

Disability Access & Inclusion Plan

Engagement Outcomes Report



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EXECUTIVE SUMMARY

The Town of Gawler engaged Healthy Environs Pty Ltd to partner with Council in delivering a comprehensive and inclusive engagement program to inform the development of its Disability Access and Inclusion Plan (DAIP) during the period of December 2025 to June 2026.

Engagement activities were designed to capture lived experience, professional insight, and organisational perspectives, ensuring the DAIP reflects the needs, priorities, and aspirations of people with disability, their families and carers, service providers, and Council staff.

Engagement identified strong community goodwill, effective existing practices, and clear areas of progress, particularly in community engagement, inclusive programs, and incremental improvements to infrastructure. At the same time, participants consistently highlighted systemic barriers relating to transport, ageing and heritage infrastructure, communication accessibility, and funding constraints.

Across all engagement activities, participants emphasised that access and inclusion extend beyond physical infrastructure to include information, attitudes, participation, and voice. Strong support was expressed for embedding access and inclusion into everyday decision-making, planning, and service delivery, rather than treating it as a specialist or compliance-driven function.

The Engagement Outcomes Report provides a clear evidence base to guide DAIP actions that are practical, staged, and aligned with the State Disability Inclusion Plan 2025–2029, while reflecting the unique context of the Town of Gawler.

ENGAGEMENT SNAPSHOT



6

COMMUNITY AND COUNCIL WORKSHOPS AND INFORMATION SESSIONS

Conversations with our community and Council Members to understand priorities and opportunities.



3

STAFF WORKSHOPS

Internal collaboration to strengthen understanding and embed accessibility across our services.



>80

PEOPLE PARTICIPATED IN FACE TO FACE SESSIONS

Through workshops and information sessions.



244

SURVEY RESPONSES

Valuable feedback shared online and in hard copy to help shape our DAIP priorities.

A snapshot of engagement outcomes by the numbers.

ENGAGEMENT OVERVIEW

Purpose

The engagement program aimed to:

- Understand lived experience of access and inclusion in the Gawler community.
- Identify barriers and enablers to participation.
- Capture practical, locally relevant opportunities for improvement.
- Inform DAIP priorities and actions aligned with State Plan domains.

Activities

Engagement was delivered through a mix of community, service provider, and internal staff activities, including:

- Community workshops and forums.
- Disability service provider forum.
- Targeted community engagement sessions.
- Council staff workshops.
- Workshop with Gawler Youth Advisory Committee.
- Access and inclusion survey (Online and hard copy).

This multi-layered approach ensured broad representation and depth of insight across lived experience, professional expertise, and organisational practice.

Methodology

Step 1 – Understanding Access and Inclusion

- Across the engagement activities, participants were asked to reflect on the question: “What does access and inclusion mean to me?” While the question was applied differently across sessions, the intent was consistent—to capture individual perspectives, share insights, and inform group discussion.

Step 2 – Strengths, Challenges and Opportunities

- Building on the shared values and mindset established in Step 1, Step 2 tested these perspectives against the realities of the local environment. Although the exercise was applied differently across sessions, the underlying approach was consistent: moving from individual reflection to group

discussion to identify strengths to build on, alongside structural, resourcing, governance and community constraints that shape what is currently possible.

- Step 2 involved facilitated group discussions to identify local strengths and successes, current challenges and barriers, and opportunities for change in relation to access and inclusion.
- Discussion prompts aligned to the State Plan Domains and Priority Areas were visible throughout the exercise to guide participant consideration.

Participants

Over eighty people participated in the face-to-face engagement including:

- People with lived experience of disability.
- Family members and carers.
- Disability advocacy and service provider organisations.
- Community groups and event organisers.
- Gawler Youth Advisory Committee.
- Council staff from a wide range of service areas.
- Council Member involvement.

Participants reflected a diversity of disability experiences, including physical, sensory, cognitive, psychosocial, and invisible disabilities, as well as carers and support workers.

Image 1, 2 and 3 show Town of Gawler community engagement participants.

Image 1: Community engagement participants



Image 2: Community engagement participants



Image 3: Community engagement participants



ENGAGEMENT OUTCOMES

Gawler Youth Advisory Committee

The Gawler Youth Advisory Committee (GYAC) DAIP session highlighted significant barriers to inclusion across transport, employment, infrastructure, cost of living, event participation, and community attitudes, particularly for autistic and neurodivergent young people.

