



City of Playford

Draft Disability Access & Inclusion Plan (DAIP)
2025 - 2029

Phase 2 Engagement
What We Heard Report

February 2026

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

Purpose of report

This report outlines the findings from Phase 2 community engagement on the Draft Disability Access and Inclusion Plan (the DAIP) 2025-2029. It provides a summary of community sentiment and feedback to support Council in finalising the next steps of the Plan.

The insights gathered through the engagement will ensure the 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.

We would like to sincerely thank everyone who shared their thoughts and feedback to help shape Council's next DAIP 2025-2029.

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Executive summary

The City of Playford is updating its Disability Access and Inclusion Plan (DAIP) to build on the progress achieved through the 2020–2024 Plan. The new DAIP strengthens Council’s commitment to accessibility, inclusion and meaningful participation for people with disability across the city, while aligning with the requirements of the State Disability Inclusion Plan.

As a high-level plan aligned with State requirements, the DAIP sets priority actions and performance measures while allowing flexibility to respond to emerging needs over the four-year period, which is particularly important in a growing city such as the City of Playford.

Engagement on the DAIP was delivered in two phases:

- **Phase 1 – Shaping the Plan with Our Community:** (16 June to 13 July 2025)
A total of 240 community members shared their experiences and ideas through surveys, engagement activities and face-to-face conversations. This feedback directly informed the development of the draft DAIP.
- **Phase 2 – Community Engagement ‘Check-in’** (12 January to 8 February 2026)
The draft DAIP was then shared with the community to confirm that it reflected the priorities identified in Phase 1. This report outlines what we heard during this second phase of engagement and how the feedback has been considered.

Once endorsed by Council, the final DAIP will be published on Council’s website in accessible formats, including Easy English and screen-reader friendly versions, ensuring the community is aware of the commitments and next steps.

What we heard in Phase 2

During Phase 2 consultation, a total of **33 responses** were received, including 19 standard surveys, 5 Easy English surveys, 3 email submissions, 1 face-to-face response, and a workshop with 6 members of Council’s Access and Social Inclusion Advisory Committee (ASIAG).

In addition to formal submissions, the figures below demonstrate strong community awareness, with high levels of engagement from people accessing and reviewing detailed information about the draft Plan.

- Engagement Hub website: 526 unique visitors
- Social media: 4,259 views, reaching 2,673 people
- Direct emails: 4,053 subscribers, with 2,262 opens
- DAIP document downloads: 340

Feedback shows general support for the draft DAIP and its overall direction. Some respondents acknowledged the planning behind the document and its alignment with community priorities.

At the same time, the level of neutral responses, together with accompanying comments, highlights community expectation of evidence that commitments will translate into practical action and tangible change in everyday accessibility.

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Most feedback focused less on the wording of the draft DAIP and more on lived experience of accessibility in Playford. Respondents shared practical examples of barriers encountered in daily life, reinforcing that community expectations are shaped by tangible improvements in local environments.

While the draft DAIP addresses most issues raised particularly in relation to inclusive infrastructure, accessible public spaces, participation and disability awareness the feedback reinforces the importance of clearly demonstrating how strategic commitments will translate into measurable progress over time.

Council recognises that information on DAIP progress is not always visible or easy to access. Moving forward, Council will improve how achievements are communicated so the community can clearly see how the DAIP actions are delivering practical, everyday improvements in accessibility.

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1. Engagement background and objectives

Council is reviewing and updating its Disability Access and Inclusion Plan (DAIP) for 2025–2029, as required under the *Disability Inclusion Act 2018 (SA)*. The updated DAIP builds on the 2020-2024 Plan and sets the direction for improving access and inclusion across the City of Playford over the next four years.

Phase 1 Community Engagement – Shaping the Plan

In June–July 2025, Council undertook Phase 1 of community engagement to help shape the new DAIP. We heard from people with disability, carers, families, service providers, and other community members about:

- What worked well and what could be improved from the previous DAIP (2020-2024)
- Top priorities for disability access and inclusion in Playford; and
- Big (and small) ideas for the next DAIP 2025-2029.

Engagement highlights:

- **2,600+ people** visited our Engagement Hub project page.
- **4,500+** saw our social media posts.
- **1,700** people opened our project emails.
- **240 people** gave feedback via surveys, dotmocracy activities, face-to-face sessions, and other channels.

The key priorities identified by the community were:

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; and
5. Creating more inclusive events and activities for all ages.

This feedback was documented in the Phase 1 *What We Heard Report* and directly informed the development of the draft DAIP for Phase 2 engagement.

Phase 2 Community Engagement – Check in - Have we got the draft right

This report relates to Phase 2 of engagement. In this stage, the draft DAIP was shared with the community to confirm whether it reflected what we heard in Phase 1. Feedback from Phase 2 will be used to refine the draft DAIP before it is presented to Council for endorsement.

A third stage of engagement will occur once the Plan is endorsed, ensuring the community is informed of the final DAIP and next steps for implementation.

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Statewide and Local Context

The DAIP aligns with the South Australian State Disability Inclusion Plan, which provides the overarching vision and priority areas for improving disability access and inclusion statewide. Our DAIP translates these goals into local actions tailored for the Playford community.

As one of South Australia's fastest growing-growing communities, with higher-than-average rates of disability and caring responsibilities. This makes alignment with state priorities especially important so we can plan well for the needs of both current and future residents.

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 National Disability Insurance Scheme Act.

1.1 Community engagement objectives

- Inform and educate the community about the draft DAIP 2025-2029.
- Consult our community by asking 'have we got it right' and refine the draft DAIP where relevant.
- Build broader levels of support for the Plan.
- Meet Council's requirements as per *Disability Inclusion Act 2018 (SA)* and the South Australian 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 reach out to those who may less regularly come into contact with Council.
- 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: **Consult**

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 the 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

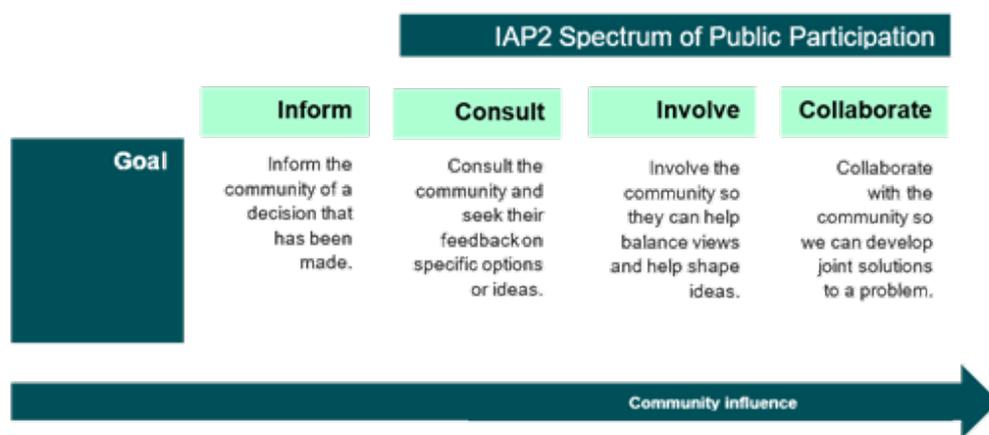
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meaningfully shape the draft DAIP. This means the community’s input isn’t just collected, it’s actively considered and directly influences the draft plan’s content and priorities.

