

Draft Disability Access and Inclusion Plan 2026-2030

Community Engagement Outcomes Report

May 2026



Adelaide Hills
COUNCIL

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1. Introduction

Under the Disability Inclusion Act 2018, councils are required to maintain a Disability Access and Inclusion Plan (DAIP), which aligns with the State DAIP and is reviewed in line with each new 4-year State Plan cycle (2025-2029).

From November 2025 to February 2026, we asked our community to share their ideas and feedback about what should be included in our DAIP 2026-2030.

We heard from individuals, groups and organisations from right across our community. All of the important information our community shared was used to develop our draft DAIP 2026-2030.

On the 15 April 2026, we opened community engagement seeking feedback on our draft DAIP 2026-2030. We asked our community what they thought of the draft Plan and to provide any feedback about what they liked and anything that was missing or that could be improved.

We encouraged community members with disability, people who care for or support someone with disability and the wider community to participate. We also encouraged all staff leaders with overlap with the DAIP to participate.

Feedback received was collected via an online and hardcopy feedback form, and written submissions received via email.

We had a total of six engagement responses during the engagement period. You can see the full spread of engagement participation activities below in *Table 2: Participation Source*.

This report presents feedback received during the engagement period and will be presented to Council and made available to those who participated in the consultation on Council's Engagement Platform.

2. Summary of Engagement

Engagement approach

The purpose of the engagement was to assist us to understand our communities' level of support for the draft DAIP 2026-2030.

A community engagement plan was developed, and community engagement was undertaken between 15 April and 6 May 2026.

Our engagement approach aimed to provide detail about our role working with State Government to achieve the outcomes of the State DAIP and how community ideas and feedback shared during the first phase of engagement had been incorporated into our draft DAIP.

Questions were asked to determine participants level of support for the draft DAIP, and any additional feedback or comments.

A feedback form was developed and provided online and in hardcopy format. It contained both closed and open style questions.

Feedback could be provided via any of the following options:

- Online - complete the online feedback form, or upload a file at engage.ahc.sa.gov.au.
- Hardcopy feedback - collect a hardcopy feedback form from any of our libraries or customer service centres or print your own from the Document Library.
- In writing - submit feedback in writing via email (engage@ahc.sa.gov.au) or via letter addressed to 63 Mount Barker Rd, Stirling SA 5152.
- Call - give us a phone call on 8408 0400.

Distribution and promotion

The opportunity to provide feedback was promoted through a number of channels including:

- Courier Advertisement on 15 April 2026.
- Adelaide Hills Council Website and Community Engagement Hub Page.
- Email campaign to engagement subscribers with relevant categories of interest and who participated in the first phase of engagement.
- Information and hardcopy feedback forms available at libraries/customer service centres at Gumeracha, Stirling, Norton Summit and Woodside.
- Email to relevant community and stakeholder groups.
- Email to Elected Members to share.
- Social media posts.
- Inclusion in Hills Voice e-newsletter.

Email and social media promotion statistics are presented below:

Table 1 Promotional statistics

Media	Number of posts / emails / Newsletter	Reach	Engagement
Adelaide Hills Council Facebook	1 post	529 views	2 reactions

Adelaide Hills Council LinkedIn	1 post	310 impressions, 22 engagements	9 reactions, 13 clicks
Adelaide Hills Engagement Hub emails	2	2,445	980 opened, 74 clicked
Adelaide Hills Engagement Hub page	-	227 views / 88 visitors	7 contributors / 3 followers (includes 3 Access and Inclusion Champions EOIs)

A copy of information provided on Council's Engagement Platform and feedback form is available in Appendix A.

All verbatim comments received via written feedback, are included in Appendix B.

All e-newsletters, advertisements and social media posts are provided in Appendix C.

3. Participation

This section provides details about participation during the engagement period.

Participation source

The following table displays how participants provided feedback.

Table 2 *Participation Source*

Activity	Number Participating
Online and hardcopy feedback forms	4
Written submissions (letter and email)	2
Total Consultation Participation	6

4. What We Heard

All six feedback responses received via feedback form and email, shared support for the draft DAIP. When asked "what do you think of the draft DAIP?" the four respondents who completed the feedback form selected "I like it". The two responses received via email stated that they supported the draft DAIP. You can see the verbatim responses in Appendix B.

The below section provides a summary of key themes of feedback received across all feedback streams.