GYAC Members described public transport as unsafe, unreliable, and expensive, with the high cost of driving and long waitlists for transport supports limiting independence, employment, and social participation.

GYAC Members identified inconsistent footpath quality, limited accessibility information for public facilities, and a lack of sensory friendly design at events. They also called for quiet spaces, clearer communication about accessibility features, and youth inclusive events across all suburbs.

Strong concern was raised about stigma, misconceptions about disability (especially autism), and the complexity and cost of accessing medical, mental health and disability supports.

GYAC Members emphasised the need for clearer, youth friendly information, affordable support options, improved transport safety, and co-designed disability awareness initiatives, noting that these actions would support their goals of independence, participation, safety, and being valued within the Gawler community.

Dementia Care Alliance Gawler

Dementia Alliance group members emphasised the importance of trust and connection, as well as the need for more group outings and socialisation opportunities.

Respite opportunities for carers and partners were also identified as an area of significant importance.

Gawler & Districts Community Services Forum and Disability Service Providers Session

Both the Gawler & Districts Community Services Forum and Disability Service Providers Session highlighted systemic barriers affecting participation, particularly:

- Transport access and safety.
- Event accessibility and sensory inclusion.
- Gaps in adult-focused inclusive opportunities.
- Communication barriers and lack of Easy Read materials.
- Employment and education barriers.

Providers emphasised the importance of practical supports, staff training, clear wayfinding, and stronger partnerships.

Community Sessions

Community participants shared what access and inclusion mean in everyday life, highlighting:

- Physical access to places and buildings.
- Clear, accessible information and communication.
- Transport and mobility.
- Feeling welcome, safe, and listened to.
- Opportunities to participate locally.

Strengths included Gawler's strong community connections, accessible areas, and willingness to listen.

Barriers included footpaths, transport access, signage, parking, and community attitudes.

Opportunities focused on upgrading infrastructure, improving communication, and embedding universal design in planning and service delivery.

Staff Workshops

Forty-four Council staff participated in a series of facilitated workshops, contributing insights drawn from a wide range of roles including development, infrastructure, community development and services, human resources, finance, engineering and strategic planning. The workshops were designed to support shared understanding and translate staff experience into practical actions for the DAIP.

Through three exercises, staff moved from values to operational realities and then to action. The first exercise confirmed a strong, shared understanding of access and inclusion as multi-dimensional, encompassing physical, digital, social and systemic considerations, and grounded in dignity, belonging, agency and meaningful participation. Staff consistently viewed compliance as a baseline, rather than the goal, emphasising the importance of lived experience, education, awareness and empathy across Council decision-making.

The second exercise tested these values against Council's current operating environment. Staff identified strengths such as inclusive programs, infrastructure upgrades, strong community relationships and organisational willingness to learn. Challenges included legacy infrastructure, funding constraints, transport gaps, communication accessibility and workforce inclusion. Opportunities were identified across consistent standards, inclusive planning, asset management, communication improvements and workforce development.

The final exercise translated these insights into prioritised actions. Staff identified and grouped proposed actions under the relevant DAIP domains and used a dot-voting process to determine priorities.

Survey

1. Overview and Participation

The Disability Access and Inclusion Survey was undertaken to understand lived experience, barriers, and priorities for improving access and inclusion across the Town of Gawler.

- Total respondents: 244
- Survey open: December 2025 – March 2026
- Survey focus: Physical access, inclusion, communication, services, and community participation.

Respondents represented a broad cross-section of residents, carers, service providers, and community members, with particularly strong participation from older residents and people with lived experience of disability.

2. Demographic Snapshot

Connection to Gawler

Respondents could select multiple connections:

- Live in Gawler: 197
- Work in Gawler: 55
- Volunteer: 52
- Play: 49
- Visit: 38
- Study: 19

This indicates the findings reflect both residential and broader community experience.