In Phase 2 the engagement level was *Consult*, with the community invited to review the draft DAIP and provide feedback to ensure we had accurately captured their priorities and ideas.

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.



2. Being accessible and inclusive in our engagement

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	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.
Digital accessibility	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.

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Enabling choice	People could provide feedback in a way that suited them best, including: <ul style="list-style-type: none">• Online survey – short and long version• Face to face• Social media interactions• Audio/video recordings or drawings• Email submissions; and• Phone conversations.
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.

3. What we asked

Community engagement invited feedback on whether the draft DAIP 2025-2029 meets the needs of people with disability in Playford. Participants could choose how much detail they wanted to provide.

Overall feedback option

People could complete a short survey to share their overall view on the draft plan, including their level of agreement with the statement:

Q: “Overall, I feel the draft DAIP 2025–2029 meets the needs of people with disability in Playford.”

Participants could also add any other comments about the plan or suggestions.

Detailed feedback option

Participants who wanted to provide more in-depth input could continue to a longer survey focused on key community priorities identified in Phase 1 engagement.

The survey was structured to make it easier to see how community feedback had shaped the draft plan. For each priority area, participants were shown:

- **What you told us** – summary of what community members had previously said was important.
- **What Council plans to do** – the relevant actions from the draft DAIP 2025-2029.
- **Your feedback** – space to comment on whether the proposed actions meet the needs of people with disability and share other suggestions.

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The engagement process 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.

Providing both a short and more detailed survey, with the option to opt out at any time, allowed people to engage in a way that suited them.

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

4. How we asked it

The community were invited to get involved through a mix of promotion and targeted outreach. This included:

- The City of Playford Engagement Hub project page
- Social media posts shared on Council's social media channels
- Posters displayed at community locations
- Direct emails to Council's Connected Community database and to those who asked to stay informed during Phase 1
- Public notice placed in The Advertiser; and
- Direct engagement with key stakeholders such as ASIAG and disability service providers.

These activities ran from **12 January to 8 February 2026** and community members could share their feedback in several ways:

Feedback Options	Description
Engagement Hub	Dedicated online platform with project information, FAQ's and survey. The draft DAIP was available in standard format, Easy English and screen reader accessible versions, 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	ASIAG members participated in a workshop with staff to review the draft DAIP and provide feedback.
Other channels	Email, phone, social media, and creative submissions – audio/video/drawing

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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.

A total of 33 formal responses were received during the consultation, comprising 19 standard survey submissions, 5 Easy English survey responses, three emails submissions, one face to face response, and a workshop with 6 ASIAG members.

While this represents a relatively small number of formal submissions, it builds on the strong participation in **Phase 1 community engagement (240 participants)**. Council's experience shows that early-stage idea generation typically attracts broader participation than later consultation on high-level strategic plans, where feedback tends to come from people with strong lived experience or a specific interest in the topic.

Community engagement activities generated **strong overall awareness**. The Engagement Hub recorded **526 unique visitors**, while the related social media post received **4,259 views** and reached **2,673 people**. Direct email communication through the Connected Community network reached **4,053 subscribers**, with **2,262 emails opened**. In addition, **340 DAIP documents were downloaded**, demonstrating that many community members took the time to access and review detailed information.

While formal participation numbers were modest, awareness and information access were high. This indicates strong interest in the DAIP, even where community members chose not to provide direct feedback. Those who did participate provided detailed, lived-experience insights, particularly people with disability, carers, and community advocates.

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	843
	Engagement Hub unique views	526
	Social media post views	4259
	Social media post reach	2673
	Social media post interactions	8
	Social media post link clicks	14
	Connected Community emails sent	4053
	Connected Community emails opened	2262
Informed visitors Number of those who downloaded DAIP documents, read FAQ's	Engagement Hub document downloads	340

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Engaged Visitors Number of those who provided feedback in some way	Standard Survey responses	19
	Access and Social Inclusion Advisory	
	Group workshop	6
	Easy English survey version	5
	Face to Face	1
	Email	3
	Total	33

6. Who we heard from

To better understand who participated in this consultation, community members were invited to voluntarily share demographic information such as age, cultural background, gender, disability status and caring roles. Collecting this information helps Council assess whether engagement reached a broad cross-section of the community and identify any gaps requiring further outreach.

Providing this information was optional, allowing people to participate in a way that felt safe and respectful.

In total, 24 survey respondents chose to provide varying demographic information. The results are summarised below.

6.1 Location of participants

Suburb	No. of participants
Andrews Farm	2
Angle Vale	1
Blakeview	3
Craigmore	1
Davoren Park	1
Elizabeth Downs	1
Elizabeth East	2
Elizabeth Park	1
Hillbank	1
Munno Para	4
Munno Para Downs	1
Munno Para West	1
Munno Para West	1
One Tree Hill	1
Penfield	1
Unknown*	11
Total	33

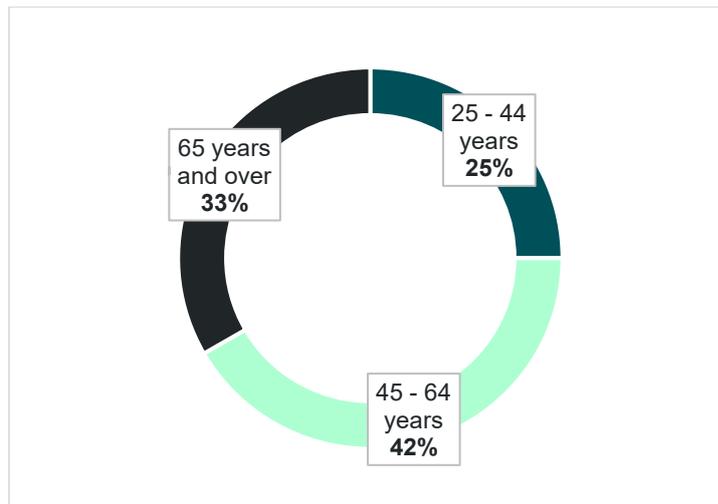
*Unknown includes those who provided feedback and did not state their suburb

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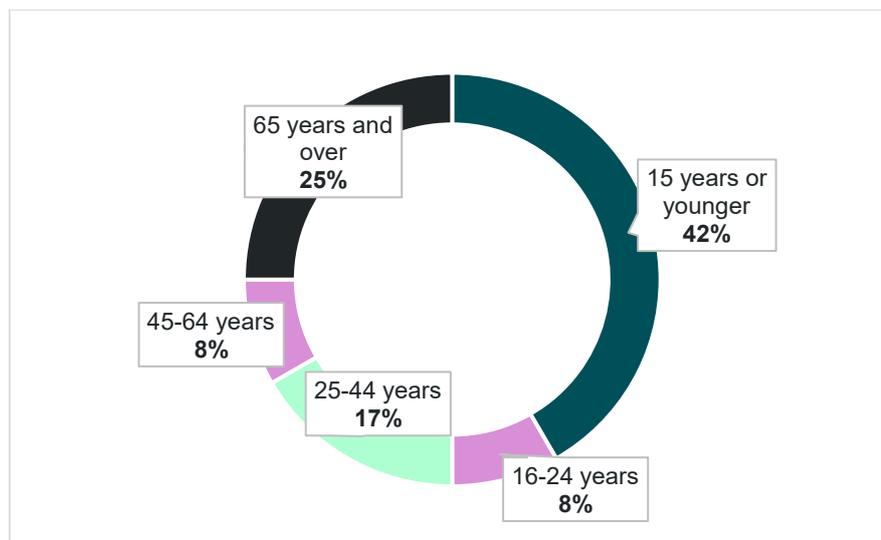
6.2 Age of participants

Of those who shared their age group (n = 12), the largest proportion were aged 45–64 years (42%). Participants aged 25–44 years (25%) and 65 years and over (33%) were also represented. No responses were received from people aged 24 years and under.