Table 3 Key themes of community feedback

Theme	Detail
Support for the draft DAIP	General statements of support for the draft Plan and for specific sections included in the plan.
Implementation process	Question about how council will ensure a high standard of implementation when it comes to universal design and co design.
Employment	Question about inclusion of an AHC employment target for people with disability and how council will assist people with a disability to be referred to local employment services. Support for businesses to work with people with a disability.
Lived experience guidance	Request to strengthen the description around councils commitment to seek lived experience / professional guidance.
LGBTIQA+	Support for engagement with LGBTIQA+ community as part of first phase of engagement.
Preventative health	Support for preventative health measures relevant to a council's responsibility.
Inclusion in existing activities	Empowering and supporting community groups to work with people with a disability to involve them in existing activities and programming.
Support for Easy Read DAIP	Commentary that document covers the key points really well and is appropriate for sharing with program members for feedback and awareness.

5. Conclusion

All feedback received during the engagement period, shared support for the draft DAIP 2026-2030.

Key themes of feedback and specific recommendations have been considered, and the following amendments have been made to the final draft DAIP being present to Council requesting endorsement, in June 2026. Following the outcomes of community engagement,

some amendments have been made to the draft Plan to address factors that were important⁶ to our community and to address formatting to improve legibility

Table 4 Amendments / revisions to the draft DAIP

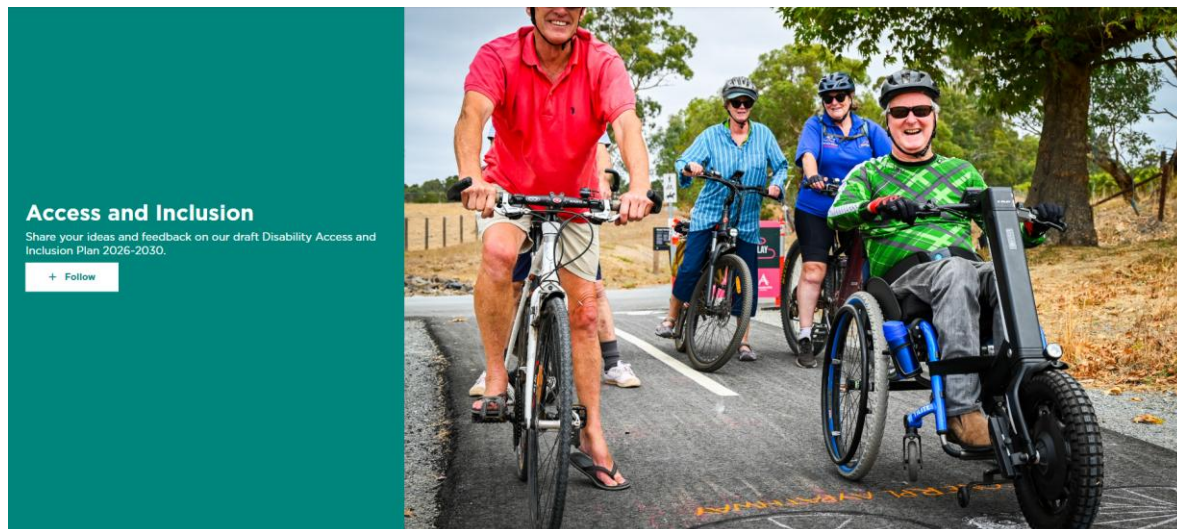
Requested change / addition	Draft DAIP Amendment
Since LGBTIQ+ as a priority group are required in the DAIPs, it may be useful for this to be explicitly outlined (as has been done with the domains). This ensures that the council remains aware of the requirements to consider each of the priority groups.	Added 'State Disability Inclusion Plan 2025 - 2029: addressing the needs of priority groups • Aboriginal peoples with disability • People from culturally and linguistically diverse backgrounds with disability • Women with disability • Children with disability • People with disability who identify as LGBTIQ+ • People with significant intellectual disability or who have high levels of vulnerability due to disability • People with disability who live in regional communities.' Added to the Legislative and Policy Alignment section, page 10.
The description of 1B.3 (lived-experience) sets a low bar that council will draw on lived experience/professional guidance *where possible*, and that the success measure is council *inviting* lived experience/expert guidance	Amended 1B.3 AHC Action to: '1B.3 Draw on lived-experience and professional guidance to shape access and inclusion initiatives - including from priority groups where possible.' And AHC 4-year measure of success to: 'Council is receiving and implementing lived experience feedback and expert guidance to inform the design of access and inclusion across a number of initiatives.'
Has council considered an employment target for employing people with a disability (in council)? Should this be included in the DAIP?	It is not a legislative requirement of Councils to provide employment targets for employing people with a disability in council. This has not been included in the Plan to avoid setting unrealistic expectations. Rather, the intent of the Plan is to strengthen AHC recruitment processes to ensure inclusive recruitment practices for the right candidate, strengthen warm referrals to local inclusive employment services and support local businesses to be more

