unsafe or unwelcome, especially among LGBTQIA+ and gender-diverse participants, remain barriers to participation.
- Offering multiple participation options (online and in-person), using plain language, and having Council staff engage directly in community spaces, are needed to improve access.
- There were calls for greater involvement of people with disabilities and those with lived experience in decision-making roles.
- Experiences with Council consultations were mixed: some praised openness and honesty, while others felt dismissed or frustrated.

30

of your ideas were about this priority!

"I would love to see more simple, welcoming opportunities to participate — for example, outreach in plain language, visits to local community centres, or personal invitations to share feedback." — Elizabeth South

Your BIG Ideas!

- Make it easier to know when and how to participate in Council decisions.
- Provide clear, accessible information using plain language.
- Personally invite people to consultations and engage in community spaces (e.g., Facebook groups, local centres).
- Offer multiple ways to participate, including online and in-person options.
- Provide regular updates on consultation outcomes and progress.
- Show progress on visible changes that reflect community feedback (e.g., improved paths, seating at bus stops).
- Involve more people with disabilities and lived experience in decision-making.
- Collaborate with inclusive service providers and local organisations.

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

7.3.4 Targeted transitional supports

What this priority is about: People with disability have supportive environments to learn, grow, and transition throughout their life.

What you told us:

- You told us that volunteering provides a pathway to build skills, confidence, and connection but opportunities often feel hard to find or hard to access. You want clearer information about what's available, more flexible options for people with fluctuating health, and practical support to help you get involved.
- Volunteering should feel welcoming and achievable for everyone, and you said that creating low-pressure "drop-in" opportunities could make a big difference for people who can't commit to regular schedules.

16

of your ideas were
about this priority!

Your BIG Ideas!

- Clearer advertising and outreach about volunteering opportunities.
- Drop-in volunteering options for people with changing health needs.
- One-on-one support
- Celebrating success stories of people with disability volunteering through Council programs

*"Create opportunities
(employment/volunteering)
for people with disability to
contribute and utilise their
abilities." – Elizabeth East*

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

7.3.5 Accessibility

What this priority is about: People with disability can easily access community supports and services.

What you told us:

- While no formal initiatives were named, many of you shared ideas and experiences that highlight opportunities to make this easier.
- This feedback often crossed over with other priority areas, including Communications & Information (better promotion of services), Universal Design (improved footpaths, crossings, and parking), and Active Participation (inclusive community programs and events).

11

of your ideas were
about this priority!

*“The best thing is to make
sure these services are
always available.” –
Davoren Park*

Your BIG Ideas!

- Maps or guides to help people using mobility aids navigate shopping precincts, public spaces, and public transport.
- Dedicated online spaces, such as Facebook groups, to share disability-related services, promote events, and connect people with providers.
- Inclusive workshops through NDIS providers to build skills, confidence, and connections.
- Improved physical access including safer footpaths, more accessible crossings, and better-designed parking to make community services easier to reach.
- Community kitchens, communication boards, and special inclusion event days that foster connection, cultural exchange, and belonging.
- Community bus for people without access to transport to go to libraries, op shops, community events etc to help combat social isolation.

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

7.3.6 Inclusive community and attitudes

What this priority is about: People with disability are respected and included in their communities, where inclusive attitudes and behaviours are widely demonstrated.

What you told us:

- You want to live in a community where inclusion is the norm, where people understand different experiences, and where actions not just words, show that everyone belongs.
- Ideas included awareness tools like the Hidden Disabilities Sunflower Lanyard, promoting service dog rights, lived experience storytelling, and celebrating inclusion champions.
- You also suggested increasing visibility in schools and events and using interactive education to build empathy and independence.

8

of your ideas were
about this priority!

*“I want to live in a
community where inclusion
is the norm, where people
understand different
experiences, and where
actions not just words show
that everyone belongs.”*

- Elizabeth Park.

Your BIG Ideas!