6.3 Age range of those being cared for

Among respondents who identified as carers (n = 12), most cared for a person aged 15 years or younger (42%), followed by 65 years and over (25%). Smaller proportions cared for people aged 25–44 years (17%), and 16–24 years or 45–64 years (8% each).



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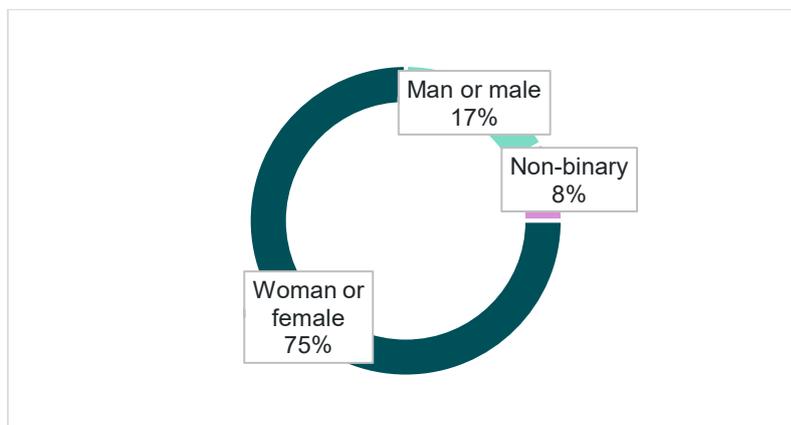
Additional identity characteristics

Of the nine participants who responded to the question about their own identity, two identified as LGBTIQ+, while the remaining respondents selected “none of the above.”

Among carers (n = 12), two indicated that the person they care for identifies as LGBTIQ+, and one indicated the person they care for is culturally and linguistically diverse.

6.4 Gender of participants

Of participants who identified their gender (n = 12), the majority identified as women (75%), followed by men (17%) and non-binary participants (8%).

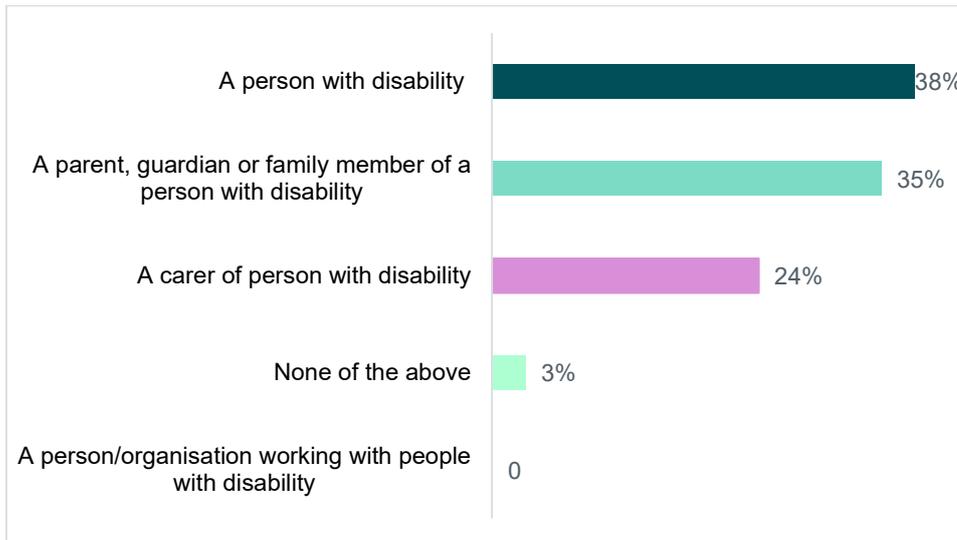


6.5 Participants with a connection to disability

Over a third of survey participants identified as having a disability (38%), while around one-third (35%) reported being a parent, guardian or family member of a person with a disability. Because this was a multiple-response question, some people selected more than one category for example, identifying as both a person with disability and a carer. Parents and guardians may also see themselves as carers, so overlap between these categories is expected. The Easy Read survey question was asked differently and identified an additional two of the respondents which have been included.

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(n=29, multiple responses – standard survey and easy English)

7. What we heard

This section summarises all the feedback received during consultation on the draft DAIP 2025-2029. Feedback was gathered through community surveys (including an Easy English version), emails, face to face and targeted engagement with the ASIAG.

7.1 Survey participation and overall support

7.1.1 Phase 1 - participation

“Did you provide feedback in our first phase of community engagement in June-July 2025 to help develop the draft DAIP?”

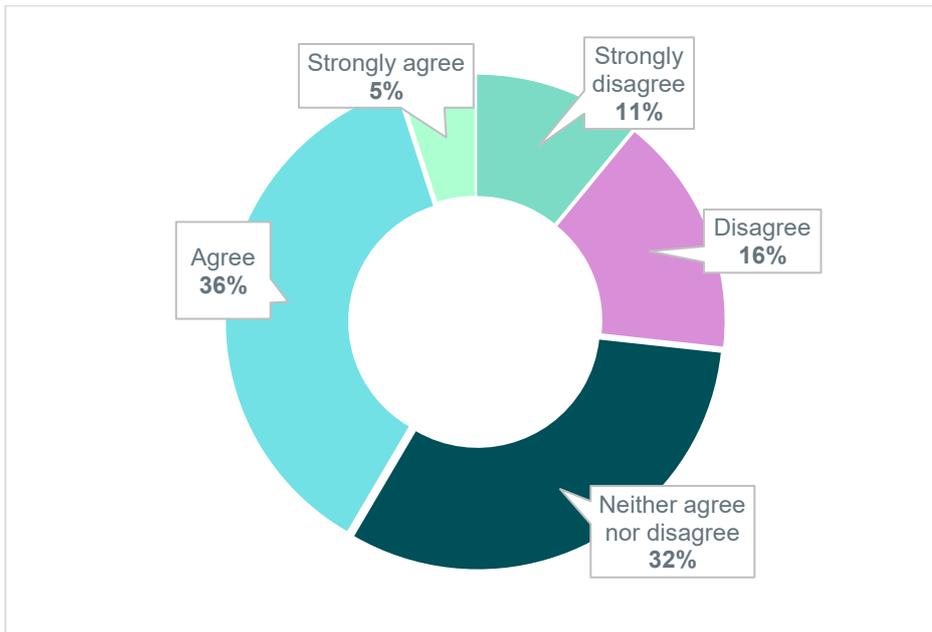
Of the 17 respondents who answered this question, five had participated in the first stage of engagement, seven had not, and five were unsure. This suggests the consultation captured a mix of returning contributors and new participants.