	aware of the benefits of employing people with disability.
Can council include information on how it will assist people with a disability be referred to local employment services to assist increasing employment outcomes for PWD?	Amended action 2B.1 to: ‘2B.1 Explore how to support initiatives and programs that build the work skills of people with disability and improve their pathways to employment, including linking with local inclusive employment services.’ And AHC 4-year measure of success to: ‘A number of programs and initiatives that help pathways to employment for people with disability, including linking with local inclusive employment services, are identified and shared with the community.’
How will council promote employing PWD to local businesses?	Added the action: ‘2B.3 Support local businesses to understand the benefits of employing people with disability.’ And AHC 4-year measure of success: ‘Local businesses have access to opportunities to broaden their understanding of the benefits of employing people with disability.’
*should section 2.4.3 be expanded?	Amending and adding the above 2 actions has broadened this section.
The DAIP Actions would be easier to read as a table if positioned landscape and spacing improved.	Formatting has been edited to reflect this request.
Covers a range of topics such as universal design and co design which are good but processes must be put in place to ensure these are working to a high standard.	Added ‘To ensure a high standard of implementation’ our approach is strength-based and integrated – in the About this Plan section, page 7.

6. Appendices

Appendix A – Information Provided and Feedback Form

Adelaide Hills Engagement Hub



What's happening

From November 2025 to February 2026, we asked you to share your ideas and feedback about what should be included in our Disability Access and Inclusion Plan (DAIP) 2026-2030.

We heard from individuals, groups and organisations from right across our community. You can find out what we heard by following the **Phase 1** link below.

All of the important information our community shared has been used to develop our draft DAIP 2026-2030. We are excited to share this draft Plan with you and find out what you think. What do you like? Is there anything missing?

Community engagement is open until Wednesday the 6 May 2026.



Phase 2 - View our Draft DAIP

View our draft Plan and provide your feedback.

[View Draft DAIP >](#)



Phase 1 - Find out what we heard

Find out what we heard during early conversations with our community.

[View Phase 1 >](#)



Background information

View information about our role and the key priority areas and groups under the State Plan.

[Background >](#)

Would you like to become an Adelaide Hills Access and Inclusion Champion?

[Expression of Interest Form](#)

Timeline



Community Engagement - Phase 2

15 April to 6 May 2026.

Seeking feedback on our draft Disability Access and Inclusion Plan 2026-2030.

[See more](#)

Who's Listening

Yvette Cole

Inclusion and Wellbeing Officer

Email: ycole@ahc.sa.gov.au

Phone: 8408 0400

Melissa Clarke

Community Engagement Coordinator

Email: mclarke@ahc.sa.gov.au

Phone: 8408 0400



The Hidden Disabilities Sunflower is a simple tool for someone to share that they have a disability or condition that may not be immediately apparent.

About our draft DAIP

The draft Disability Access and Inclusion Plan (2026 – 2030) sets out how Adelaide Hills Council will work with people with disability, carers, families, businesses, the wider community and our staff to remove barriers and create more inclusive places, services and opportunities across the Hills.



Draft DAIP

[View document >](#)



Easy Read Draft DAIP

[View document >](#)

[Your feedback](#)

[Our approach](#)

[Why does this plan matter?](#)

[Documents](#)

Providing feedback

There are a variety of ways you can share your feedback. If you need assistance to provide your feedback, please contact us.

Share your feedback via one of the following ways:



**Complete
our
feedback
form**

[Share your
feedback >](#)



**Chat with
our staff**

**Call us on 8408
0400**



**Upload a
drawing,
video or
audio file**

[Go to uploads >](#)



**Send us an
email**

**Email us at
[engage@ahc.sa.
gov.au](mailto:engage@ahc.sa.gov.au) >**

Complete our feedback form to let us know what you think of the draft Disability Access and Inclusion Plan 2026-2030.

You can skip past any question you don't want to answer, or you can collect a hardcopy survey form from one of our libraries if you would prefer to complete the form by hand.

Download the Easy Read version of the survey using the button below.