- Adopting programs like the Hidden Disabilities Sunflower Lanyard
- Promoting service dog access rights
- Using lived experience storytelling to build understanding and reduce stigma
- Increasing visibility of people with disability in schools, events, and local initiatives
- Celebrating inclusion advocates through awards or public acknowledgment
- Using interactive education tools to build empathy and support independence

Disability Access & Inclusion Plan

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What We Heard Report

7.3.7 Communication and information

What this priority is about: People with disability can find the information they need in the format(s) they need it in.

What you told us:

- You told us that staying informed is essential for feeling included. You want communication that is accessible, inclusive, and truly connected — helping people with disability navigate services, know what's happening, and take part in community life.
- Staying well informed is vital for inclusion, with communication needing to be accessible, inclusive, and connected.
- People want both digital and physical tools that are easy to use and shaped by the community to ensure no one is left out.
- You said this means having both digital and physical tools that are easy to use, relevant, and shaped by the community, so no one is left out of the loop.
- Suggested ideas include mobility-friendly maps, dedicated online groups for sharing and connecting, communication boards for non-verbal community members, and wider promotion through social media and newsletters.

5

of your ideas were about this priority!

“More information through the newsletter. As a relatively newcomer to this area, from interstate, it has been difficult to learn about the services available.” –

Munno Para West

Your BIG Ideas!

- A mobility-friendly map or guide to help people using wheelchairs or other mobility aids plan the safest and most direct routes to key destinations like shopping precincts and public transport
- A dedicated Facebook group or similar online space for individuals with disability to share information, ask questions, recommend services, and connect with providers or local faith/community groups
- Communication boards placed in public areas to support non-verbal or neurodivergent community members
- More promotion of accessible services and community opportunities via social media and television
- A monthly email newsletter or forum that shares ideas, updates, and opinions from people with disability

Disability Access & Inclusion Plan

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What We Heard Report

7.3.8 Accessible facilities

What this priority is about: People with disability can access public toilet facilities that meet their needs when they are out in the community.

What you told us:

- There was one mention of the need for more public toilets in key areas such as bus stops, especially for people with health conditions.
- One respondent raised concerns about the condition of Master Locksmiths Access Key (MLAK) - accessible toilets at Fremont Park, noting they were often not fit for use.
- This highlights the importance of not only providing accessible facilities, but ensuring they are well-maintained and reliably available.



2

of your ideas were
about this priority!

Your BIG Ideas!

- More public toilets in high traffic areas like bus stops
- Fit for purpose MLAK for accessible toilets.



"If you build facilities for people with disability, please maintain them! The MLAK accessible and disabled toilets at Fremont Park, for example, are often not in a state that is fit for use." -

Elizabeth North

Disability Access & Inclusion Plan

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What We Heard Report

7.3.9 Inclusive working environments

What this priority is about: People with disability have opportunities to achieve, develop and succeed in their chosen fields.

What you told us:

- A truly inclusive workplace doesn't just provide jobs it provides opportunities for belonging, growth, and purpose.
- You said that sharing real life success stories of people with disability thriving in Council roles could inspire others and normalise inclusive employment.
- You also want practices that support people to stay in work, including outcome-based approaches that focus on what people can achieve, not just hours worked.

2

of your ideas were
about this priority!

Your BIG Ideas!

- Celebrating and sharing success stories of people with disability in Council roles or programs
- Workplace practices that help people stay in employment (e.g., outcome-based employment models)

"I believe the council can improve in this area by making opportunities for jobs, volunteering, and training more visible, accessible, and easier to understand, especially for people with disability or serious illness." –

Elizabeth South

Disability Access & Inclusion Plan

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What We Heard Report

7.3.10 Access to employment opportunities

What this priority is about: People with disability have opportunities to achieve, develop and succeed in their chosen fields.

What you told us:

- You told us that pathways into work need to be more inclusive, tailored, and flexible.
- You called for part-time or trade-focused roles, tailored recruitment approaches that recognise individual strengths, and collaboration with local businesses and disability service providers to create more meaningful opportunities

5

of your ideas were about this priority!

Your BIG Ideas!

- Tailored roles and inclusive recruitment practices to match people's strengths
- Part-time and trade-focused pathways for those unable to access traditional employment options
- Council collaboration with local businesses and disability service providers to create job opportunities

7.3.11 Programs

What this priority is about: Government-funded programs and services include disability-specific provisions to enable full and equal participation.

