

City of Adelaide Disability Access and Inclusion Plan 2024–2028 Report for 2024/25

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CITY OF
ADELAIDE

Kurna Acknowledgement

City of Adelaide tampendi, ngadlu Kurna yertangga banbabanbalyarnendi (inbarendi). Kurna meyunna yaiya mattanya Womma Tarndanyako.

Parnako yailtya, parnuko tappa purruna, parnuko yerta ngadlu tampendi. Yellaka Kurna meyunna itto yailtya, tappa purruna, yerta kuma burro martendi, burro warriappendi, burro tangka martulyaiendi.

Kumarta yaiya miyurna iyangka yalaka ngadlu tampinhi.

The City of Adelaide acknowledges that we are located on the traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.



Introduction

Council adopted the Disability Access and Inclusion Plan 2024–2028 (DAIP) on 24 May 2024. The DAIP is available on the City of Adelaide website in multiple formats including Easy English, large print and screen reader.

The DAIP is a legislative requirement under the *Disability Inclusion Act 2018 (SA)* and must demonstrate alignment with national and state disability inclusion plans.

The City of Adelaide has an Access and Inclusion Advisory Panel, which provides the Administration with advice and oversight of the DAIP’s development, implementation and ongoing monitoring and reporting.

In 2024/25 the City of Adelaide welcomed Evan Johnson as the first person with lived experience to Chair the Access and Inclusion Advisory Panel. Following a

successful call-out, a new cohort of Individual Members was recruited and inducted into their roles as expert advisors.

In August 2024 the Panel welcomed new Individual Members Andrea Body, Elizabeth Flaherty, Esther Portelli, Margaret Jaeger and Megan Barnes. The Panel farewelled outgoing Individual Members Claudia Bailey, Jeanette Bath, Jayson Hanrahan, Verity Moreland and Tony Russo. In May 2025 the Panel thanked Jude Gaffney, of Access2Arts, for her contribution as an Organisation Member and expressed their positivity to continued organisational representation from Access2Arts on the Panel.

The DAIP identifies five goals, each with a four year focus area.

Goal One	Goal Two	Goal Three	Goal Four	Goal Five
Infrastructure that helps people to move around and navigate the city	Liveable neighbourhoods and communities that enable everyone to participate	Events and festivals for everyone to attend	Businesses that are welcoming to more customers	Inclusive customer and employee experience that is embedded into everything the City of Adelaide does
Four year focus area				
Transport Strategy	Sensory Friendly Spaces	Cultural Strategy	Business Access and Inclusion Program	Inclusive Council meetings

The DAIP is delivered through the City of Adelaide’s operating budget. Funding for initiatives above existing service levels are determined annually by the Council, through the City of Adelaide’s Annual Business Plan and Budget process.

An annual one-page implementation plan sets out the commitments for each financial year. In 2024/25, ten commitments were identified and \$315,000 in project funding was allocated to deliver against the plan. This report provides project highlights and an annual statement of achievement against the 2024/25 commitments.

Of the ten commitments identified in the implementation plan; the following assessment of status is provided:

- Three are complete
- Six are progressing for completion in 2025/26
- The Golf Links Building upgrade is no longer progressing due to decisions by the State Government.

Of the five four-year focus areas in the DAIP, the City of Adelaide delivered or substantially progressed delivery against three focus areas: the Business Accessibility Support Program, the Cultural Policy, and the Integrated Transport Strategy.

Capital City Leadership

Project Night Light

Shining the light on respect and equality in our venues.

The City of Adelaide was awarded the Minister for Health and Wellbeing – Excellence in Public Health Award at the Local Government Association of SA AGM in November 2024 for Project Night Light, a pilot project which helped promote safety in hospitality venues.

Project Night Light was a pilot program that used a primary prevention of violence approach to prioritise women's safety and aimed to enhance Adelaide's status as a safer city for all to enjoy.