Printable feedback form



Easy read feedback form

[Open](#)

🕒 Open until 06/05/2026 at 11:59 pm

[</> Embed](#)

Feedback Form - Draft Disability Access and Inclusion Plan

[Open](#)

Upload your feedback

Upload a drawing, video or audio file that shares your ideas and feedback to help us develop our new Disability Access and Inclusion Plan.

You can upload up to 5 files that share your ideas and experiences.

 **Choose file...**

Max files: 5 Allowed file types: pdf,doc,docx,txt,xls,xlsx,rtf,png,gif,jpg,jpeg Size limit: 5.00 MB

[Submit](#)

Feedback Form – Draft Disability Access and Inclusion Plan



Help us to finalise our Disability Access and Inclusion Plan (DAIP) 2026-2030.

You can skip past any question you don't want to answer, and once you have completed your form you can return it by:

- Dropping it into an Adelaide Hills Council library or customer service centre.
- Mailing it to 63 Mount Barker Road, Stirling SA 5152.
- Emailing it to engage@ahc.sa.gov.au.



Engagement closes on Wednesday 6 May 2026. This submission form is also available online at engage.ahc.sa.gov.au.

About you

The below questions help us to understand who we are engaging with. All demographic questions are optional.

1. Your name

2. Your suburb, township or locality

3. Your age group

Select one answer only	
☐ Under 14 years	☐ 55 to 64 years
☐ 15 to 24 years	☐ 65 to 74 years
☐ 25 to 34 years	☐ 75 to 84 years
☐ 35 to 44 years	☐ 85 years and above
☐ 45 to 54 years	

4. What is your connection to the Adelaide Hills Council area?

Select all that apply
☐ I live here
☐ I work here
☐ I volunteer here
☐ I visit here to attend programs
☐ I visit here for recreation
☐ I am part of an advisory group or governance group here
☐ I am a member of a community or sporting group here
☐ I care for someone who lives here
☐ Other (please specify)

5. Which of the below option/s best describes you?

Select all that apply
☐ I am a person with a disability
☐ I am a carer of someone with a disability
☐ I am a disability worker
☐ I prefer not to say (please go to question 8)
☐ I am none of the above (please go to question 8)
☐ Other (please specify)

6. What type of disability do you or the person you care for have?

Select all that apply	
☐ Physical	☐ Psychosocial
☐ Sensory	☐ Invisibly disability
☐ Cognitive	☐ Prefer not to say
☐ Intellectual	

7. Do you or the person you care for identify with any of the following priority groups?

Select all that apply
☐ Aboriginal people
☐ Culturally and linguistically diverse (CALD) people
☐ Women
☐ Children
☐ LGBTIQ+ people
☐ People with a significant intellectual disability or high levels of vulnerability
☐ Prefer not to say

Your feedback

8. What do you think of the draft Disability Access and Inclusion Plan 2026-2030?

Select one answer only
☐ I like it
☐ It's ok
☐ I don't like it
☐ I'm not sure

9. Please provide more feedback about your response

What do you like? Is there anything missing?

What do you like? Is there anything missing?

Draft Disability Access and Inclusion Plan

Easy Read Feedback Form



We would like your help to review our draft
Disability Access and Inclusion Plan 2026-2030.

The Disability Access and Inclusion draft Plan will help make the Adelaide Hills Council area a better and fairer place for everyone.

In this book we will call it **the Plan**.



We need the Plan because:

- Many people in our community have a disability.
- Some people will get a disability:
 - o As they get older.
 - o If they have an accident
 - o If they become sick.



The Plan runs from 2026 to 2030.



You can view the easy read draft DAIP by visiting Adelaide Hills Engagement Hub

www.engage.ahc.sa.gov.au

You can also collect a copy from one of our libraries or customer service centres at the below locations:



- Stirling Coventry Library – 63 Mount Barker Road, Stirling.
- Woodside Library – 26 Onkaparinga Road, Woodside.
- Gumeracha Library – 45 Albert Street, Gumeracha.
- The Summit Community Centre – 4 Crescent Drive, Norton Summit.



Please call council on 8408 0400 if you need any assistance.

Community engagement closes on Wednesday 6 May 2026.



You



About you

Your name

Your suburb or township

Your email or phone number

If you would like to stay in the loop.

Your feedback



What do you think of the easy read draft
Disability Access and Inclusion Plan 2026-
2030?

Put a tick or cross next to 1 answer below.



I like it

☐

It's ok

☐

I don't like it

☐

I'm not sure

☐



Do you have feedback about the draft

Plan you would like to share?

This could be about what you like or don't like
or if anything is missing.