What you told us:

- While engagement did not capture specific information on this priority, several participants highlighted financial barriers and the need for targeted support.
- One respondent requested assistance with housing repairs, underscoring the importance of financial aid for low-income people with disability.
- Another described the cost of relocating during loud public events due to sensory sensitivities, pointing to the need for inclusive event planning. Suggestions also included subsidised programs, such as driving simulators and inclusive community hubs, to reduce financial barriers and support participation.
- These insights present clear opportunities for Council to consider grants, subsidies, and financial initiatives that promote access and inclusion.

Disability Access & Inclusion Plan

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What We Heard Report

7.3.12 Aboriginal voices

Through our co-designed Kawanta Pirkuya program, Aboriginal people with disability and their families/carers shared their experiences:

- **Navigating complex systems:** Many carers (often grandparents) face cultural safety gaps, inaccessible language, tech barriers, and limited decision-making power when dealing with the NDIS and other services.
- **Gaps in culturally safe, family-friendly services:** Transport barriers, changing equipment needs, and a lack of Aboriginal staff make access harder. Programs rarely foster cultural connection or cater for all ages in families, leaving some members excluded.
- **The emotional toll:** Having to retell personal stories to multiple providers without seeing change creates fatigue and frustration.
- **Language and cultural framing:** Many prefer the term “impairment” rather than disability, showing a need to bridge clinical and cultural views.
- **Co-design fatigue:** Repeated consultation without visible outcomes leaves people feeling unheard.
- **What culturally safe systems look like:** Aboriginal-led, culturally safe services that shift power, enable truth-telling, and embed cultural values in design and delivery.

8. Next steps

In the coming months, Council will use your feedback to help develop our next Disability Access and Inclusion Plan (DAIP). Once we feel the draft reflects what we've heard, we'll invite the community to review it again as part of phase 2 engagement to make sure we've captured your ideas correctly. We plan to share this draft later this year.

After phase 2, we'll consider all feedback and make any necessary changes to the draft plan. The final draft will then go to Council for approval. Once endorsed, our new DAIP will be officially in place.

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

9. Appendix

9.1 Survey



City of Playford's Disability Access and Inclusion Plan 2025 Community Survey

City of Playford - Disability Access and Inclusion Plan 2025 Community Survey
How can we make Playford more accessible and inclusive?

We're reviewing our Disability Access and Inclusion Plan (DAIP). Your feedback will help us understand what's working, what could be better, and how we can align with the State Disability Inclusion Plan while focusing on what matters most to our community.

Who do we want to hear from?

- People with disability
- Carers, support workers, and families
- Disability service providers, advocates, and interested community members.
- Anyone who cares about making Playford more inclusive and accessible.

Share your feedback for a chance to win 1 of 5 gift vouchers!

1. Complete the first part of the survey (your 1 big idea) = 1 entry
2. Complete the full survey = 2 entries!

Ask City of Playford staff for competition terms and conditions.

 Let's start with something simple:

 **Your Big Idea for Inclusion** 

Everyone deserves to feel welcome, supported, and able to join in. That's what inclusion is all about and your ideas can help shape a better Playford for everyone.

What's one idea that could make a difference? What would make life in Playford more inclusive for you, your family, or your community?

 **My big idea for inclusion is...** (Not sure what to write? You could talk about a place, a feeling, something you wish existed, or a change you'd love to see.)

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What We Heard Report



City of Playford's Disability Access and Inclusion Plan 2025 Community Survey

Thanks for your big idea!

 If you're finished – please go to the last page to enter the prize draw.
Then hand this survey to a City of Playford staff member.

 If you'd like to complete the full survey – please continue below.

Completing this survey

- The survey takes around 10 - 15 minutes to complete.
- You can skip questions you don't want to answer.
- All responses are anonymous, unless you choose to share your contact information for follow-up.
- You can complete it for yourself or you can complete it on behalf of someone else, like a family member, friend, or person you support
- You can send audio/video responses by visiting playford.engagementhub.com.au
- If you're answering for someone else, please try to reflect their thoughts and experiences.
- We will use all feedback in our analysis—even if you don't finish the survey. Every bit counts!
- Your input can help shape a more inclusive, accessible, and welcoming city for everyone.

