Naracoorte Lucindale Council

Disability Access & Inclusion Plan

2025-2029

Naracoorte Lucindale Council

Better by Nature

Contents Page

Naracoorte Lucindale Council Disability Access and Inclusion Plan 2025-2029 3

Message from the Mayor 3

About us 4

Our vision 5

Our workplace/staff 6

Strategic context 6

Disability Access and Inclusion Plan development 7

DAIP Actions Table 8

Domain 1: Inclusive environments and communities 8

Domain 2: Education and employment 15

Domain 3: Personal and community support 18

Domain 5: Safety, rights and justice 21

Contact Details 22

Naracoorte Lucindale Council Disability Access and Inclusion Plan 2025-2029

Message from the Mayor

This is Naracoorte Lucindale Council's second Disability Access and Inclusion Plan and continues to outline practical actions to promote accessible and inclusive communities across our district.

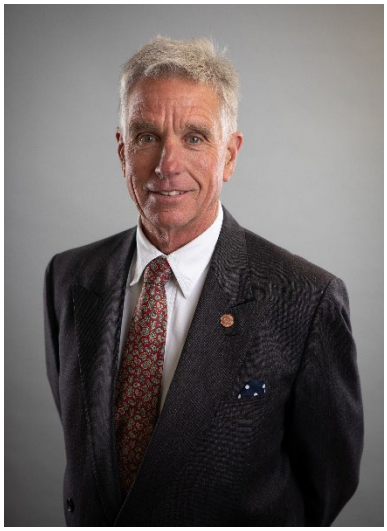
Aligned with the State Disability Inclusion Plan 2025-2029, this plan aims to ensure residents and visitors can participate in all aspects of community life.

The plan includes projects to provide accessible community events, places and spaces, and services and programs to support those living with disability.

Councils are often the key driver of services and programs that enhance social inclusion, and community health and wellbeing.

Whether through delivering programs at our community venues, provision of attractive and relaxing open spaces, design of new assets, consideration of planning rules, forming policies or employing staff and volunteers, we must always work towards building an inclusive and accessible environment for all.

Patrick Ross
Mayor



About us

Local Government plays an important role in creating an environment which is inclusive of all people, through its planning role and also through its involvement in community activities and provision of a range of services.

Council has responsibilities under the Local Government Act to provide services as well as providing facilities, services and programs in response to community needs. Listed below is a summary of Council's services and activities:

- Management of infrastructure including roads, footpaths, parks, public open space
- Stormwater drainage
- Development planning and control, including building safety assessment
- Various environmental health services
- Maintenance and operation of the Naracoorte Swimming Lake
- Libraries
- Economic development
- Street cleaning and rubbish collection
- Environmental programs
- On-street parking management to maximise use of kerbside space
- Community amenities and programs
- Visitor Information Centre
- Support (financial and in-kind) of festivals and events
- Town Halls and other buildings owned by Council
- Cemeteries
- Aerodrome
- Naracoorte Regional Livestock Exchange

Naracoorte is the district's main centre, with about 5,200 people calling the town home. The remaining population is found in the towns of Lucindale, Hynam, Kybybolite and Frances, along with settlements and farming properties across the district.

Naracoorte offers a wide range of retail, dining, accommodation and recreation experiences and a broad range of commercial, community and health services, and education facilities. The population for the entire Council area is 8,686 (2021 Census).

Our vision

By adopting and implementing the DAIP, Council will give effect to the following objectives and principles:

Objectives:

- acknowledging that people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights; and
- promoting the independence and social and economic inclusion of people with disability; and
- providing safeguards in relation to the delivery of all supports and services for people with disability; and
- providing a local framework to support a whole of Government approach to improving the inclusion of all South Australians with disability in all areas of life in this State; and

Principles:

- people with disability have the same fundamental human rights and responsibilities, and the same right to autonomy, as other members of the community;
- people with disability have an inherent right to respect for their worth and dignity as individuals;
- people with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their ability to do so;
- people with disability have the right to make decisions that affect their lives including decisions involving risk to the full extent of their capacity to do so;
- people with disability have the right to access information in a way that is appropriate for their disability and cultural background, to enable them to make informed choices;
- people with disability have the same rights as other members of the community to pursue complaints and access justice;
- the changing abilities, strengths, goals and needs of people with disability as they age are to be acknowledged and respected.

