



Draft Disability Access and Inclusion Plan 2026 – 2030

Message from CEO

I am proud to present the City of Unley's Disability Access and Inclusion Plan 2026–2030, which reaffirms our commitment to fostering a community where people of all abilities are welcomed, valued, and able to thrive.

Building on the strong foundations of the 2022–2026 Plan, this updated strategy complements Unley's status as an Age-Friendly City and aligns closely with our long-term vision articulated in the Community Plan *Towards 2050*, along with Four-Year Delivery Plan and Annual Business Plans. Together, these frameworks reflect our shared priorities: an inclusive, connected, accessible and liveable community. The Plan also supports the State Government's vision for "a South Australia where no one is left behind."

We recognise that disability is diverse and can impact people at any stage of life. Our goal is to remove barriers, strengthen inclusion, and expand opportunities for participation across all areas of community life. Guided by the five key domains of South Australia's Disability Inclusion Plan 2026-2030, our actions focus on:

- **Inclusive Environments and Communities**
- **Education and Employment**
- **Personal and Community Support**
- **Safety, Rights and Justice**

Through these priorities, we will continue to work collaboratively with residents, community organisations, service providers and government partners to deliver meaningful improvements, enhance accessibility, and deepen social connection.

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The font used in this document is Arial, set at 12pt to ensure ease of reading for people with visual impairment.

Upon request, the information in this Disability Access and Inclusion Plan can be made available in alternative formats, including large and standard print, electronic format and plain English format.

About Us

Located on Traditional Lands of the Kaurna people just 3kms south of Adelaide's CBD, the City of Unley is an inner-urban community known for its high-quality lifestyle and cosmopolitan atmosphere.

Our neighbourhoods are characterised by well laid out leafy green streets, which frame historic homes, open spaces, recreation reserves and community gardens.

Unley's four village-style mainstreets - King William Road, Goodwood Road, Fullarton Road, and Unley Road – and a growing number of business precincts provide an exciting mix of retail, hospitality, and services to residents and visitors.

Our civic precincts, including our libraries, museum and community centres, offer spaces for connection, culture and learning. Unley's public spaces and streetscapes are designed to be welcoming and accessible for all.

The natural beauty and historic character of our City, along with our strong and flourishing community life make Unley a desirable place to work, visit or call home

- 40,327 residents
- 5,308 people projected to call Unley home by 2041
- 43 years is the median age
- 194 of us are First Nations people
- We have more residents aged 65+ and less children under 10 since 2016
- 6.2% of us live with a disability and require assistance with core duties
- 27% of us were born overseas
- 22% of us speak a language other than English at home

- 2.1% of us do not speak English well or at all
- 34.9% of us have moved here since 2019
- 6,963 people volunteer (21.3% of our residents)
- 1,455 households are experiencing housing stress
- 94% of our young people are engaged in education or employment

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Our Vision

The City of Unley's vision for access and inclusion is a community where everyone feels respected, safe, welcome and included, and can participate fully in civic, social, cultural and economic life.

This vision recognises that disability is a natural part of human diversity, and that barriers—whether physical, attitudinal, communicative or systemic—can prevent people from experiencing equitable opportunities and outcomes. Through inclusive design, proactive planning and strong community partnerships, Council is committed to reducing these barriers and creating environments that work for everyone.

The Disability Access and Inclusion Plan 2026–2030 (DAIP) translates this vision into practical, measurable actions that embed accessibility and inclusion across all areas of Council responsibility.

Our Workplace

The City of Unley has a total of 247 staff who are employed across a broad range of business units and activities. As of 2 February 2026, one staff member has a declared disability.

Strategic context

The DAIP 2026–2030 is embedded within the City of Unley’s Strategic Management Framework. It directly supports the long-term vision outlined in the *Unley Community Plan: Towards 2050*, which seeks to create a connected, resilient and inclusive city for current and future generations.

The DAIP also aligns with the Draft 2036: *Community Strategy*, reinforcing Council’s commitment to equity, belonging and participation for all members of the community. Together, these strategies ensure that access and inclusion are not treated as standalone initiatives but are integrated across Council’s planning, policy development and service delivery.

In addition, the DAIP is shaped by key state, national and international frameworks. At the state level, it supports the *Disability Inclusion Act 2018 (SA)* and the State Disability Inclusion Plan 2026–2030, which set out the principles and priorities for improving access, participation and equity for people with disability across South Australia.

Nationally, the DAIP aligns with Australia’s Disability Strategy 2021–2031, which provides a unified national framework for creating more inclusive communities, systems and services. Internationally, Australia’s commitment to the United Nations Convention on the Rights of Persons with Disabilities underpins Council’s approach by affirming the rights, dignity and full participation of people with disability.