For any questions or assistance completing the survey contact Roxanne Withers via email connected@playford.sa.gov.au or call 8256 0333.

What suburb do you live in? _____

Are you... (Tick ✓ all which apply):

A person with disability
 A parent, guardian or family member of a person with disability
 A carer of a person with disability
 A person/organisation working with people with disability
 None of the above
 Prefer not to say
 Other (Please specify) _____

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City of Playford's Disability Access and Inclusion Plan
2025 Community Survey

If you are a person with a disability, please share your disability below:

What is your age? _____

What is your gender? _____

Do you identify as... (Tick ✓ all which apply to you):

an Aboriginal and / or Torres Strait Islander person
 Culturally and linguistically diverse
 LGBTIQA+
 Other (please specify) _____
 None of these

Are you aware that Council has a Disability Access and Inclusion Plan (DAIP)?
(Even if you haven't, we'd still love to hear your thoughts and experiences.)

Yes
 No
 Not sure

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Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

 **City of Playford's Disability Access and Inclusion Plan**
2025 Community Survey

From 2020–2024, our DAIP set out goals based on what the community told us was important. Now we're checking in on how we're going.

1. Our goal: For people with disability to feel welcome and engaged in community life.
Please tell us how much you agree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure
I believe Council is making an effort to include people with disability in community life, for example through accessible events, services or public spaces	<input type="radio"/>					
I feel welcome and valued when I attend Council-run spaces, services or events	<input type="radio"/>					
I've noticed positive changes in how Council includes people with disability over the past four years	<input type="radio"/>					

Is there something Council could do to help you feel more included?

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Disability Access & Inclusion Plan

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What We Heard Report



City of Playford's Disability Access and Inclusion Plan 2025 Community Survey

2. Our goal: For people with disability to have opportunities to participate in Council decision making.

Please tell us how much you agree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure
People with disability are actively included in shaping Council plans and decisions	<input type="radio"/>					
I feel that Council listens to and acts on feedback from people with disability	<input type="radio"/>					
I know how to get involved in Council decisions or consultations	<input type="radio"/>					

Is there anything you'd like to share about how included you feel in Council decisions or consultations?

We're keen to know what helps you feel heard—or what's getting in the way.

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Disability Access & Inclusion Plan

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What We Heard Report

 City of Playford's Disability Access and Inclusion Plan 2025 Community Survey						
	 Strongly Disagree	 Disagree	 Neutral	 Agree	 Strongly Agree	 Not Sure
I can easily access Council facilities, such as libraries, parks and community centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events I've attended feel welcoming and inclusive for people with disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily find information about Council services when I need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council information is provided in formats that suit my needs (e.g. clear language, easy-read, Auslan or translations available)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to get around my neighbourhood including using footpaths, crossings, or parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have noticed a positive change in safety and accessibility over the past four years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have feedback about local access, safety, or how Council information is shared?

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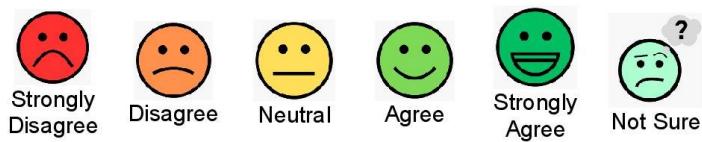


City of Playford's Disability Access and Inclusion Plan

2025 Community Survey

4. Our goal: People with disability have access to employment, traineeships and volunteering opportunities to build capacity and pathways to employment.

Please tell us how much you agree with the following statements:



I believe Council offers inclusive job, volunteer, or training opportunities for people with disability (within Council)

I know where to find information or who to contact about jobs, volunteering, or training opportunities at Council for people with disability

I am aware of Council programs that support people with disability to build skills or gain employment experience

Is there anything Council could improve in this area?