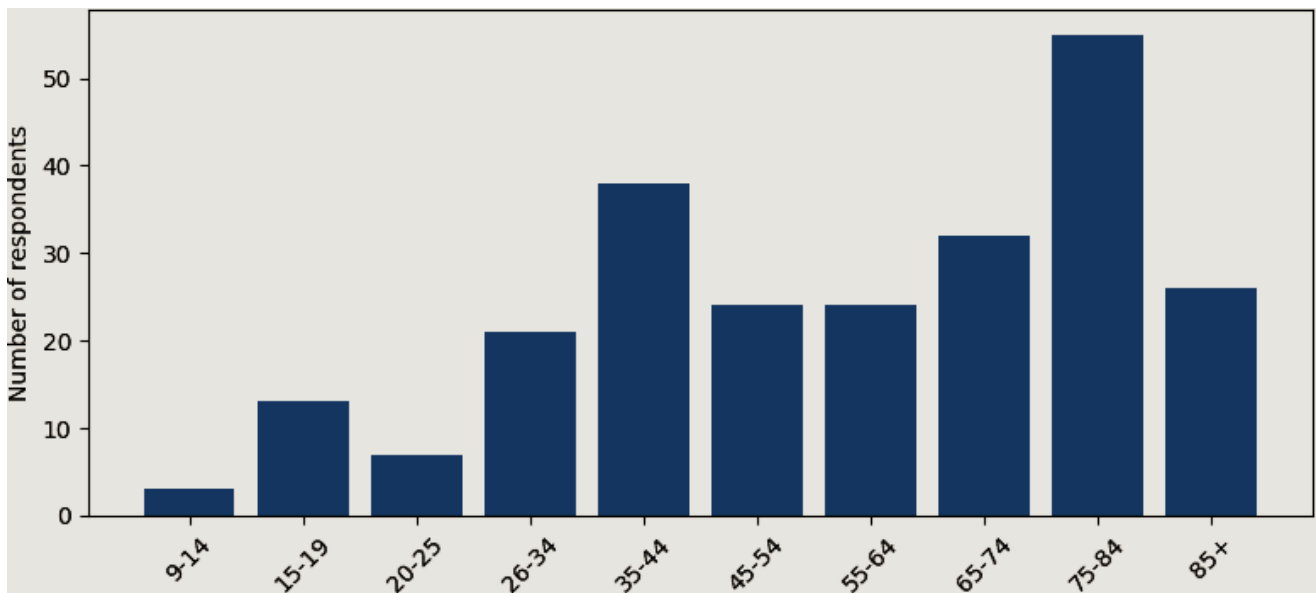
Age Profile

The survey was strongly represented by older age groups:

- 75 - 84 years: 55
- 35 - 44 years: 38
- 65 - 74 years: 32
- 85+ years: 26
- 55 - 64 years: 24
- Under 25 years: 23
- 26 - 34 years: 21

Younger age groups were also represented, including children, young people, and working-age adults, reflecting whole-of-community impact. The age distribution of people responding to the survey is illustrated in **Figure 1**.

Figure 1: Survey Responders Age Profile



Gender

- Female: 188
- Male: 46
- Non-binary: 7
- Prefer not to say: 2

Identify as LGBTQIA+

- No: 188
- Yes: 30
- Prefer not to answer: 15

Identify as a First Nations person

- No: 233
- Yes, an Aboriginal person: 7

Speak a language(s) other than English at home

- No: 225
- Yes: 16

Languages other than English identified in the responses included Italian, Setswana, Greek, Icelandic, Mandarin, Chinese, Auslan, and Signed English (not Auslan).

Disability & Lived Experience

Respondents identified as:

- People living with disability: 82
- Family/friends of people with disability: 75
- Interested community members: 64
- Carers (unpaid): 50
- Disability or aged-care workers: 20

Many “self-described” responses highlighted ageing-related mobility issues, chronic illness, neurodivergence, sensory impairment, and mental health conditions.