7.1.2 Overall support for the draft DAIP

“Overall, I feel the draft DAIP 2025-2029 meets the needs of people with disability in Playford.”

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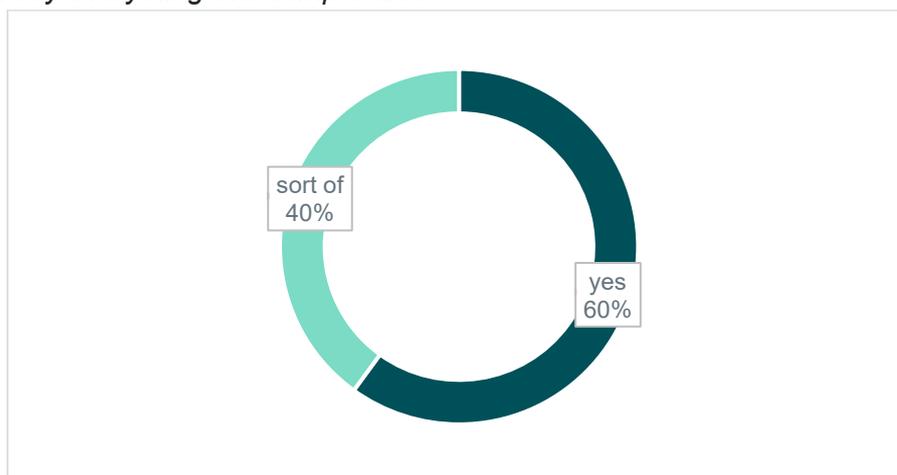


(n=19)

Responses showed more agreement than disagreement (Agree + Strongly agree = 8). However, the largest single group selected neutral (5 respondents), with a similar number expressing negative sentiment (Disagree + Strongly disagree = 5).

7.1.3 Easy English version

“Does the plan say everything that’s important?”



(n=5)

Three respondents felt the DAIP covers what matters, while two felt it only partly does.

7.2 Key themes in community feedback and council response

Feedback shows general support for the draft DAIP and its overall direction. Several respondents also expressed appreciation for the planning and thought that has gone into ensuring inclusion,

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highlighting that the DAIP reflects Council's priorities and provides a strong foundation for accessibility and inclusion initiatives. However, the level of neutral responses, together with accompanying comments, suggests the community is seeking greater confidence that the Plan will lead to meaningful, day-to-day improvements in accessibility.

Most feedback focused on practical, local access challenges including:

- Footpaths and path connections
- Transport and road crossings
- Accessible parking; and
- Usability of public spaces and facilities.

These responses reflect the everyday barriers people with disability face when navigating their communities. While not all feedback directly referenced the wording of the draft DAIP, it provides important lived-experience insight into where accessibility improvements are most needed.

Where respondents did comment on the DAIP itself, they primarily called for:

- Clearer measurable outcomes
- More specific implementation detail; and
- Stronger links between strategy and visible change on the ground.

Responses also varied depending on whether participants had read the DAIP. Those who had read it focused on its structure, intent, and how outcomes would be measured, while those who had not read it described immediate, local barriers in daily life. This reinforces that, while the DAIP is a high-level strategic document aligned with State requirements, community expectations are strongly shaped by visible improvements in local environments.

Together, this feedback highlights the importance of clearly demonstrating how the DAIP translates strategic commitments into measurable progress. The DAIP sets high-level strategic actions, with performance measures guided by the State Plan. This structure provides flexibility to respond to changing community needs over the four-year period, which is particularly important in a growing city like Playford.

Council collects data on built environment projects (such as footpaths and infrastructure upgrades) and other DAIP-related actions, including National Disability Insurance Scheme programs, events, and initiatives such as Belonging in the North / Kawanta Pirku-itya, to meet State and Federal Government reporting requirements. This information is currently reported through the [Council's Annual Report](#). Council also gathers information about accessibility needs and priorities through customer requests, the Playford Community Survey, and targeted engagement with people with disability on specific projects, such as playground upgrades.

While this information is already collected and reported, Council recognises it is not always visible or easy for the community to access. Initial discussions with ASIAG have explored ways to provide more regular and accessible updates on DAIP achievements. Moving forward, Council will focus on improving how progress is communicated, so the community can clearly see how DAIP actions are translating into real, on-the-ground improvements.

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7.3 Feedback from the Access and Social Inclusion Advisory Group (ASIAG)

Six members of the Access and Social Inclusion Advisory Group (ASIAG) participated in a facilitated discussion to provide feedback on the draft DAIP. This group brings lived experience of disability as well as professional and community perspectives, offering practical insight into how Council's strategies translate into everyday outcomes.

A central theme of the discussion was the importance of communication and meaningful involvement of people with disability in planning and decision-making.

Summary of their feedback:

- **Continuing to centre lived experience** in DAIP planning, design, implementation and evaluation processes.
- **Increasing visibility of Council's access and inclusion work** through regular, accessible updates via social media, short videos, and plain language messaging about upcoming works and opportunities to provide input.
- **Hearing from staff directly involved in projects in council communications**, to help the community better understand what is happening and why.
- **Strengthening community education**, including campaigns around responsible community behaviour (e.g., not blocking footpaths with cars).
- **Providing advance notice of works**, including schedules of footpath upgrades and other infrastructure improvements.
- **Using service providers and local networks** to help gather feedback and share information with people who may not engage through online channels.
- **Improving inclusion at events** through practical measures such as social stories, sensory friendly spaces, clearer wayfinding signage, and a consistent, accessible information point for venues, programs, events, and services.

7.4 DAIP Community priorities - summary of feedback

After asking whether the draft DAIP meets the needs of people with disability, the survey invited participants to share feedback on a range of priority areas. These priorities were based on what the community had previously told us matters most and were linked to the actions included in the draft DAIP.

Although respondents could comment under each individual priority, only a small number of responses were received. Most participants instead shared broader feedback about their day-to-day access experiences, which often related to more than one priority area in the initial part of the survey.

To ensure feedback is presented clearly and meaningfully, responses from across these questions together with the feedback from the initial part of the survey, have been grouped and analysed

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under common themes aligned with the DAIP priority areas, rather than reported strictly question-by-question.

This section summarises the feedback received on the community’s key priorities. For each priority we have included:

- Respondent numbers and sentiment
- Feedback themes raised by the community; and
- Council’s response.

For each priority area, the survey asked for feedback on specific actions drawn from the draft DAIP. The full list of actions included in the survey is provided in Appendix 9.1

7.4.1 Community priority 1 – Universal design and improving physical access

Q: “Overall, I feel these actions meet the needs of people with disability in Playford”:

Strongly agree – 2, Agree – 1, Neither agree or disagree – 2, Disagree – 1, Strong disagreed - 0

A total of 6 people answered this question. Responses were mixed, with half of participants agreeing that the actions meet the needs of people with disability in Playford, two remaining neutral, and one disagreeing.