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What We Heard Report



City of Playford's Disability Access and Inclusion Plan

2025 Community Survey

Looking back over the last four years, was there anything council implemented that made a positive difference for you or someone you know living with disability?

What are your top 5 priorities for Council to focus on over the next four years?
(Tick ✓ up to 5 choices below):

- Accessible public buildings and spaces
- Inclusive events and programs
- Safe, accessible footpaths, parking, and crossings
- Accessible communication and information
- Employment/ Volunteering opportunities
- Participation in Council consultations
- Support for children and young people with disability
- Programs and services for diverse community groups
- Public education on disability awareness
- Other (please specify) _____

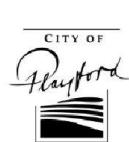
Thinking about your top five, what actions would you like to see Council take?

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City of Playford's Disability Access and Inclusion Plan

2025 Community Survey

What's the best way for Council to connect with you or hear your views?

What are your top three preferred ways to receive information?

(Tick ✓ up to 3 choices below):

- Council website
- Social media
- Email/ join a mailing list
- Printed information
- Through a support worker/carer
- Friends or family
- SMS
- Phone call
- Other (please specify) _____

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City of Playford's Disability Access and Inclusion Plan

2025 Community Survey

What would make you feel confident that Council will follow through on this plan? E.g. regular updates on progress, opportunities to continue giving feedback, summary of how feedback has been used to shape the plan.

Is there anything else you would like us to know about your experiences or ideas to help make Playford more accessible and inclusive?

Would you like to stay updated about the DAIP or be involved in future discussions?
(Tick ✓ all that apply)

- Yes, I'd like to receive updates about Council's DAIP
- Yes, I'd like to be involved in future discussions (e.g. interview, focus groups, co-design)
- No, I don't wish to be contacted about the DAIP

Disability Access & Inclusion Plan

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City of Playford's Disability Access and Inclusion Plan

2025 Community Survey

If you would like to take part in a consultation, do you need any of the following?

- Auslan interpreter
- Easy Read or Plain English materials
- Hearing loop
- Wheelchair access
- Other (please specify) _____

Would you like to enter the prize draw?

- Yes
- No

If you have elected to enter the prize draw or stay updated about the DAIP, please provide your contact details:

- Name _____
- Email _____
- Phone _____

Disability Access & Inclusion Plan

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What We Heard Report

9.2 Easy-Read Survey

Playford Disability Access and Inclusion Plan

Easy Read Survey



Want some help to do the survey?

Talk to Roxanne:



Phone: 8256 0333



Email: connected@playford.sa.gov.au



Web: playford.engagementhub.com.au

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Shaping the Plan with Our Community

What We Heard Report

About this survey



The City of Playford wrote this survey.

When you see the word "we" it means the City of Playford.

When you see the word "Council" it means the City of Playford.



This survey is written in an easy to read way.

We use pictures to explain some ideas.

Word

Hard word



The first time we write a hard word, the word is in **bold**.

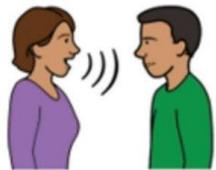
We will explain what the word means.

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You can ask for help to fill in the survey.

A friend, family member or Council worker may be able to help you.



We are writing a new **Disability Access and Inclusion plan**.

This plan tells Council how to help people with disability feel welcome and happy.

Disability Access & Inclusion Plan

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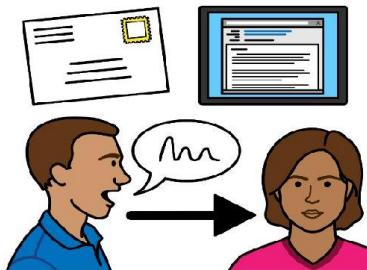


To write the plan we talk to lots of people who live and work in **Playford**.

Playford is a group of suburbs that the Council looks after.



We want to know how to make Playford better for people with disability.

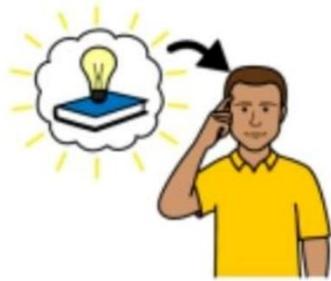


We will listen to what you say.