The project pilot was launched during the 16 Days of Activism in November 2022 and was undertaken by the City of Adelaide, with guidance from a multi-agency Gender Equality Steering Group. It focused on employee training and providing support for venues to create and promote a culture that is safe and respectful of women.

The pilot included twelve self-selected venues including small bars, restaurants and nightclubs. Each was supported with Bystander Intervention and Responding to Disclosures training for employees, venue safety assessments by the City of Adelaide and SA Police, plus a Champions Network facilitated by Council's lead delivery partner, Gender Equality Solutions.

The project was evaluated through a partnership with UniSA Business, focusing on behaviour change of the Bystander Intervention training with participants self-reporting an increased understanding of the drivers of violence against women and confidence in acting.

Project Night Light built on the gender equality work conducted by the City of Adelaide and partner organisations to value and respect women, including the #ImNotOkWithThat campaign.



Lived Experience

In 2024 the City of Adelaide announced that Evan Johnson, Individual Panel Member, was elected as the Chair of the Access and Inclusion Advisory Panel for the 2025 calendar year. Evan is the first person with a lived experience of physical disability, neurodivergence and intersecting identities to hold the position.

Evan is passionate about creating equitable spaces which drives his commitment to advocating for diverse voices and perspectives in both his personal and health professional lives.

Evan Chairs the Panel ensuring all Members are heard and valued, fostering an inclusive environment where everyone can contribute meaningfully.

The City of Adelaide commends Evan for his valuable contribution to the role and looks forward to what the remainder of the Chairperson term has to offer.

From Evan –

“I believe it is highly important that as disabled people/ people with disability, we don’t just have a ‘seat at the table’ but the table is ours to run. ‘Nothing about us without us’ is not just a catchy slogan, it is a fundamental principle that reminds us that our voices, experiences, and leadership must shape the systems, policies, and decisions that affect our lives. I feel deeply privileged to get to work with the City of Adelaide and community members in fostering this and working towards a more accessible and inclusive future.”



Goal 1. Infrastructure that helps people to move around and navigate the city

Key achievements 2024/25:

- ✓ Universal Design Training was delivered to 20 City of Adelaide employees representing development assessment, events, city operations, design, compliance, policy, and engineering teams.
- ✓ Council resolved to work with the Department of Infrastructure and Transport to extend the pedestrian crossing times for east-west crossings on O'Connell Street, North Adelaide, improving accessibility for people using mobility devices.
- ✓ Work is progressing into 2025/26 on the Rymill Park Master Plan to improve safety, accessibility and amenity within the park, including upgraded lighting and the renewal of paths.
- ✓ Concept planning for future rest stops in the Adelaide Park Lands was completed.

Four Year Focus:

Transport Strategy - Embed accessibility within the City of Adelaide city-wide Transport Strategy, incorporating input from people with lived experience of disability by December 2024.

The City of Adelaide is preparing an Integrated Transport Strategy to provide strategic directions, policies, network maps and an assessment framework to facilitate effective, evidence-based decision-making and ongoing action and evaluation for transport and streets. The Strategy is being developed through two-stages of consultation: Stage 1 is complete and Stage 2, on the draft Strategy, commenced in April 2025.

The draft vision statement is 'Our Streets: Full of Life', and reflects the Council's ongoing commitment to creating a transport network that prioritises people, safety and sustainability. The Strategy aims to provide for an accessible city while supporting the ambitious targets of growing the resident population to 50,000 by 2036, achieving net zero by 2035, and increasing visitor numbers to 2.5 million by 2028.

The Strategy focuses on four themes: Movement and Access, Experience and Place, Health and Sustainability, and Safety and Comfort.

The Panel participated in the Stage 1 consultation of the draft Integrated Transport Strategy in March 2025 and Stage 2 on 22 April 2025.

The final strategy was presented to Council on 22 July and has been endorsed.