Feedback across the survey, related to this priority is below:

Community feedback related to this priority (n=12)	Council response
<p>Respondents reported difficulties moving safely and independently in their neighbourhoods, especially when using mobility aids, with poor or missing footpaths often preventing them from leaving home.</p> <p>Key issues raised:</p> <ul style="list-style-type: none"> • Missing, narrow, or uneven footpaths; steep driveways; blocked paths; unsafe crossings; lack of continuous links • Accessible parking, zebra crossings, and kerb ramps highlighted as essential • Concerns about impacts of population growth and delays in Council responses 	<p>Most community feedback relates to DAIP Priority Area 3 – Universal Design (Actions 9–12), focusing on making Council’s built environment more accessible for everyone.</p> <p>Council delivers improvements through programs such as footpath and DDA upgrades, customer requests, traffic management studies, accessible planning for playgrounds and buildings, Urban Design Guidelines, and initiatives like communication boards in parks.</p> <p>Council also prioritises inclusion at community events, providing sensory “chill-out” spaces and implementing accessible</p>

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<p>Other themes:</p> <ul style="list-style-type: none"> • Desire for inclusive community events, including sensory-friendly options • Need for practical supports such as transport and financial assistance • Limited public toilets restricting community participation 	<p>event guidelines is (Priority Area 1, Action 2) to support full participation.</p> <p>Timing and funding for works are guided by the Annual Business Plan and Budget, with consultation each May, and the new Transport Strategy directs investment to safer, more accessible roads, footpaths, and crossings.</p>
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7.4.2 Community priority 2 - Supporting active participation, events, and employment

Q: “Overall, I feel these actions meet the needs of people with disability in Playford”:

Strongly agree – 1, Agree- 2, Neither agree or disagree- 2, Disagree – 0, Strong disagree - 2

A total of 7 people answered this question. Responses were mixed. Three participants (43%) agreed or strongly agreed that the actions meet the needs of people with disability in Playford, two participants remained neutral, and two participants strongly disagreed.

Feedback across the survey, related to this priority is below:

Community feedback related to this priority (n=3)	Council response
<p>Respondents talked about the importance of lived experience informing Council decision making.</p> <p>Other feedback focused on support for paid roles for people with disability, peer support group funding, and stronger employment pathways, rather than focusing solely on volunteering.</p>	<p>Council has a lived-experience advisory group (the ASIAG) with information available on the website including expressions of interest for joining the group. This group functions to provide advice to Council on key projects from an access and inclusion lens.</p> <p>Council values volunteering and employment pathways for people with disability. Volunteering is identified under Action 22 as a way to build skills that support both meaningful community participation and employment outcomes.</p> <p>Actions 24–28 focus on inclusive recruitment practices, universally designed workplaces, and the provision of appropriate workplace supports.</p>

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	<p>Existing initiatives, including the Positive Futures Expo and Pathways to Purpose program, further support employment readiness and connections to opportunity that sit under Action 25.</p> <p>Advice from ASIAG informs Council initiatives, including Actions 19–21 on engaging people with disability in decision-making.</p> <p>Action 35 focuses on reviewing Council grant programs to strengthen inclusion, enabling people with disability to participate fully and equally in funded opportunities. This includes consideration of grants that support initiatives such as peer support groups</p>
--	---

7.4.3 Community priority 3 - Disability awareness and education

Q: *“Overall, I feel these actions meet the needs of people with disability in Playford”:*

Strongly agree-1, Agree-3, Neither agree or disagree- 1, Disagree –1, Strong disagree – 1

A total of 7 people responded. Four participants (57%) agreed or strongly agreed, one participant was neutral, and two participants (29%) disagreed or strongly disagreed. Overall, responses indicate general support, with some differing views

Feedback across the survey, related to this priority is below:

Community feedback related to this priority (n=4)	Council response
<p>Feedback emphasised the need to educate the broader public particularly in shared and public spaces about respectful behaviour toward people with disability including use of mobility devices in and among pedestrians</p> <p>One respondent highlighted that autistic people prefer identity-first language (“autistic people”) rather than person-first terminology.</p>	<p>In the DAIP Actions 5–8 focus on initiatives to promote disability inclusion, improve community attitudes, and increase understanding.</p> <p>Action 21 commits to measuring community perceptions of access and inclusion through Council’s annual survey.</p>

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

<p>One respondent acknowledges the inclusion of the Hidden Disabilities Sunflower program in the DAIP.</p> <p>One respondent also raised the needs of people living with diabetes and the need for accessible and safe need disposal options in public facilities and community spaces.</p>	<p>Council has adopted ‘person-first language (i.e. person with disability) for this DAIP, rather than identity-first language (i.e. disabled person) but acknowledge within the DAIP that language is a personal preference, and that different language and terminology preferences exist within the disability and neurodivergent community.</p> <p>Action 33 includes partnering with the Hidden Disabilities Sunflower program. Council also delivers and supports community events and initiatives that promote awareness and education, including celebration of International Day of People with Disability, sharing lived-experience stories, and programs that strengthen understanding and inclusion.</p>
---	--

7.4.4 Community priority 4 - Strengthening cultural inclusion and safety

Q: “Overall, I feel these actions meet the needs of people with disability in Playford”:

Strongly agree-1, Agree-3, Neither agree or disagree-2, Disagree-0, Strong disagree-0

A total of 6 people responded. Four participants (67%) agreed or strongly agreed, while two participants (33%) were neutral. No respondents disagreed. Overall, the feedback indicates clear support for the actions.

Feedback across the survey, related to this priority is below:

Community feedback related to this priority (n=2)	Council response
<p>A small number of respondents described feeling unsafe at Council events or finding it difficult to approach Council when raising concerns. These comments highlight that beyond physical accessibility, emotional safety, responsiveness, and respectful engagement are critical to ensuring people with disability feel welcome and able to participate.</p>	<p>The draft DAIP addresses these concerns through Actions 1 – 3 which focus on creating inclusive and welcoming events and community spaces. In addition, Action 29 - 30 includes a focus on improving communication across Council and removing barriers to be able to feel confident and supported to raise concerns.</p>

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

8. Next steps

Following review of community feedback and incorporation of any necessary updates, the revised DAIP will be presented to Council for formal adoption.

Once endorsed, the DAIP and an Easy Read and a screen-reader friendly version will be published on Council's website to ensure accessibility.

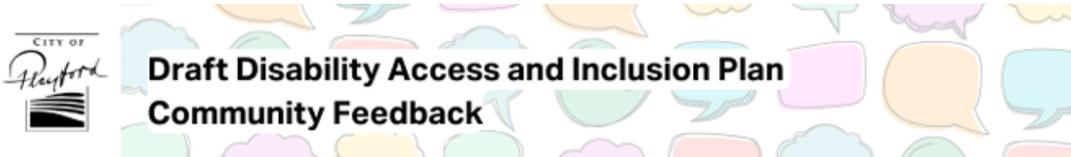
Council will actively share the endorsed DAIP with the community and clearly communicate implementation timeframes, responsibilities, and reporting mechanisms to ensure transparency and accountability. Progress will be monitored and reported publicly to demonstrate outcomes and continuous improvement.