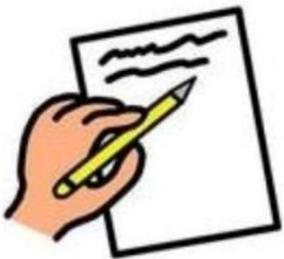
Disability Access & Inclusion Plan

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We will think about all the ideas.



We will then write a new plan.

Disability Access & Inclusion Plan

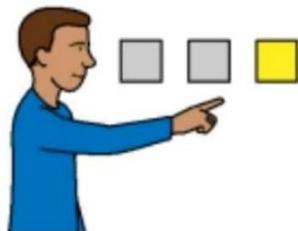
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What We Heard Report



You can help us to write the plan by doing this **survey**.

A survey is set of questions.



You can tell us what you think.



You must finish the survey before Sunday the 13th of July 2025.

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Next we will ask some questions

When you see a  draw a tick in a circle to choose your answer

When you see a  write your answer on the lines



What one thing would make you feel welcome and happy in Playford? 

It can be a place, event, feeling, or a something new you want

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What suburb do you live in?



Do you have a disability?



Yes

No

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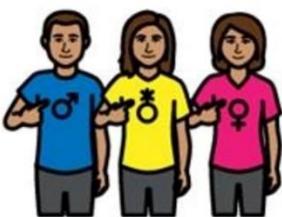
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How old are you?



What is your gender?



- Male
- Female
- Non-binary
- Other _____

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Are you an Aboriginal and / or Torres Strait Islander Person? 

- Yes
- No



What language do you speak at home? 

- English
- Different language

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Do you belong to the **LGBTQIA+** community? 

This means you are gay, lesbian, bisexual, transgender, queer, intersex, asexual, or something else.

- Yes
- No

The Council does different things to help people with a disability.

We want to know what things we do well, and what things we could do better.

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Do you feel welcome at Council events, buildings, or services?



- Yes
- Sometimes
- No



What can Council do to help you feel more welcome?

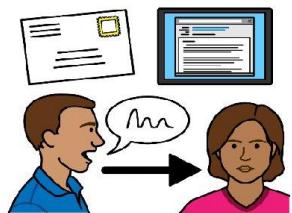


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Do you know how to tell Council what you think? 

- Yes
- No



How could Council listen to you better? 

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Is it easy to visit Council places like libraries, parks, and events?



- Yes
- Sometimes
- No



Is it easy to use the footpaths or roads near your house?

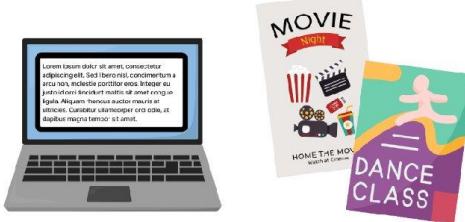


- Yes
- Sometimes
- No

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Do you know where to find information about Council services, programs and buildings?



- Yes
- Sometimes
- No



How could Council share information in a better way?



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Do you know Council can help you learn new things and find jobs?



- Yes
- No



Do you think there are enough places in Playford for people with a disability to work or get the training they need?



- Yes
- Sometimes
- No

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What We Heard Report

Thinking about the things Council does to help people with disability...



What is important to you?

- Visiting parks, libraries or other places
- Going to events and programs
- Moving around easily (walking, using a wheelchair, driving, riding a bike)
- Information that is easy to understand
- Being able to work or volunteer
- Being a part of Council decisions
- Children or young people getting disability support
- People from different cultures getting disability support
- More people understanding disability

Is there anything else you want to tell us that could help us write our next plan?



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Do you want to talk to Council about how they can help people with disability?



Yes

No

Thank you for doing the survey.

When everyone has finished, five people who did the survey will win a gift voucher.



Do you want the chance to win a voucher?

Yes

No

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What is your name and phone number or email address?



You can ask someone to help you if you aren't sure.