The strategies identified ensure that the needs of all persons with disability are properly addressed.

Our workplace/staff

While Naracoorte Lucindale Council does not publicly report the number of staff who identify as having a disability, the Council is committed to fostering an inclusive and accessible workplace.

Strategic context

Broader strategic and legislative context is referenced in the following key frameworks:

- Disability Inclusion Act 2018 (SA)
- State Disability Inclusion Plan 2025–2029
- Australia's Disability Strategy 2021–2031
- United Nations Convention on the Rights of Persons with Disabilities

Disability Access and Inclusion Plan development

Consultation

The consultation process undertaken for the development of the State Disability Inclusion Plan 2025–2029 (State Plan) captured extensive feedback from people with disability, their families and carers, service providers, advocacy groups, and the broader community. This feedback informed the development of the domains, priority areas, and mandatory measures that underpin both the State Plan and our Council's DAIP.

Council sought feedback from the community while formalising its second DAIP through both online and hard copy surveys. The surveys were open to people of all ages in the Council area and promotion of the survey was via print and social media.

Relationship to other policies, strategies, frameworks

Council's DAIP links to existing policies, procedures and planning mechanisms, including Council's 2023-2033 Strategic Plan. Further guiding principles are drawn from the Disability Inclusion Act 2018.

Council also has a Memorandum of Understanding with Preventive Health SA for 2025-27 which recognises the shared interest of both parties in supporting physical, social and mental health and community wellbeing.

Achievements

Key achievements and related initiatives from Council's previous DAIP (2020-2029) that demonstrate our commitment to disability access and inclusion are:

- Disability access to the Naracoorte Library + Town Hall facility with the redevelopment of the facility in 2022.
- Construction of a ramp at the Naracoorte Sound Shell to allow for accessibility for all to the Sound Shell stage.
- Improved access to the Naracoorte CBD public toilets.
- Construction of kerbing access ramps in identified parts of the Naracoorte township.
- Footpath works to improve accessibility.
- Introduction of more accessible carparks.
- Installation of accessible-friendly park table in Naracoorte Town Square.

DAIP Actions Table

Domain 1: Inclusive environments and communities

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

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

Priority Areas for Domain 1

1 Active participation
2 Inclusive communities and attitudes
3 Universal Design
4 Accessible facilities
5 Communications and information
6 Collaboration, consultation and innovation

Priority Area 1: Active participation

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Inclusive programming of accessible activities and events, including flexible participation options (online or live streaming) for those unable to attend in person.	**1.1.2**	**The number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles. For example, the Accessible and Inclusive Community Events Toolkit.**	Annually	Council
2.	Regularly evaluate and enhance event inclusion and accessibility for people with disability at all Council-managed or contracted events.		Ongoing evaluation of accessibility at Council-managed or contracted events through attendee feedback.	Ongoing	Council
3.	Programs and services designed to be inclusive, ensuring they are accessible and welcoming to people of all abilities – including digital help sessions, craft and social inclusion groups and outreach programs in less accessible parts of the Council area such as Lucindale and Frances.	**1.1.2**	Continued monitoring and evaluation of programs and services to ensure they remain inclusive and responsive.	Ongoing	Council

Priority Area 2: Inclusive communities and attitudes

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Advance disability inclusion and foster positive community attitudes by increasing the number of initiatives that promote accessibility, awareness and inclusive practices. This includes expanding staff and volunteer participation in disability awareness training – particularly in Universal Design principles – to build capacity, confidence and understanding across all areas of community engagement.	**1.2.1**	**The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:** • **The number of staff and volunteers participating in disability awareness training, including Universal Design.**	Annually	Council
2.	Strengthen disability inclusion and shift community attitudes by increasing the number and visibility of initiatives that promote inclusion, accessibility and awareness. This includes implementing targeted workplace programs that foster inclusive practices, support employees with disabilities, and build organisational capacity for disability confidence.		**The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:** • **The number of workplace initiatives promoting disability inclusion.**	Annually	Council