Goal 2: Liveable neighbourhoods and communities that enable everyone to participate

Key achievements 2024/25:

- ✓ A city-wide assessment of public toilet provision was completed.
- ✓ Changes to the National Construction Code were made in October 2024, improving accessibility outcomes in new housing for people with disability.
- ✓ The Panel provided input into the development of a City of Adelaide Community Facilities Policy which was adopted by Council on 8 April 2025.
- ✓ The Panel commented on the draft Light Square/Wauwi Master Plan.

Four Year Focus:

Sensory Friendly Spaces – Investigate potential locations and cost for quiet/sensory friendly spaces in the city and develop a dedicated space by June 2028.

Council has funded a scoping study for a sensory friendly space through the 2025/26 Annual Business Plan and Budget, and work will commence in year two of the DAIP's implementation.

Goal 3: Events and festivals for everyone to attend

Key achievements 2024/25:

- ✓ Accessibility improvements were made to the 2024 Christmas Tree Lighting event in Victoria Square/ Tarntanyangga, including the relocation of toilets and drop-off areas, adjustments to rail heights in viewing areas, establishment of a sensory zone, and creation of an access guide for the event.
- ✓ Accessibility advice was provided for major events in the city including the Fringe Festival and Adelaide 500.

Four Year Focus:

Cultural Strategy – Provide opportunities for artists and people with disability to participate in arts and culture and embed in a City of Adelaide Cultural Policy by December 2024.

The City of Adelaide adopted its Cultural Policy on 10 June 2025 after a comprehensive two-stage consultation process involving over 1,100 individuals and stakeholders.

The Policy outlines five guiding principles:

1. Amplifying Our Creative Capital
2. Culturally Inclusive and Socially Connected
3. Reconciliation and Truth-Telling
4. Preserving Cultural Heritage, Embracing Progress
5. Creating Space for Cultural Expression.

The Policy serves as a strategic framework for the City of Adelaide, embedding cultural responsibility across Council operations and decision-making processes, and shaping the city's cultural vitality.

The Panel's feedback reaffirmed the importance of Adelaide's heritage, strong cultural identity, inclusiveness, affordability, and the role of the Adelaide Park Lands and public spaces in cultural life. The consultation also identified areas for improvement, including stronger equity commitments, clear implementation actions, increased accessibility and connections for migrant communities, international engagement, attention to ensuring digital tools and platforms are accessible, and support cultural diversity, equity and inclusion.

The Panel expressed optimism about future engagements with multicultural communities and highlighted opportunities in which to integrate frameworks like the Multicultural Charter. The City of Adelaide was commended for acknowledging the importance of intersectionality and considering the diverse groups living in the city and how they use public spaces.

The endorsement of the Policy delivers on a key target of the DAIP and the Strategic Plan 2024–2028 to establish a Cultural Policy that promotes and supports the city's unique cultural identity and opportunities.

From the Panel – the Panel identified their involvement in the development of the City of Adelaide Cultural Policy as a highlight for 2024/25, demonstrating the City of Adelaide's commitment to inclusivity.

Goal 4: Businesses that are welcoming to more customers

Key achievements 2024/25:

- ✓ Outdoor dining and signage continued to be regulated to support local businesses and economic activity while maintaining paths of travel.
- ✓ The Panel provided advice on the Gouger Street and Hutt Street Mainstreet Revitalisation projects and concept designs.

Four Year Focus:

Business Access and Inclusion Program - Promote inclusive businesses to raise the standard for others and support people to identify places where they will experience fewer barriers by June 2026.

The City of Adelaide developed and officially launched the Business Accessibility and Support Pilot Program on 13 February 2025.