3. Priority Areas for Improvement

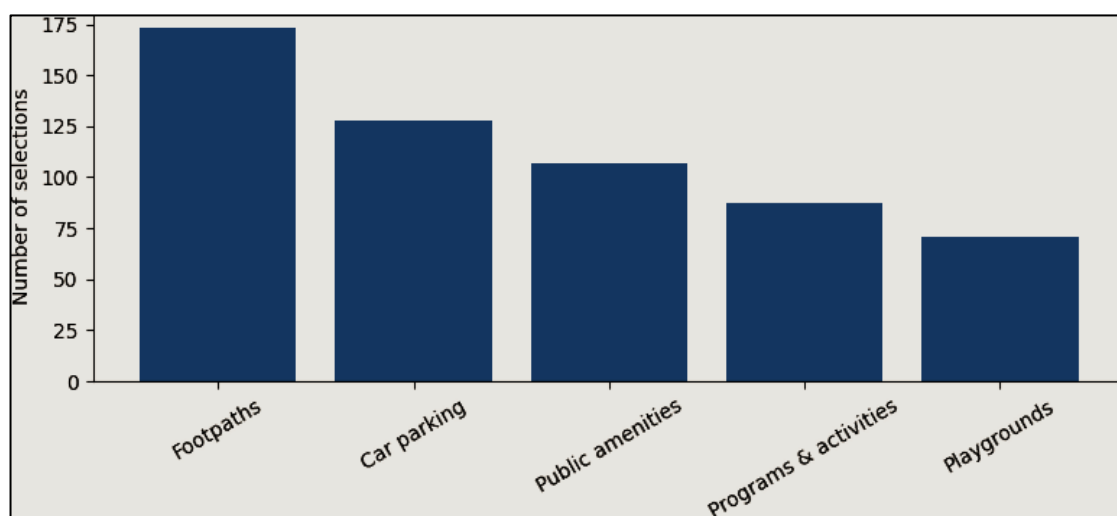
When asked where Council should focus its efforts to improve disability access and inclusion, the top five priorities include and are illustrated in **Figure 2**.

- Footpaths: 173
- Car parking: 128
- Public amenities (toilets, change rooms): 107
- Programs and activities: 87
- Playgrounds / playspaces: 71

Other areas that received strong response levels included representation of people living with disability, community events, decision-making and opportunities for input, community safety, and community perceptions and attitudes towards people living with disability.

This demonstrates a strong call for basic, everyday infrastructure improvements, alongside social and program-based inclusion.

Figure 2: Priority Areas for Improvement



4. Accessibility of Council Buildings

Overall, Council buildings were generally viewed by respondents as accessible or very accessible, with the Gawler Civic Centre and the Gawler Sport & Community Centre receiving the highest number of responses in this category:

- Gawler Civic Centre (accessible and very accessible combined): 172
- Gawler Sport & Community Centre (accessible and very accessible combined): 141

Responses identifying inaccessibility most commonly related to the Gawler Aquatic Centre and the Evanston Gardens Library & Community Centre:

- Gawler Aquatic Centre (inaccessible and very inaccessible combined): 14
- Evanston Gardens Library & Community Centre (inaccessible and very inaccessible combined): 11

Feedback regarding the Aquatic Centre highlighted challenges with accessing the pool, including difficulties with the existing steps, dissatisfaction with using the chair lift, and concerns about car parking.

For the Evanston Gardens Library & Community Centre, reported inaccessibility related to its location rather than the facility itself, with some respondents noting difficulties travelling to the site.

5. Accessibility of Council Information

Respondents identified the main ways they receive information about Council services, activities, and events as:

- Letter / posted mail: 164
- Council Facebook page: 156
- Email: 142
- Posters / flyers: 141
- In person customer service: 138
- Council website: 137
- Phone: 137

Written responses on the accessibility of this information focused on several key themes:

- Print and written materials: Small font sizes and a lack of accessible formats (such as large print and Easy Read) made some Council publications difficult to access.
- Digital communication and website usability: Mixed feedback regarding Council's website and online information, with concerns about navigation, complexity, and outdated content, as well as a reliance on social media and electronic communication excluding some community members.
- Telephone and direct contact: Varied experiences with phone-based services, including accessibility challenges for people with hearing impairments, alongside positive feedback about staff responsiveness and customer service.
- Information reach and awareness: Some respondents reported limited awareness of Council services and events, often relying on incidental exposure or specific channels such as libraries or community

outlets.

- Inclusive communication improvements: Suggestions included improving accessibility features across all channels, such as captions on all social media videos and ensuring a broader range of communication options to meet diverse needs.

6. Receiving, Understanding, and Sharing Information

When asked what assists in receiving, understanding, and sharing information, the top responses were:

- Talking to someone: 102
- Easy Read (simple words and pictures): 100
- Large print: 86
- Easy English (simple words): 84

7. Key Barriers Identified

Major themes

Analysis of written responses shows strong consistency across submissions.

Footpaths and pedestrian infrastructure

The most frequently cited barrier, particularly for wheelchair users, people using walkers, and older residents.

"Some footpaths are terribly uneven or slope so badly that you can't manoeuvre a wheelchair safely."

Disability parking availability and design

Respondents reported:

- Not enough disability parking.
- Poor location (far from entrances).
- Unsafe layouts for wheelchair unloading.