A large, empty rectangular box with a thin black border, intended for users to provide their feedback.



Thank you for your feedback.

Please hand your completed form to staff at an Adelaide Hills Library or Customer Service Centre, by Wednesday 6 May 2026.



Or you can mail your completed feedback form to Adelaide Hills Council at 63 Mount Barker Road, Stirling SA 5152.



Image credit

Envato website artists and photographers: Lady waving - by Sangiao_photography
 Person thinking - by DC_Studio
 Person writing – by ADDICTIVE_STOCK
 Thank you - by kenishirotie

Draft Disability Accesss and Inclusion Plan 2026-30



Share your feedback

Share your feedback on our draft Disability Access and Inclusion Plan 2026-2030 (DAIP).

The draft DAIP sets out how Adelaide Hills Council will work with people with disability, carers, families, businesses, the wider community and our staff to remove barriers and create more inclusive places, services and opportunities across the Hills.



Development of our draft DAIP

From November 2025 to February 2026, we asked our community to share ideas and feedback about what should be included in our draft Plan.

We heard from individuals, groups and organisations from right across our community. You can find out what we heard by visiting Adelaide Hills Engagement Hub.

All of the important information our community shared has been used to develop our draft DAIP.

We are excited to share this draft Plan with you and find out what you think. What do you like? Is there anything missing?

You can view the draft DAIP by visiting Adelaide Hills Engagement Hub or popping into one of our libraries or customer service centres in Stirling, Woodside Gumeracha or Norton Summit.

How can I provide my feedback?

There are a variety of ways you can share your feedback. If you need assistance to provide your feedback, please contact us.

Share your feedback via one of the following ways:

- Online - complete the online feedback form or upload a file at engage.ahc.sa.gov.au or via the QR code below.
- Hardcopy - collect a hardcopy feedback form from one of our libraries or customer service centres at Stirling, Woodside, Gumeracha and Norton Summit.
- Writing - send us an email to engage@ahc.sa.gov.au or mail a letter to 63 Mount Barker Road, Stirling SA 5152
- Call - give us a phone call on 8408 0400

This engagement closes Wednesday 6 May 2026.

08 8408 0400
mail@ahc.sa.gov.au
ahc.sa.gov.au



Appendix B – Verbatim responses across all written feedback streams

What do you think of the draft DAIP?	Please provide more information about your response.
I like it	Covers a range of topics such as universal design and co design which are good but processes must be put in place to ensure these are working to a high standard. Empowering business and community groups to work with people with a disability is another area of interest to me that can really include people with a disability in existing programs which is easier than making separate program and reduces stigma. Understanding that disability is a complex problem with no one way to support inclusion is important but is not too difficult try to do. Although there is a state strategy for autism understanding the other types of neurodiverse people and including them in this discussion is important noting again that they are complex. Supporting preventative health measures relevant to a councils responsibility can also assist people with a disability to improve their wellbeing both mental and physical but must ensure that they are accessible to them such as footpaths, public building design standards, ease of access to parks, flexibility of volunteer programs. This will also benefit the rest of the community.
I like it	Great document overall. It's great that LGBTIQ+ have been consulted and that this is reported in the document (pg 13) Since LGBTIQ+ as a priority group are required in the DAIPs, it may be useful for this to be explicitly outlined (as has been done with the domains). This ensures that the council remains aware of the requirements to consider each of the priority groups. The description of 1B.3 (lived-experience) sets a low bar that council will draw on lived experience/professional guidance *where possible*, and that the success measure is council *inviting* lived experience/expert guidance. I would suggest that a most appropriate success indicator is that council is *receiving* and/or *implementing* lived experience feedback, rather than just *inviting*. And that it may be more appropriate for the action to not have the "where possible" qualification as lived experience and professional guidance should always shape access and inclusion. It would be stronger to: 1B.3 Draw on lived-experience and professional guidance to shape access and

	inclusion initiatives - including from priority groups where possible. Thanks - keep up the great work
I like it	Has council considered an employment target for employing people with a disability (in council)? Should this be included in the DAIP? Can council include information on how it will assist people with a disability be referred to local employment services to assist increasing employment outcomes for PWD? How will council promote employing PWD to local businesses? *should section 2.4.3 be expanded?
I like it	The content and key actions align to the understanding we have of the Adelaide Hills objectives and areas for improvement. The DAIP Actions would be easier to read as a table if positioned landscape and spacing improved.
NA received via email	Hi Yve I've re-read the DAIP and it looks good. I don't have any further feedback to add. Kind regards ██████████
NA received via email	Hi Yve, The draft Plan looks impressive – a great job. Let's be optimistic that the words will translate to good outcomes ! Regards ██████████

What do you think of the easy read version of the draft DAIP?	Please provide more information about your response.
I like it	Covers the key points really well and is appropriate for us to share with our program members for feedback and awareness.