We would like to sincerely thank everyone who shared their thoughts and feedback to help shape Council's next DAIP 2025-2029.

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement What We Heard Report

9. Appendix

9.1 Survey – Standard Version



Have we got it right?

Draft Disability Access & Inclusion Plan (DAIP) 2025–2029

What we are asking

We'd love your feedback on the draft Disability Access & Inclusion Plan (DAIP), which explains how Council will make services, places, and information more accessible and inclusive.

We encourage you to check out the draft DAIP or Easy Read version before sharing your thoughts. But if you haven't read it yet, that's okay! You can still share your thoughts based on your experiences and what matters most to you.

About the survey

The survey takes around 5–10 minutes to complete, and you're welcome to skip any questions you don't want to answer. You can choose to:

- complete a **short survey** to share your overall thoughts, or
- continue to the **full survey** if you'd like to provide more detailed feedback on priorities and actions.

Full survey – how it works:

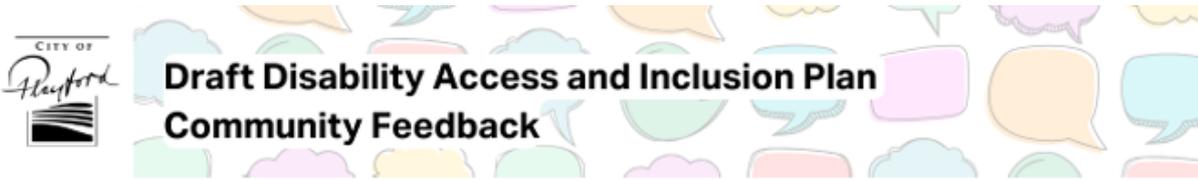
For each community priority, you'll see:

- **What you told us** – summary of community feedback
- **What Council plans to do** – our actions in response
- **A space for your feedback** – this is where you can tell us whether specific actions meet the needs of people with disability and share other comments.

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

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



What suburb do you live in? _____

Are you... (Tick ✓ all which apply to you):

- A person with disability
- A parent, guardian or family member of a person with disability
Please indicate the age(s) and gender(s) of the person/people with a disability _____
- A carer of a person with disability
Please indicate the age(s) and gender(s) of the person/people you care for _____
- A person/organisation working with people with disability
- None of the above
- Prefer not to say
- Other (Please specify)

What is your age? _____

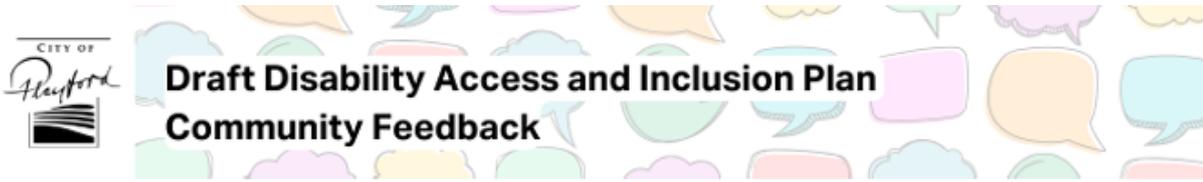
What is your gender? _____

Do you identify as any of the following? (Tick ✓ all which apply to you):

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

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



If applicable, do the people you care for identify as any of the following? (Tick ✓ all which apply):

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

Did you provide feedback in our first stage of community engagement in June - July 2025 to help develop the draft DAIP?

(It's completely fine if you didn't – your feedback now is just as important)

- Yes
- No
- Not sure

Have you read the draft DAIP 2025-2029 (or Easy Read version)?

- Yes – in detail
- Yes – only the parts that interest me / Easy Read version
- No – I haven't read it yet

How much do you agree with the following:

Overall, I feel the draft DAIP 2025–2029 meets the needs of people with disability in Playford

- Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Can you tell us more about your answer?

(This is optional – you can share as much or as little detail as you like. You can talk about what's working, what's not, or what could be improved.)

Any other comments you would like to share?

Thanks for sharing your thoughts!



Finished?

If you're finished – please hand this survey to a City of Playford staff member at the Playford Civic Centre, 10 Playford Boulevard, Elizabeth or Stretton Centre 307 Peachey Road, Munno Para by 8 February 2026.

Or you can post to Reply Paid, Attention - Community Engagement, 12 Bishopstone Road, Davoren Park, 5112



Keep going?

If you'd like to complete the Full Survey – please continue on the next page.

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Full Survey: Your feedback on priorities

We'd like your thoughts on the priorities that the community told us matter most. For each priority, you'll see some of the actions that Council plans to take - these actions come directly from the draft Disability Access and Inclusion Plan 2025-2029.

In the plan, actions are grouped under slightly different headings. For this survey, we've aligned them with the priorities the community identified to make it easier for you to provide feedback.

The full list of actions is included in the draft Disability Access and Inclusion Plan 2025-2029 and Easy Read version (available at playford.engagementhub.com.au)

Note: Some related priorities have been combined in this survey for simplicity. For example, active participation, volunteering, events, and employment are grouped together.

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Community priority 1 - Universal design and improving physical access

('Universal design' means designing spaces, buildings, and services so they are easy for everyone to use—regardless of age, ability, or background.)

You told us:

It's important that everyone can safely and easily move around their neighbourhood, and feel welcome when visiting public places like parks, playgrounds, libraries, and community centres.

Here's what we plan to do:

- Use universal design principles when upgrading, building, or maintaining Council buildings, facilities, public spaces, and parks.
- Make Council footpaths, trails, and crossings accessible and safe.
- Improve accessible parking spaces and drop-off zones at Council facilities and on-street locations.
- Prioritise accessibility upgrades at Council-owned community venues to enable participation.
- Educate developers about the benefits and opportunities of universal design
- Advocate for improved and inclusive transport options.
- Improve accessible toilets and Changing Places facilities

How much do you agree with the following statement:

Overall, I feel that these actions meet the needs of people with disability in Playford?

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Optional: Is there anything missing or anything Council should do differently in this area?

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Community priority 2 - Supporting active participation, events, and employment

(‘Accessible event guidelines’ how to plan events that are welcoming for everyone, Visual communication supports ‘pictures and symbols that help explain information’)

You told us:

You want more inclusive programs, events, and opportunities that bring people together. This includes family-friendly activities, accessible spaces, stronger cultural inclusion, volunteering, and employment opportunities. Barriers such as sensory needs, cost, and accessible information should be considered.

Here's what Council plans to do:

- Provide social and recreation programs, events, and activities that are accessible and inclusive for people with disability—including children, young people, and adults from diverse cultural, social and community backgrounds.
- Develop and follow accessible event guidelines so people with disability can participate in all City of Playford events.
- Develop volunteer and employment opportunities with the appropriate supports people need to participate.
- Deliver community “expo” events that promote participation, leadership, and employment for people with disability
- Introduce visual communication supports at Council service points.
- Continue to provide accessible communication through plain language, different formats and assistive formats

How much do you agree with the following statement:

Overall, I feel that these actions meet the needs of people with disability in Playford?