"There simply aren't enough spots, and not enough monitoring. Genuine users miss out."

Access to shops and businesses

Steps, narrow doorways, cluttered layouts, and heritage buildings were common issues.

"I stand outside shops while family go in because there are steps and no alternative access."

Public toilets and changing facilities

Strong demand for:

- More accessible toilets.
- Gender-neutral and carer-friendly facilities.
- Changing Places standard facilities.

"Using the toilet with a person I care for is extremely difficult and undignified."

Transport and connectivity

- Limited bus services.
- Reliability of taxis.
- Difficulty accessing Council facilities without a car.

"There is a lack of reliable transport. Taxis are often late or don't show up. Perhaps volunteer drivers could be used?"

Infrastructure and design

- Continuous, level footpaths with regular maintenance.
- Wider footpaths free of obstructions.
- Dedicated wheelchair-accessible parking bays.
- Fenced, inclusive playgrounds with rubber surfacing and sensory elements.

"Council should sit in a wheelchair and try to navigate the town."

Inclusion and programs

- Disability expos and information sessions.
- Low-cost, accessible activities.
- Sensory-friendly events and quiet spaces.
- Disability advisory or lived-experience committees.

"True inclusion is when every service and space is designed so everyone can participate with dignity."

Communication improvements

- Easy Read and large-print materials.
- Captions on videos.
- Auslan versions of key information.
- Clear, uncluttered signage.

"Due to my disability, I require someone to be with me at all time when outside in my community.

Access to information in Auslan is needed. I have good literacy skills as I have had good access to education, but not all Auslan users have, and they prefer Auslan over written and captioned communication."

8. What's Working Well

Despite significant challenges, respondents acknowledged positive examples, including:

- Gawler Civic Centre accessibility.
- Home Assist Program.
- Inclusive playground upgrades.
- Library services and staff.
- Communication boards at playgrounds.

"The Civic Centre shows what's possible when accessibility is prioritised."

KEY INSIGHTS ACROSS ENGAGEMENT

Survey Engagement Insights

The survey clearly demonstrates that access and inclusion are everyday issues, not niche concerns. Barriers affect older people, families, carers, people with visible and invisible disabilities, and visitors alike.

There is strong community support for Council to:

- Lead by example.
- Embed universal design in planning and service delivery.
- Co-design solutions with people with lived experience.
- Treat access and inclusion as a core community value, not an add-on.

Face-to-Face Engagement Insights

Across the face-to-face engagement activities, consistent themes emerged:

- Access is more than infrastructure — information, attitudes, and systems matter.
- Transport is a major barrier affecting participation, services, and employment.
- Communication accessibility is critical to inclusion.
- Co-design and lived experience must be embedded in planning and decision-making.
- Everyday accessibility is as important as event-based inclusion.
- Funding and resourcing constraints must be acknowledged and managed strategically.

WORKSHOP SUMMARIES

Disability Service Providers Session

On 4 February 2026, Healthy Environs facilitated a Disability Service Providers Forum as part of the development of its Disability Access and Inclusion Plan (DAIP). The workshop brought together seven local disability service providers, advocates, and Council representatives to share professional insights, lived experience observations, and practical recommendations to improve access and inclusion across Gawler.

Transport access and safety emerged as the most significant barrier across the region. Participants described public transport as physically and emotionally challenging, citing poor lighting, noise-related anxiety, inconsistent disability awareness among transport staff, limited connections, and the unaffordability or unavailability of taxis and rideshare services. While initiatives such as 'Try Before You Ride' were valued, participants identified the need for greater frequency, promotion, and staff training, drawing on examples such as 'Try Before You Fly' at Adelaide Airport.

The built environment and wayfinding were consistently identified as limiting participation. Issues included poorly designed car parks, inaccessible footpaths, confusing or inadequate signage (including within Council buildings), and difficult navigation around the railway corridor. Participants emphasised the importance of clear signage that combines icons and words, appropriate colour contrast, and consistent wayfinding. While examples of well-located disability parking were acknowledged, awareness of extended parking time allowances for permit holders was low and seen as an opportunity for education.