Together, these frameworks provide a strong foundation for the City of Unley’s strategic direction and ensure the DAIP 2026–2030 contributes to broader efforts to build accessible, inclusive and equitable communities.

Disability Access and Inclusion Plan development

Consultation

The commitments we make in this Plan reflect what we have heard from our community – everyone who shares a connection with our City – about what is important to them. These community priorities were gathered from engagement with our reference groups, community surveys, and the engagement processes undertaken to develop our Community Plan and Four-Year Delivery Plan.

This inclusive approach ensures the DAIP reflects diverse perspectives and responds to real-world experiences.

Achievements

Over the life of the 2022–2026 Disability Access and Inclusion Plan, many actions were delivered by the City of Unley, demonstrating a strong and ongoing commitment to building a more inclusive and accessible community. Key achievements included:

- **Providing free and low-cost programs, services and events** that consider the diverse needs of participants, including the Community Bus service and inclusive programs delivered by Community Centres and Libraries.
- **Supporting the internal “Diversity, Inclusion & Belonging Group”**, which continues to champion inclusive workplace practices and build organisational awareness.

In addition to these achievements, the following procedures and systems have been embedded into Council’s standard operations:

- **Accessible meeting documents**, including Council agendas, are available in accessible formats on request.
- **Library and Community Centre programs** are designed to be inclusive and accessible, considering physical limitations, offering free or low-cost participation, and providing fee discounts where appropriate.
- **Lived experience representation** is included across key advisory groups.

- **The *Information Directory for Ageing Well in Unley*** is published, regularly updated, and reprinted as needed to support community access to services and information.
- **The City of Unley's Community Engagement Toolkit** has been reviewed and updated to embed access and inclusion principles, with staff trained in its use as required.

Together, these achievements and embedded practices reflect Council's commitment to strengthening accessibility, removing barriers, and ensuring inclusion remains a core part of everyday operations.

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Inclusive Environments and Communities

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

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

Priority Areas

- Active participation
- Inclusive communities and attitudes
- Universal Design
- Accessible Facilities
- Communications & information
- Transportation
- Collaboration, consultation & innovation

Active participation

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsible person in Council
1.	Develop and Implement an Accessibility & Inclusivity Event Planning Checklist to ensure all internal and external events with 50+ attendees follow best-practice event management principles, in line with national guidelines such as the Accessible and Inclusive Community Events Toolkit.	1.1.2	The number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles. For example, the Accessible and Inclusive Community Events Toolkit.	Short Term	Events & Activations Officer

Inclusive communities and attitudes

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
2	Develop and implement an Access and Inclusion training program for Elected Members, staff and volunteers, including Universal Design training for project managers, and inclusive recruitment skills training for team leaders and managers.	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 Elected Members, staff and volunteers participating in disability awareness training, including Universal Design.	Ongoing Short - Medium Term	Volunteer Coordinator Manager People & Culture Executive Manager Strategy, Risk and Governance
3	Deliver a small number of annual initiatives that promote disability inclusion in the workplace—such as awareness communications, simple staff engagement activities, consideration of the development of	1.2.1	The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:	Short - Medium Term	Manager People & Culture Strategic Communications,

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
	a workplace adjustments policy and the promotion of existing workplace adjustment supports—to foster a positive and accessible workplace culture. Deliver a small number of annual community facing initiatives—such as targeted communications or participation in key awareness dates (such as International Day of People with a Disability) —that promote disability inclusion and positive attitudes towards people with disability in the City of Unley. Ensure that Council’s programs, events and engagement activities are considerate of people who identify at LGBTQIA+, recognising barriers to participation.		The number of workplace initiatives promoting disability inclusion.		Marketing & Engagement Lead Team Leader Community & Cultural Development

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
	Ensure access and inclusion criteria are included in all Community Funding program guidelines.				
4.	Align DAIP activities that contribute to Closing the Gap with the commitments and actions already established in our Reconciliation Action Plan (RAP), ensuring that relevant DAIP actions reflect and support existing RAP priorities.	1.2.3	The number of actions embedded in our DAIP working towards Closing the Gap targets.	Long Term	Cultural Development Coordinator

Universal Design

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
5.	Integrate accessibility improvements—such as updated	1.3.2	The number of public-facing council buildings, spaces, play	Ongoing	Manager City Assets

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
	signage, widened doorways, and accessible pathways—into existing council asset management, renewal and upgrade programs for public-facing buildings, play spaces and infrastructure.		spaces and infrastructure that are modified to improve accessibility. For example, by adding signage or widening doors.		
6.	Record and report on new council-built developments. Apply Universal Design principles to all new infrastructure projects by embedding accessibility requirements into standard planning and design templates, and, where appropriate, engaging community members with lived experience of disability as project advisors.	1.3.2	The number of new council developments that incorporate Universal Design.	Ongoing	Manager City Assets Team Leader Community & Cultural Development
7.	All new playground and park upgrades are designed in accordance with the Inclusive Play Guidelines and will incorporate	1.3.3	The number of parks, reserves, beaches and playgrounds (within these	Ongoing	Manager City Assets

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
	Universal and Inclusive Design principles.		areas) that are built or modified to improve accessibility.		