Name _____



Phone Number _____



Email Address _____

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What We Heard Report

9.3 Playford Engagement Hub Project Site

Playford's New Disability Access and Inclusion Plan (DAIP)

Project Overview



Inclusion doesn't just happen, it's built together.

We're updating our Disability Access and Inclusion Plan (DAIP) to help make Playford a place where everyone feels welcome and can enjoy everything our growing community has to offer!

We want this plan to be shaped by you and your ideas - because your voice matters.

Engagement is open Monday 16 June to Sunday 13 July 2025 for you to share your ideas.

Need a hand?
Click the **UserWay icon** (top left corner of the page) to make this page easier to view. [CLICK HERE - To watch a short video on how to use UserWay.](#)

Your Language

To translate this page into another language, use the 'Select Language' dropdown below. Please note, automatic translations are provided as a guide only and may not be accurate.

Select Language

Project Document Library

- Share your BIG Idea Survey Printable
- Easy English Survey Printable
- Competition Terms and Conditions
- Frequently Asked Questions Printable

FAQ

General Information - DAIP

View all

Project Timeline

- Phase 1 - Community Engagement
16 June to 13 July 2025
- Phase 1 - What We Heard Report
August 2025
- Developing the draft DAIP
August to September 2025
- Phase 2 - Community Engagement
October 2025 (TBC)

Share Your BIG Idea!

Why Your Ideas Matter

Get Involved, Your Way!

What's your BIG (or small!) Idea for Inclusion?

What would make Playford more inclusive for you, your family, or your community?

Share your BIG idea here

Easy English Version

Screen Reader Version

You don't need to have the perfect answer — we just want to know what's important to you. Your idea could be:

Disability Access & Inclusion Plan

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What We Heard Report

You don't need to have the perfect answer — we just want to know what's important to you. Your idea could be:

- 🏠 A place that feels welcoming to everyone
- 🎫 A change you'd love to see
- 💡 Something that doesn't exist yet
- ❤️ A feeling you wish everyone could experience

Who do we want to hear from?

- People with disability
- Carers and families
- Support workers
- Service providers
- Anyone passionate about inclusion.

Whether you've given feedback before or it's your first time your input will help us see the bigger picture!

How to get involved

👉 Quick survey

- Share your big idea via our short survey (it takes 1-2 minutes)
- Do the full survey if you have time (around 10 minutes)
- Everyone who shares an idea will go in the draw to win 1 of 5 gift vouchers - complete the full survey for [2 chances to win!](#)
- View competition terms in the document library on this page.

👉 Ideas Wall

- Post your idea below and see it live right away!
- But first, you need to sign up. (You'll also have a chance to win a prize.)
- To sign up, go to the Playford Engagement Hub and click 'Join Our Connected Community.'

👉 Other ways to share

- Head to [Get Involved - Your Way!](#) section on this page for options.

Where do the ideas go?

Your ideas will help us decide what actions to take over the next four years—like how we design public spaces, provide services, share information, and make sure everyone can enjoy the opportunities in Playford.



Phase 2 - Community Engagement

October 2025 (TBC)

Phase 2 - What We Heard Report

November 2025

DAIP endorsed by Council, published on website and notification to

Department of Human Services (DHS)

December 2025 to January 2026 (TBC)

Who's Listening



Roxanne Withers

Community Engagement

City of Playford

Contact our friendly staff member **Roxanne** if you have any questions.

Phone: 8256 0333

Email: connected@playford.sa.gov.au



Cyndi Neuuserling

Quality Coordinator Disability Inclusion

City of Playford

Contact our friendly staff member **Cyndi** if you have any questions.

Phone: 8256 0333

Email: connected@playford.sa.gov.au

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What We Heard Report

Share Your BIG Idea! **Why Your Ideas Matter** **Get Involved, Your Way!**

Inclusion looks different for everyone, and every voice shapes the full picture

Here's what Inclusion means to some people:

- "Inclusion is ramps, yes - but also attitudes"
- "Inclusion is having a place to chill out at events when things get overwhelming"
- "Inclusion is being able to get the information I need"

From your feedback on our last Disability Access & Inclusion Plan (DAIP), as well as other community input like our Strategic Plan, you've told us that Inclusion means feeling welcome, being able to get into places and find information easily, and knowing that your opinions help what Council delivers and shape the future of Playford

How will your ideas be used?