Events and community participation were a major focus of discussion. Crowding, queues, uneven surfaces, and sensory overload were identified as common barriers at Council-run and community-run events. The Christmas Parade, Santa Workshops, markets, carols, Fringe events, and Apex Park were highlighted as settings where accessibility could be significantly improved. Suggested solutions included designated accessible viewing areas, sensory-friendly spaces and sessions, temporary accessible matting, improved transport and parking access, and stronger promotion of invisible disability awareness tools such as the Sunflower lanyard.

Participants expressed strong concern about limited inclusive opportunities for adults with disability, particularly people over 18, resulting in the need to travel outside the region for social, cultural, and recreational activities. Daytime events for adults were seen as important but challenging to deliver. Early-onset dementia (under 65) was identified as a significant service gap, with participants calling for age-appropriate, active programs and clearer recognition of dementia as a specific disability within the DAIP.

Information, communication, and awareness were raised repeatedly as barriers. Participants described Council and community information as cluttered, overly complex, and often incompatible with screen

readers or image descriptions. Easy Read formats were strongly emphasised, with Council committing to preparing future key plans in Easy Read. Participants also suggested practical tools such as planning checklists to support staff and partners to avoid common accessibility oversights.

The workshop highlighted the value of existing communication supports, including communication boards in play spaces and the development of tactile, hearing- and vision-friendly formats. However, AUSLAN access was identified as critical but costly, with participants calling for broader community education and awareness to complement service provision.

Support, safety, and human assistance were identified as key enablers of participation. Participants noted that people are unlikely to attend events if they are unsure support will be available on site. Clear identification of trained staff and Human Guide Training were seen as practical actions to increase confidence and safety.

Finally, employment, education, and volunteering were identified as areas of systemic exclusion. Recruitment processes were described as unwelcoming, particularly at first contact. Structural barriers such as unnecessary licence requirements, limited access to driving instruction, online testing barriers for TAFE entry, and lack of inclusive practices among large employers were highlighted. Volunteering was identified as an underutilised pathway to build skills and confidence, with local organisations seen as potential partners.

Overall insight

The workshop reinforced that access and inclusion in Gawler require coordinated action across transport, the built environment, events, communication, attitudes, and opportunities for adults. Service providers emphasised the importance of practical, low-cost changes, improved awareness, and genuine engagement with people with lived experience to inform planning and delivery. These insights provide strong professional evidence base to shape DAIP priorities, actions, and implementation.

Gawler & Districts Community Services Forum

On 12 February 2026, Healthy Environs facilitated a workshop with the Gawler & Districts Community Services Forum to inform the development of its Disability Access and Inclusion Plan (DAIP). The forum brought together seventeen community organisations, service providers, and Council representatives to share lived experience, identify systemic barriers, and highlight practical opportunities to improve access and inclusion across the town.

Key strengths

Participants strongly acknowledged the Town of Gawler's commitment to inclusive engagement and co-design, particularly initiatives that involve people with lived experience of disability in planning and delivery. Programs such as Volunteerability were highlighted as best-practice examples of inclusive, co-designed initiatives. Consultation on play spaces was also viewed positively, with participants recognising Council's willingness to listen and respond to community feedback.

A range of community assets and initiatives were recognised as strengths, including Council investment in parks, proactive SAPOL community engagement, sensory spaces at selected events (such as NAIDOC celebrations using Youth Shak), the Gawler Bunyip as an inclusive community institution, and the Adelaide Metro on demand bus where available. Participants also noted incremental improvements in footpath safety, disabled parking availability, and growing awareness of hidden disabilities.

Key challenges and barriers

Despite these strengths, participants identified significant and persistent barriers. Built environment and infrastructure issues included uneven access across suburbs, poor maintenance, facilities designed primarily for "fit and healthy" users, a shortage of accessible toilets (particularly adult-sized change facilities), inadequate street lighting, and poorly designed pram and accessible parking bays.

Transport and mobility were described as major constraints on participation. Infrequent or unreliable bus services, limited accessible taxis, ride-share reluctance to carry service animals, and poor connectivity to bus and train stops were all identified as barriers affecting access to events, children's centres, and health services.

Participants raised serious concerns about housing affordability and cost of living, noting limited supply of low-income rental housing and increasing stress for people with disability, older people, and young people. Housing insecurity was described as impacting wellbeing, independence, and future life planning.

Social participation and perceptions were also highlighted, including fear of being unwelcome in community spaces, stigma experienced by carers of neurodivergent children, lack of everyday sensory-safe spaces, and limited genuinely inclusive volunteering opportunities. At a systems level, participants noted governance and funding constraints, with DAIP obligations mandated by the State but largely devolved to local government without matching resources.