The program received twenty-one expressions of interest from a range of business sectors to participate in the pilot cohort. The following nine businesses, representing a mix of operators across retail, tourism, food and drink, healthcare, arts and culture, and hospitality sectors, at various stages of accessibility improvement, were selected to participate in the program:

1. Hut & Soul
2. TUNO
3. Feast Festival
4. Nexus Multicultural Arts
5. Ancient World 5000
6. Adelaide Fringe
7. Flamboyance Tours
8. Our Wellness Collective
9. Hutt Street General Practice

The program distributed a total of \$90,000 in support funding to businesses to implement accessibility improvements by June 2025. Local businesses participating in the Business Accessibility Support Program pilot program identified and implemented accessibility improvements to their premises and/or operations. Some examples of the initiatives supported through the program include design of an inclusive Central Market tour, improved wayfinding signage within a business, the development of easy read resources, and web accessibility improvements.

The program was delivered by the City of Adelaide with the support of Flare Access as the Lead Delivery Partner. An evaluation of the pilot program will be undertaken in 2025/26.

From the Panel – The Panel recognised the Business Accessibility and Support Program as a valuable initiative delivered in 2024/25, supporting the program's overall purpose and investment.

Goal 5: Inclusive customer and employee experience that is embedded into everything the City of Adelaide does

Key achievements 2024/25:

- ✓ The Access and Inclusion Advisory Panel met on four occasions and provided advice on 16 matters.
- ✓ Access and Inclusion Advisory Panel provided advice to the Executive and Council Members to inform decision making.
- ✓ The City of Adelaide completed the annual reporting requirements of the Disability Access and Inclusion Plan to the State Government in March 2025.
- ✓ A submission on the draft State Disability Inclusion Plan 2025–2029 was made to the State Government in May 2025.
- ✓ The City of Adelaide developed designs for a new parent's room at the Adelaide Central Market, with delivery dependant on future budget review.

The Golf Links Building Upgrade and Commercial Offer project did not commence, pending the North Adelaide Golf Course redevelopment by the State Government as part of its LIV Golf announcement.

Four Year Focus:

Inclusive Council Meetings – Provide opportunities for more people to contribute to Council decision-making processes by June 2025.

The Panel provided advice on priority improvements needed to improve the accessibility of Council meetings. Whilst the Council Chambers are wheelchair accessible and provide a hearing loop, additional physical support measures and journey planning opportunities were identified. Physical and technology upgrades have been funded for delivery in 2025/26 and the City of Adelaide are developing accessibility guides for priority visitor destinations, namely Adelaide Town Hall, Rundle Mall and the Adelaide Central Market.

Panel Members emphasised the importance of creating a welcoming environment and highlighted that a cultural shift is needed to make civic participation more accessible. This includes respectful behaviours within the Chamber to make Council meetings a safe and inclusive space.

The Panel was provided with information about the Central Ward Supplementary Election for distribution to relevant networks to encourage nominations from people of all abilities.

From the Panel – the Panel highlighted the significant progress in digital accessibility over recent years and emphasised the importance of continuing to evaluate software and documents for compatibility with screen readers, large print, and other accessibility features.



Annual Scorecard of Achievement

2024/25 Commitments

- Develop and implement an Integrated Transport Strategy
- Install additional rest stops across the Adelaide Park Lands and complete a scoping report for additional rest stops for the 2025/26 budget process
- Investigate potential locations and costings for the development of quiet/sensory friendly space(s) in the city and Adelaide Park Lands to inform a budget proposal for 2025/26
- ✓ Complete strategic assessment of public toilet locations across the City of Adelaide
- ✓ Investigate a Business Access and Inclusion Program
- Investigate accessible technology improvements for Council meetings
- Rymill Park/Murlawirrapurka (Park 14) Master Plan and Safety and Accessibility works
- Golf Links Building Upgrade and Commercial Offer
- New parents' room as part of the Adelaide Central Market redevelopment
- ✓ Develop a Cultural Policy by 2024 that promotes and supports the city's unique cultural identity and opportunities

Icon Key: ✓ Complete | ● In progress (for completion in 2025/26) | ■ Not progressing







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