Accessible facilities

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
8.	Upgrade existing or construct new facilities at suitable locations within Council facilities. Monitor and review the locations of compliant facilities to ensure adequate dispersion across the city.	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.	Medium Term	Manager City Assets

	Increase the percentage of public toilet facilities which are compliant.				
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Communications and information

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
9.	Apply accessible format requirements to new and updated public-facing materials by incorporating WCAG 2.2 AA and alternative format options (e.g., Plain English, providing details of staff to talk to) into standard templates and checklists.	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.	Short Term	Strategic Communications, Marketing & Engagement Lead All relevant departments

Transportation

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
10.	Develop a five-year Accessible Streets Program to prioritise and upgrade footpaths and kerbing in narrow or constrained local streets, with input from people with lived experience of disability.		Annual delivery of planned accessibility upgrades and documented engagement with people who have lived experience of disability.	Medium Term	Manager City Assets Team Leader Community & Cultural Development
11.	Improve wayfinding across the City of Unley, reflecting key accessibility standards.		Implement accessibility aligned wayfinding improvements as part of the delivery of walking and cycling projects.	Medium Term	General Manager City Infrastructure
12.	Review publicly available on- and off-street accessible car parking and implement identified improvements, as well as identify opportunities to create additional accessible parking spaces.		Accessible on- and off-street parking is regularly reviewed and improved to meet community needs.	Ongoing	Transport Lead

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
13.	Seek State Government approval to reduce all remaining Council-owned 50 km/h roads to 40 km/h and explore opportunities to increase priority pedestrian crossings.		Pedestrian safety and walkability are prioritised across the City.	Medium Term	Transport Lead

Collaboration, consultation and innovation

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
14.	Ensure all public consultations are inclusive and accessible by actively seeking input from people with disability and providing multiple ways to participate.	1.7.1	The number of public consultations that included and sought input from people with disability.	Short Term	Strategic Communications, Marketing & Engagement Lead All relevant departments

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
15.	Actively engage people with disability, including parents and carers, by inviting those with lived experience to participate on committees, working groups, and project reference groups. Review and strengthen the organisation's approach to reference groups and engagement processes to ensure priority populations, including people with disability, are consistently represented and supported to participate, and that the approach is proportionate to the size and scale of our work.	1.7.2	The number of people with disability, including parents and carers, serving on committees and working groups.	Short Term	Team Leader Community & Cultural Development

Education and Employment

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

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

Priority Areas

- Targeted transitional supports
- Access to employment opportunities
- Inclusive working environments

Targeted transitional supports

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
16.	Promote accessible volunteer roles using inclusive language, formats, and recruitment processes. Increase participation of people with disability in volunteering roles, including with Support Workers where appropriate. Strengthen pathways into volunteering by partnering with disability service providers, community organisations, and schools.	2.3.5	The number of initiatives taken to encourage people with disability to volunteer.	Ongoing	Volunteer Coordinator

Access to employment opportunities

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
17.	Review Council's Recruitment and Selection Policy to assess whether inclusive recruitment outcomes have been achieved since the last review and identify and implement opportunities for further improvement.	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.	Short Term	Manager People & Culture

Inclusive working environments

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
18.	Conduct an audit and capture all existing workplace practices—such as flexible work arrangements, tailored workplace adjustments, outcome-based employment approaches, mentoring programs, and accessible onboarding procedures and resources—to determine if barriers exist in Council systems and ensure employees with disability have equal opportunities for growth and sustained employment.	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.	Short Term	Manager People & Culture

Personal and Community Support

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

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

Priority Areas

- Accessibility
- Information sharing
- Programs

Accessibility

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
19.	Establish and strengthen partnerships with service providers and community organisations to create clear, coordinated pathways that improve access to supports and services for people with disability. Provide clear and inclusive materials to reflect those identifying as LGBTQIA+ Provide grants and sponsorship to community groups and organisations that deliver programs or initiatives which connect people with disability to community supports and services. Deliver targeted disability inclusive referral training for community-facing teams to ensure consistent, informed	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.	Short-Medium Term	Team Leader Community & Cultural Development

	support wherever people with disability engage with Council.				
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Information sharing