Population growth and daily inflows were seen as outpacing infrastructure and service capacity, while tensions between building owners and tenants often limit accessibility upgrades.

Opportunities and actions

Participants identified a range of practical and strategic opportunities. Immediate actions included normalising inclusive communication in multiple formats, expanding sensory spaces beyond events into everyday town settings, improving play spaces and accessible toilets, and developing an accessibility map to support planning and manage expectations.

Transport-focused opportunities included exploring additional safe and accessible transport options and advocating at the State level for improvements to on-demand services and ride-share compliance.

Longer-term opportunities focused on embedding an Access and Inclusion lens into all planning, developments, and asset upgrades; strengthening co-design governance; actively pursuing grant funding; expanding inclusive volunteering; increasing awareness of hidden disabilities; and continuing proactive community safety partnerships.

Overall takeaway

The forum highlighted strong community goodwill, effective engagement practices, and clear examples of what works, alongside systemic barriers in transport, housing, infrastructure, and funding. Participants emphasised that the greatest gains would come from normalising inclusion, embedding co-design in decision-making, improving everyday accessibility (not just event-based access), and advocating for structural support that aligns resources with DAIP expectations. These insights provide a strong evidence base to guide the Town of Gawler's DAIP priorities and implementation.

Community Sessions

On 19 February 2026, Healthy Environs facilitated community engagement sessions to inform the development of its Disability Access and Inclusion Plan (DAIP). Participants were invited to reflect on what access and inclusion mean in their everyday lives. The sessions captured lived experience and practical insights through facilitated discussion and written feedback.

Participants described access and inclusion as essential to full participation in community life. Physical access was a central theme, with emphasis on safe and usable footpaths and crossings, accessible ramps and entrances, and public buildings that are easy to navigate with clear signage. Participants also highlighted the importance of clear, simple communication, including information provided in multiple formats and Easy Read materials to support understanding and awareness of local services and activities.

Transport and mobility emerged as significant issues. Participants noted challenges getting to services and activities, the need for accessible public transport, safer walking routes, and improved wayfinding. Alongside physical access, participants stressed the importance of feeling welcome and included, identifying respectful attitudes, inclusive activities, and being listened to as key contributors to belonging.

The sessions identified strong community strengths, including Gawler's strong sense of community, role as a regional hub, accessible areas such as Murray Street, community facilities, green spaces, and positive relationships with Council staff. Active community advocates, partnerships, and Council's willingness to listen and respond were also recognised.

Participants identified numerous barriers, including damaged or inconsistent footpaths, parking and transport challenges, inaccessible businesses and facilities, poor lighting and signage, heritage constraints, limited enforcement, and difficulties accessing information. Attitudinal barriers such as stigma and lack of awareness of invisible disabilities were also raised.

Participants outlined clear opportunities for improvement, including upgrading footpaths and crossings, improving lighting and wayfinding, traffic calming, expanding sensory-friendly spaces and events, strengthening community education, improving accessible transport, and embedding universal design in planning and development. Strong emphasis was placed on co-design, ongoing engagement, and working with people with lived experience.

Overall, the engagement highlights that access and inclusion in Gawler extend beyond infrastructure to include information, attitudes, participation, and voice. These insights provide a strong evidence base to guide DAIP priorities and actions that are practical, locally relevant, and community-led.

Staff Sessions

Forty-four staff participated in the staff workshops, offering specialist and experiential insights, representing a range of work areas, including development, infrastructure, community development and services, human resources, finance, engineering, and strategic planning.

Staff were guided through three exercises:

1. Understanding Access and Inclusion.
2. Identify Strengths, Challenges and Opportunities.
3. Identify and Prioritise Action Items.

Exercise 1 – Understanding Access and Inclusion

Exercise 1 invited individuals to reflect on the question: “What does access and inclusion mean to me?”

Staff recorded personal reflections, shared insights with colleagues, and contributed to a group discussion. The exercise captured staff values, lived understanding, and system-level perspectives on access and inclusion across Council services, environments, and decision making.

Staff demonstrated a strong, shared understanding that access and inclusion are:

- Multi-dimensional (physical, digital, social, systemic).
- About belonging, dignity, and respect.
- Linked to agency, voice, and meaningful participation.
- Enabled by education, awareness, and empathy.