3.	Culturally safe engagement and co-design through engagement with Aboriginal and Torres Strait Islander people and multicultural community members, their families, carers, and communities in the design of DAIP initiatives that reflect their lived experiences and cultural values.	**1.2.3**	**The number of actions embedded in our DAIP working towards Closing the Gap targets.** (Alignment: This measure aligns with Priority Reform One of the National Agreement on Closing the Gap, Formal Partnerships and Shared Decision-Making, which promotes genuine engagement with Aboriginal and Torres Strait Islander peoples.)	Annually	Council

Priority Area 3: Universal Design

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

No.	General Actions	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Record and report on accessibility modifications to public-facing Council buildings/entry, including details such as the type of modification (e.g., signage installation, door widening).	**1.3.2**	**The number of public-facing Council buildings, spaces, play spaces and infrastructure that are modified to improve accessibility. For example, by adding signage or widening doors.**	Annually	Council

2.	Record and report on new Council-built developments, including how Universal Design principles were incorporated.		**The number of new Council developments that incorporate Universal Design.**	Annually	Council
3.	Record and report on ways that parks, reserves and playgrounds within our Council area are built or modified to improve accessibility.	**1.3.3**	**The number of parks, reserves, and playgrounds (within these areas) that are built or modified to improve accessibility.**	Annually	Council
	Specific Actions				
1.	Design for access to second storey of the Naracoorte Town Hall.	**1.3.2**	Completion of design work in the 2028/29 financial year.	2028/29	Council
2.	Installation of more accessible street furniture in the Naracoorte CBD.	**1.3.2**		2028/29	Council
3.	Footpath upgrade and cross overs at Lucindale's Musgrave Avenue.	**1.3.4**		2025/26	Council
4.	Installation of an accessible parking space at the Naracoorte Swimming Lake.	**1.3.4**		2027/28	Council

Priority Area 4: Accessible facilities

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

No.	General Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Accessible unisex facilities for all public amenities throughout the district are maintained and meet Australian Standard changes.	**1.4.1**	**The number of public Council owned toilet facilities across the Council area that meet accessibility standards and/or a designated Changing Places facility.**	Annually	Council
	Specific Actions				
1.	Installation of accessible compliant ramp at the Naracoorte Swimming Lake.	**1.3.3**		2025/26	Council
2.	Installation of accessible compliant stairs at the Naracoorte Swimming Lake.	**1.3.3**		2025/26	Council
3.	Access to the Naracoorte Town Hall Upstairs Meeting Room (design)	**1.3.3**		2025/26	Council
4.	Construction of raised accessible carpark near the Naracoorte Post Office	**1.3.3**		2026/27	Council
5.	Improved access to amenities block at Naracoorte Swimming Lake	**1.3.3**		2025/26	Council
6.	Replacement of new flooring in the accessible facilities at Naracoorte Council offices.	**1.3.2**		2027/28	Council

Priority Area 5: Communications and information

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Identify gaps in the provision of accessible communication in line with Web Content Accessibility Guidelines and the use of assistive technology.	**1.5.1**	**The number of resources or materials that have been developed in accessible formats.**	2025/26	Council
2.	Develop a strategy to address the provision of accessible communication.	**1.5.1**		2026/27	Council

Priority Area 6: Collaboration, consultation and innovation

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Ensure public consultations include and seek input from priority groups through accessible communication means.	**1.7.1**	**The number of public consultations that included and sought input from people with disability.**	Annually	Council