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Optional: Is there anything missing or anything Council should do differently in this area?

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Community priority 3 - Disability awareness and education

You told us:

People with disability want to be respected, understood and included in everyday community life, and that this starts with greater awareness, understanding and inclusive behaviour across Council and the wider community.

Here's what we plan to do

- Facilitate inclusive events and workshops to help the community connect, learn, and celebrate disability.
- Support local businesses and community groups to become more accessible and inclusive.
- Provide disability access and inclusion training to Council members, staff and volunteers.
- Include questions about disability access and inclusion in Council's annual community survey.

How much do you agree with the following statement:

Overall, I feel that these actions meet the needs of people with disability in Playford?

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Optional: Is there anything missing or anything Council should do differently in this area?

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Community priority 4 - Strengthening cultural inclusion and safety

You told us:

People with disability come from diverse backgrounds and experiences. Inclusion should make everyone feel respected, valued, and welcome, recognising that people may face more than one barrier to participation.

Here's what we plan to do:

- Identify what helps people with disability of different ages, cultures and gender identities, including LGBTIQ+ communities, to take part in community programs and events, and use these learnings in practice.
- Continue to deliver, expand and enhance children's and youth programs and events responsive to the needs of young people with disability from diverse cultural, social, and community backgrounds.
- Collaborate with Aboriginal and Torres Strait Islander community organisations to identify and implement ways Council can support people with disability.

How much do you agree with the following statement:

Overall, I feel that these actions meet the needs of people with disability in Playford?

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Optional: Is there anything missing or anything Council should do differently in this area?

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



Draft Disability Access and Inclusion Plan Community Feedback

Is there anything else you would like to tell us about the draft DAIP 2025-2029?

Do you want to be kept in the loop on this project and any future engagements and research by Council?

(Your contact details will only be used to keep you updated about this project)

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 _____

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement What We Heard Report

9.2 Easy-Read Survey

Draft Disability Access and Inclusion Plan

Have we got it right? Share your feedback.

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

Page 1 of 13

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement 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.

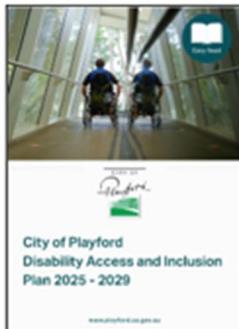
Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



You can ask for help to fill in the survey.

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



We wrote a new **Disability Access and Inclusion plan**.

This plan tells Council what is important to people with disability.

We want the City of Playford to be a place where people:

- Feel included
- Like they belong
- Take part in the community

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



You can look at the plan on a computer by going to this website:

playford.engagementhub.com.au

After you have looked at the plan, you can answer some questions



We want to know what you think about the new plan

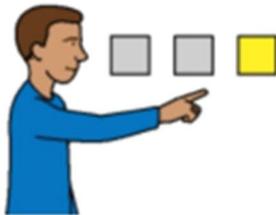
Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



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

A survey is set of questions.



You can tell us what you think.

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

When you see a  write your answer on the lines

You can skip any question you don't want to answer.

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



What suburb do you live in?





Do you have a disability?



Yes

No

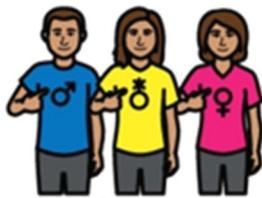
Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



How old are you?





What is your gender? ✓

- Male
- Female
- Non-binary
- Other _____

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



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

Yes

No



What language do you speak at home? ✓

English

Different language

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



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

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

- Yes
- No



Have you read the Disability Access and Inclusion Plan? ✓

- Yes – all of it
- Yes – some of it
- No

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



The plan should tell Council what people with disability need.

People in the Playford told us important things to put in the plan.

The plan has these things in it:



It's important that places and buildings are safe and easy to visit (footpaths, crossings, ramps)



It's important to have events, programs and services that everyone can use or enjoy

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report



It's important that people learn about disability, and understand how to help people with disability feel welcome



It's important that different people with disability feel included

Does the plan say everything that's important?



- Yes
- Sort of
- No

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

What do you think about the plan?

What's good about it? Is anything missing?



Is there anything else you want to tell us?



Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

Do you want to talk to get updates about this project and other projects done by Council?



Yes

No

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 _____

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

9.3 Playford Engagement Hub Project Site

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029

Background



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

Last year, we heard from people with disability, carers, families and the wider community about what access and inclusion should look like in Playford.

Your feedback shaped the Draft Disability Access and Inclusion Plan (DAIP) 2025-29. Now we're checking in - did we get it right? This is your chance to tell us if the draft reflects what matters to you and if there's anything we've missed.

Consultation is open 12 January to 8 February 2026.

 To make this page easier to view, click on the UserWay icon (found at the top left corner of the page).
[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

Document Library

Draft DAIP 2025-2029 Documents ^

- Standard Version - Draft DAIP 2025-2029 (PDF)
- Easy Read Version - Draft DAIP 2025-2029 (PDF)
- Screen Reader Version - Draft DAIP 2025-2029 (Microsoft Word)

What We Heard Report & Summary - July 2025 v

Have Your Say - Hard Copy Surveys v

About the draft DAIP **What We Heard in 2025** **Get Involved, Your Way!**




Disability Access and Inclusion Plan 2025-2029

Have Your Say Here

Step 1. Read the draft DAIP or the Easy Read version in the Document Library.

Step 2. Complete the online survey below or [click here](#) for the Easy Read version

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

This is what the draft Disability Access and Inclusion Plan 2025-2029 document look like. There are 3 versions for you to choose from in the **Document Library section**, which is located to the right of the page:

- Standard Version (PDF)
- Easy Read Version (PDF)
- Screen Reader Version (Microsoft Word)

What is a DAIP (Disability Access and Inclusion Plan)?

A DAIP outlines how Council will support people with disability when it comes to:

- Council services and programs
- Community life
- Employment
- Decision-making

The draft DAIP aligns with the [South Australian State Disability Inclusion Plan](#) and reflects local priorities for the Playford community.

What does the draft DAIP do?

This draft plan sets out the practical actions Council will take over the next four years to:

- Improve access
- Remove barriers
- Create more inclusive services, spaces and opportunities

These actions guide how Council plans, delivers services and works with the community.

Why your feedback matters

We want to know if the draft DAIP reflects what matters most to people with disability in Playford and if anything is missing.

You choose how much feedback you give, a little or a lot. You can complete the [survey](#) here - or explore how else to get involved by clicking the **'Get Involved, Your Way!'** tab above.

Consultation is open 12 January to 8 February 2026.

What happens after community consultation?

We'll collate all feedback into a What We Heard Report and provide recommendations before the final DAIP 2025-2029 is reviewed and considered for adoption by Council in March 2026.

If you have more questions about the draft DAIP, you can find answers in the 'Frequently Asked Questions' section to the right of this page.