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
20.	Participate in Local Government Access and Inclusion Network and Code of Practice meetings and with external disability service providers.	3.3.1	The number of inter-agency meetings and initiatives to support the implementation of the State Plan and our DAIP.	Ongoing	Team Leader Community & Cultural Development

Programs

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility

21.	Distribute grants and funding to initiatives that enhance disability inclusion, introduce impact evaluation into grant acquittals and report on grant funding annually to Council.	3.5.1	The number of council grants and funding amount distributed to enhance disability inclusion.	Short Term	Team Leader Community & Cultural Development
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Safety, Rights and Justice

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

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

Priority Area

- Responding to emergencies

Responding to emergencies

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility
22.	Provide Cool Spaces in libraries and community centres during extreme heat events, supported by targeted “keeping cool” messaging and accessible information, to help at-risk community members stay safe and comfortable.	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.	Ongoing	Manager Community Connections

DAIP implementation

The City of Unley's Disability Access and Inclusion Plan (DAIP) 2026–2030 will be delivered through coordinated action across Council and strong partnerships with people with disability and the wider community.

Shared responsibility: All Council departments deliver DAIP actions, with oversight from the Executive Leadership Team.

Visibility: The DAIP will be shared online in accessible formats and promoted through Council facilities, networks and staff channels.

Everyday integration: Inclusive design and access principles guide Council's daily operations, planning, programs and customer service.

Monitoring: Progress is reviewed annually and publicly reported under the *Disability Inclusion Act 2018 (SA)*.

Lived experience: People with disability shape implementation through the Access and Inclusion Reference Group and targeted engagement.

Awareness: Communications, staff training and community partnerships promote the DAIP and strengthen inclusive culture.

Actions with this Plan have been categorised into the following timeframes:

- Short term – Implemented within 12 months
- Medium term – Implemented within 2-3 years
- Long term – Implemented in 4 years
- Ongoing – Refers to actions already in place or underway

Acknowledgments

The City of Unley thanks all community members who contributed to the development of the Disability Access and Inclusion Plan (DAIP) 2026–2030 through engagement activities, surveys and conversations. We especially acknowledge the valuable insights of the **Access and Inclusion Reference Group**, whose lived experience has guided the direction of this Plan.

We also extend our appreciation to local service providers, community organisations and partner agencies for their feedback, and to Council staff across all departments for their ongoing commitment to access and inclusion.

Glossary and Definitions

Accessible format

Information provided in ways that different people can use—such as large print, Easy Read, Plain English, audio, Auslan video, Braille, or accessible digital files that meet web standards.

Accessible Streets Program

A Council program to plan and deliver upgrades to footpaths, kerbs and crossings—especially on narrow or constrained local streets—to make walking and wheeling safer and easier. [\]](#)

Annual Business Plan

Council’s yearly plan that outlines services, projects and budgets to deliver strategic priorities (including access and inclusion).

Australia’s Disability Strategy 2021–2031

The national framework for creating more inclusive communities, systems and services for people with disability. Your DAIP aligns to this strategy.

Community Plan: Towards 2050

Council’s long-term vision and goals for a connected, resilient and inclusive city. The DAIP supports this vision.

Disability Inclusion Act 2018 (SA)

South Australian legislation that requires councils and state authorities to develop, implement and report on Disability Access and Inclusion Plans. Your DAIP reporting commitments are made under this Act.

Inclusive Play Guidelines

Guidance used in playground and park design to ensure children and families of all abilities can participate and play together; referenced for all new playground and park upgrades.

Person Centred Emergency Preparedness (PCEP)

An approach that supports people with disability to plan for emergencies based on their individual strengths, supports and needs. Your DAIP includes actions aligned with emergency preparedness, such as providing Cool Spaces and accessible safety information.

State Disability Inclusion Plan 2025–2029 (SA)

South Australia's whole of government plan. Your DAIP adopts its outcome areas and measures to guide local actions and reporting.

Universal Design

Designing environments, products and services so they can be used by as many people as possible, regardless of age, ability or background. Your DAIP seeks to embed Universal Design in new builds and renewals.

UN Convention on the Rights of Persons with Disabilities (UN CRPD)

An international treaty that promotes and protects the rights and dignity of people with disability; Australia is a signatory and it underpins your approach.

Wayfinding

Maps, signs, landmarks and digital tools that help people navigate public places. Your DAIP includes a Wayfinding Strategy and Action Plan with accessibility standards.