Your ideas and feedback will help us take real, practical steps to keep improving:

- Access to buildings, services, and events
- Clear and accessible information and communication
- Jobs and volunteering for everyone
- Programs that meet different people's needs

Your feedback also helps us focus on what matters most, so we put our resources where it will make the biggest difference.



What you have helped us do so far...

We've been listening to you through our last Disability Access & Inclusion Plan, community chats, and other ways of hearing from you. Your feedback has helped us make real changes. Here are some examples:

Inclusive events: Sensory zones now feature at major events. Playford Libraries offer sensory kits and accessibility tools.

Safer movement around Playford: A city-wide footpath and road audit to make sure we are compliant with the Disability Discrimination Act (DDA) and identify improvements. We want to make sure public spaces are accessible and usable by everyone!

Facility upgrades: We're auditing Council buildings, toilets, and carparks for easy-open doors, lifters, signage, and quiet spaces.

Building independence: Our *Everyday Money Skills* platform supports financial literacy for people with intellectual disability.

Accessible communication: We make sure our branding and communication follow WCAG 2.1 (AA) guidelines, so information is easy for everyone to access. Our Engagement Hub also includes a UserWay tool to help make community engagement more accessible and user-friendly.

Accessible and inclusive community engagement: Our Community Engagement Policy says we must make it easy for everyone to take part. We use simple language, choose accessible places and formats, and work to remove barriers so everyone can join in meaningfully.

Inclusive project design: All new Council projects must consult with our Disability Access and Inclusion Coordinator.

Staff awareness: Disability awareness training is now part of Council staff and Elected Member development.

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

Share Your BIG Idea! **Why Your Ideas Matter** **Get Involved, Your Way!**

Share your BIG idea here **Easy English Version** **Screen Reader Version**

Inclusion starts with flexibility

We've made it easy and flexible to share your feedback. You can:

Complete the survey
Available online, including *Easy Read* and *Screen Reader friendly* versions. You can also download a hard copy from the Document Library section on this page.

Share your BIG Idea on our Engagement Wall
Just register with Engagement Hub and join our connected community first [using this link!](#)

Upload your BIG idea video, photos or drawing [by clicking here!](#)

Join a small discussion group
Share your lived experience in a safe, inclusive space.

Online
Thursday 3 July, 6pm - 7pm. A teams link will be sent to you when you register.

In-person
Wednesday 9 July, 4pm - 5pm
Playford Civic Centre, Playford Boulevard, Elizabeth

Register your interest to attend online or in person by contacting us using the details below.

Get in touch your way
Chat to us or send an email (we love hearing from our community!)

- Phone: 8256 0333 - just ask to speak to a staff member about this project and we will get back to you.
- Email: connected@playford.sa.gov.au

You can even contribute anonymously or through an advocate.

Need a hand or want to chat? Details of our friendly staff are listed under the Who's Listening section on this page.

FILL OUT THE SURVEY **CHAT TO US** **REACH OUT** **ADD TO THE IDEAS WALL**

Disability Access & Inclusion Plan

Shaping the Plan with Our Community

What We Heard Report

9.4 Poster

What's your BIG (or small!) Idea for inclusion?

We're starting with one simple but powerful question:

What would make Playford more inclusive for you, your family, or your community?

We're updating our Disability Access and Inclusion Plan (DAIP) to help make Playford more accessible, inclusive and welcoming for everyone.

Your experiences, challenges, and ideas will help shape this plan – because your voice matters.

You don't need to have the perfect answer – just tell us what's important to you. It could be:



- A place that feels inclusive
- A change you'd love to see
- Something that doesn't exist (yet!)
- A feeling you wish everyone could experience

How to get involved:

- Scan the QR code
- Call us on **8256 0333**
- **playford.engagementhub.com.au**



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9.5 Social Media Post/s

23 June 2025



9 July 2025