Appendix C – Advertisements and social media posts

Social Media Posts



Adelaide Hills Council

April 24 at 8:00 AM · 🌐

We'd love your feedback, 🗨️ on our 'Draft Disability Access and Inclusion Plan 2026-2030'. 🙌 It aims to create a community where everyone feels they belong and can fully participate in community life.

👁️ View the draft and share your thoughts 🙌 <https://ow.ly/aIPe50YMoK9>

📅 Have your say by Wednesday 6 May 2026.

Share your feedback

Draft Disability Access and Inclusion Plan 2026-30





 2

 Like

 Comment

 Share

Share your feedback

Draft Disability Access and Inclusion Plan 2026-30



The draft Plan sets out how we'll work with people with a disability, carers, community and business to make the Hills more inclusive.

Share your feedback on the draft plan by Wednesday 6 May 2026.

Scan to find out more:

 engage.ahc.sa.gov.au

 mail@ahc.sa.gov.au

 8408 0400



Email – Adelaide Hills Engagement Hub Email – 20 April 2026

Share your feedback on our draft Disability Access and Inclusion Plan 2026-2030

Hi {{Username}}

From November 2025 to February 2026, we asked you to share your ideas and feedback about what should be included in our Disability Access and Inclusion Plan (DAIP) 2026-2030.

All of the important information shared has been used to develop our draft DAIP 2026-2030. We'd now like your help to find out if we heard you correctly. What do you think of the draft Plan? Is there anything missing or that could be improved?

You can view the draft DAIP and share your feedback, by visiting Adelaide Hills Engagement Hub or popping into one of our libraries or customer service centres at Stirling, Woodside, Gumeracha or Norton Summit.

We have an easy read version of the draft DAIP and feedback form available online and at customer service centres.

We look forward to receiving your feedback. Engagement closes on Wednesday 6 May 2026.

Draft Disability Access and Inclusion Plan 2026-2030

Thank you.

Melissa Clarke

Community Engagement Coordinator

Email – May Engagement Newsletter – 1 May 2026

May Newsletter - Adelaide Hills Engagement Hub

Hi {{Username}}

We would like to welcome you to May with a couple of engagement updates and an opportunity to get out and enjoy some doing this Saturday 2 May.

May 2026 Engagement Update:

Draft Disability Access and Inclusion Plan (DAIP) 2026-2030

There are a few days left to share your feedback on our draft DAIP with engagement closing on Wednesday 6 May 2026. Our draft Plan has been developed around all of the important information our community shared during December 2025 and January 2026.

😬 We'd really like to know what you think of the draft Plan. 🗣️ What do you like? 💡 Is there anything missing or that could be improved on?

You can view the draft DAIP and share your feedback by visiting [Adelaide Hills Engagement Hub](#) or popping into one of our libraries or customer service centres.

Day of Doing - Saturday 2 May

This Saturday 2 May is the Day of Doing. You might see small, community-led activities popping up across Hills townships. 🌱 We're excited to have partnered with [Town Team Movement](#) to bring this day to life.

You can get involved by [checking out the activity map](#) and heading out to connect with your community. 🍷🥗🌿 From BBQs and workshops to art, nature and neighbourhood projects, there are activities happening across 16 suburbs and townships.

Didn't get a chance to register? No worries! You can still get in on the action by doing something simple like: 🍌 Chalk art, 🍌 a neighbourhood BBQ, 🥕 or sharing local produce.

Taking part? 📷 Share your day using [#DayOfDoing](#) and tag [Adelaide Hills Council](#) and [Town Team Movement](#) on social media.

Community Engagement Framework and Policy

Thank you to everyone who shared their feedback and ideas around our [draft Community Engagement Policy](#) and [draft Community Engagement Framework](#) during March and April 2026.

We are currently reviewing the information shared and looking at how we can incorporate community ideas and feedback into the final draft documents to be presented to Council in the middle of the year.

Adelaide Hills Engagement Hub

Thank you and have a great weekend.

Melissa Clarke

Community Engagement Coordinator



08 8408 0400
mail@ahc.sa.gov.au

ahc.sa.gov.au



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