Staff viewed compliance as a baseline, not the goal, and emphasised quality of lived experience.

Exercise 2 – Strengths, Challenges and Opportunities

From Exercise 1 to Exercise 2 – Values to Reality

Exercise 1 established a shared values base and mindset among staff, highlighting a strong commitment to inclusion, equity, lived experience and participation. Exercise 2 then deliberately tested this intent against the realities of Council’s operating environment. By moving from individual reflections to group discussion, staff explored how values play out in practice – surfacing strengths to build on, alongside structural, resourcing, governance and community constraints that shape what is currently possible.

Participants took part in facilitated group discussions to identify Council strengths and successes, current challenges and barriers, and opportunities for change in relation to access and inclusion. Participants broke into groups; encouraged to balance the groups with consideration of staff member’s roles and portfolios to maximise group diversity and perspectives. Discussion prompts related to the State Plan Domains and Priority Areas were visible for participants to consider during

the exercise.

Staff identified:

- Strengths: infrastructure upgrades, inclusive programs, strong community relationships, and organisational willingness to learn.
- Challenges: legacy infrastructure, funding constraints, transport gaps, communication accessibility, and workforce inclusion.
- Opportunities: consistent standards, improved communication, inclusive planning, asset management, and workforce development.

Exercise 3 – Identifying and Prioritising Action Items

From Exercise 2 to Exercise 3 – Reality to Choice

Exercise 2 generated a comprehensive picture of challenges, opportunities and tensions, including trade-offs between cost, access, development pressures and long-term outcomes. Exercise 3 then translated these insights into actions.

Staff were asked to identify one or two DAIP actions (the number of actions was determined by the size of the group) they believe would have the most significant impact. Ideas were shared, grouped under the relevant DAIP domain, and then prioritised using a simple dot-voting method, with participants placing stickers to indicate priority.

Table 1 illustrates the prioritised outcomes of Exercise 3, aligned to State DAIP Domains.

Table 1 - Prioritised actions aligned to State DAIP Domains

Domain	Action	Votes	Priority band
Domain 1: Inclusive Environments & Communities	Include DAIP layer in project framework - civil to ensure consideration	11	High
	Review internal and external communication practices (Visual, Audible, Physical)	9	High
	Access and inclusion audit of organisation buildings, processes including barriers to employment / Town of Gawler buildings and transport	8	High
	Site specific reviews – quick easy changes to sites	7	Medium
	Ensure all Council activities include appropriate investment in access and inclusion	5	Medium
	Design new infrastructure	3	Medium
	User friendly pedestrian network (maps, wayfinding, paths, ramps)	3	Medium
	Improved signage in facilities (colours, height etc.)	3	Medium
	Increase investment in accessible footpath network	2	Emerging
	Universal Design – open spaces, Council buildings, streetscapes	2	Emerging
	Improve accessibility through technology	1	Emerging
	Events – AUSLAN, low vision, hearing loops, sensory space	1	Emerging
	Accessible events toolkit	1	Emerging
	Addressing transport barriers will impact many opportunities	1	Emerging
	DDA upgrade program	1	Emerging
	Create guidelines for building owners regarding access and heritage	0	Not prioritised
	Audit and improve inclusive communication materials	0	Not prioritised
	Increase minimum font size on all communications	0	Not prioritised
Domain 2: Education & Employment	Inclusive working environments through role supports and new technology	0	Not prioritised
	Strategic planning and funding	18	High

Domain	Action	Votes	Priority band
Domain 3: Personal & Community Support	Map all disability parking spaces for public use	4	Medium
	Increase rates for accessible infrastructure	3	Medium
	Government proactive planning for future and community	3	Medium
	Access to internet, Wi-Fi, and community transport	2	Emerging
	Website map of inclusive facilities	0	Not prioritised
	Information sharing and promotion	0	Not prioritised
	Reduce fine print on rate notices	0	Not prioritised
	Implement new accessibility technologies (Citizen Central, e-billing)	0	Not prioritised
Domain 4: Health & Wellbeing	Listen to people and consider their needs	3	Medium
	Event infrastructure and locations – review and improve	2	Emerging
	Planning cues and movement – footpaths and maintenance	1	Emerging
	Use town growth as opportunity for improvements	1	Emerging
Domain 5: Safety, Rights & Justice	Higher priority for DDA accessibility	4	Medium
	Education on inclusive forms and why they are required	3	Medium

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