2.	Independent membership on Council Committees and Working Groups to be inclusive and promoted to the entire community.	**1.7.2**	**The number of people with disability, including parents and carers, serving on committees and working groups.** **Note: Committees are formal groups set up by councils to provide strategic advice or make decisions on disability inclusion.** **Working groups are task-focused teams that address specific issues or actions supporting disability inclusion.**	Annually	Council

Domain 2: Education and employment

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

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

Priority Areas for Domain 2

1. Targeted transitional supports
2. Access to employment opportunities
3. Inclusive working environments

Priority Area 1: Targeted transitional supports -

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Encourage volunteering among people with disability at Council facilities and sites, including the Naracoorte Library + Town Hall, Naracoorte Visitor Information Centre and Friends of the Naracoorte Cemetery.	**2.3.5**	**The number of initiatives taken to encourage people with disability to volunteer.**	Annually	Council

Priority Area 2: Access to employment opportunities -

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Improve inclusive recruitment practices.	**2.4.3**	**The number of organisational changes adopted to improve inclusive recruitment for people with disability.**	Ongoing	Council
2.	Promote Council vacancies through disability employment services and networks	**2.4.1**	**Number of vacancies promoted via disability employment channels.**	Ongoing	Council
3.	Establish a feedback mechanism for staff with disability to identify barriers and suggest improvements.	**2.4.5**	**Number of suggestions received and actions taken.**	Ongoing	Council

Priority Area 3: Inclusive working environments -

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Provide disability awareness and inclusion training to management team.	**2.5.1**	**The number of workplace practices implemented to support people with disability to have equal opportunities for growth and success, including support to remain in employment. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs.**	Ongoing	Council
2.	Develop and promote flexible work arrangements for staff living with disability.	**2.5.1**	**Number of staff accessing flexible arrangements.**	Annual	Council
3.	Celebrate and promote disability inclusion through internal communications and events.	**2.5.5**	**Number of promotional activities or communications.**	Annual	Council

Domain 3: Personal and community support

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

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

Priority Areas for Domain 3:

1 Accessibility
2 Information sharing
3 Programs

Priority Area 1: Accessibility

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Establish and strengthen collaboration and partnerships with service providers and community organisations to improve access to supports and services for people with disability.	**3.1.1**	**The number of Council initiatives and improvements made to connect people with disability to community supports and services wherever they present.**	Annually	Council

2.	Promotion of up-to-date information on Council website and social media to continually connect people with disability to community supports and services.	**3.1.1**		Ongoing	Council

Priority Area 2: Information sharing

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Participation in meetings with external disability service providers.	**3.3.1**	**The number of inter-agency meetings and initiatives to support the implementation of the State Plan and our DAIP.**	Annually	Council

Priority Area 3: Programs

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Distribute grants and funding to initiatives that enhance disability inclusion, and collect reporting through detailing recipients, funding amounts, and purposes.	**3.5.1**	**The number of Council grants and funding amount distributed to enhance disability inclusion.**	Annually	Council: • Twice-yearly Community Chest grant rounds • Annual Community Art Fund grants • Annual Community Budget submissions

Domain 5: Safety, rights and justice

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

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

Priority Area for Domain 5:

1 Responding to emergencies

Priority Area 1: Responding to emergencies

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Provision of Emergency Evacuation Plans at Council facilities, promotion of bushfire safe refuge centres/places throughout the Council area, and continued provision and improvement of disability access to facilities.	**5.2.1**	**The number of emergency response resources and systems developed for people with disability, including the Person-Centred Emergency Preparedness (P-CEP) approach.**	Annually	Council

Contact Details

Naracoorte Lucindale Council
DeGaris Place, Naracoorte

Post: PO Box 555 Naracoorte SA 5271
Phone: (08) 8760 1100
Email: council@nlc.sa.gov.au

This Disability Access and Inclusion Plan (DAIP) is available on Council's website – www.naracoortelucindale.sa.gov.au.

If you require a copy in an alternative format (such as Easy Read or a fully accessible Word version), please contact our office.

Naracoorte Lucindale Council
Better by Nature