[Take the survey](#)

FAQ

General Information - DAIP

[View all](#)

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 November 2025
- ✓ **Endorsed by Council for consultation**
Ordinary Council meeting - 25 November 2025
- ✓ **Phase 2 - Community Engagement**
12 Jan to 8 Feb 2026
- ... **Phase 2 - What We Heard Report**
February 2026
- ... **DAIP endorsed by Council, published on website and notification to Department of Human Services (DHS)**
March 2026 (TBC)

Who's Listening



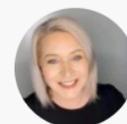
Roxanne Withers

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 Neuzerling

Quality Coordinator Disability Inclusion
City of Playford

Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement What We Heard Report

9.4 Poster

Have your say

Draft Disability Access and Inclusion Plan 2025-2029
Consultation open: 12 January 2026 - 8 February 2026

City of Playford
Disability Access
and Inclusion Plan
2025-2029

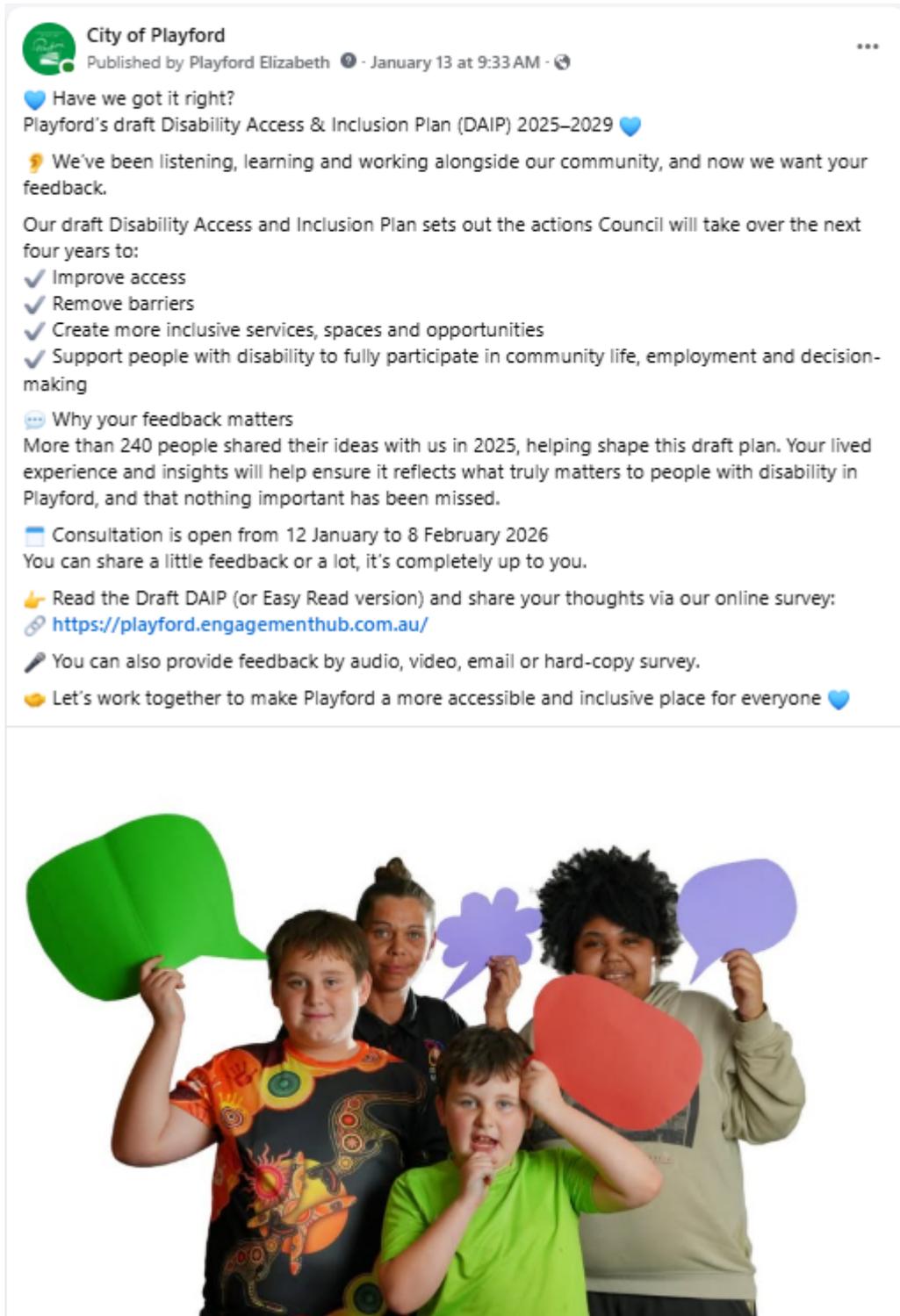
Take the survey here or
online. Easy Read
options available. Just
ask our friendly staff
😊



Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement

What We Heard Report

9.5 Social Media Post



City of Playford
Published by Playford Elizabeth · January 13 at 9:33 AM · 🌐

💙 Have we got it right?
Playford's draft Disability Access & Inclusion Plan (DAIP) 2025–2029 💙

👉 We've been listening, learning and working alongside our community, and now we want your feedback.

Our draft Disability Access and Inclusion Plan sets out the actions Council will take over the next four years to:

- ✓ Improve access
- ✓ Remove barriers
- ✓ Create more inclusive services, spaces and opportunities
- ✓ Support people with disability to fully participate in community life, employment and decision-making

💬 Why your feedback matters
More than 240 people shared their ideas with us in 2025, helping shape this draft plan. Your lived experience and insights will help ensure it reflects what truly matters to people with disability in Playford, and that nothing important has been missed.

📅 Consultation is open from 12 January to 8 February 2026
You can share a little feedback or a lot, it's completely up to you.

👉 Read the Draft DAIP (or Easy Read version) and share your thoughts via our online survey:
<https://playford.engagementhub.com.au/>

🗣️ You can also provide feedback by audio, video, email or hard-copy survey.

👉 Let's work together to make Playford a more accessible and inclusive place for everyone 💙



Draft Disability Access & Inclusion Plan (DAIP) 2025-2029 – Phase 2 Engagement What We Heard Report

9.6 Public Notice



Public Notice - Draft Disability Access and Inclusion Plan (DAIP) 2025–2029

The City of Playford invites you to share your feedback on our Draft Disability Access and Inclusion Plan (DAIP) 2025–2029.

The Draft DAIP outlines the practical steps Council will take over the next four years to improve access, remove barriers, and ensure people with disability can fully participate in Council services, programs, employment, and decision-making.

Community engagement is open from Monday 12 January until 5:00pm Sunday 8 February 2026.

You can view the Draft DAIP and provide your feedback in the following ways:

- **Online:** Visit playford.engagementhub.com.au (Easy Read and screen-reader versions available)
- **In person:** View information and collect a hard copy feedback form at Council's Customer Contact locations:
 - o Playford Civic Centre, 10 Playford Boulevard, Elizabeth
 - o Stretton Centre, 307 Peachey Road, Munno Para
- **Email:** Send your feedback to connected@playford.sa.gov.au
- **Post:**
Reply Paid
Community Engagement
City of Playford
Playford Operations Centre
12 Bishopstone Road, Davoren Park, SA, 5113

For more information or assistance, please contact our friendly Customer Contact Team on 8256 0333