



**The Flinders
Ranges Council**



Disability Access and Inclusion Plan 2025-2030



The Flinders
Ranges Council

THE FLINDERS RANGES COUNCIL BOUNDARY MAP



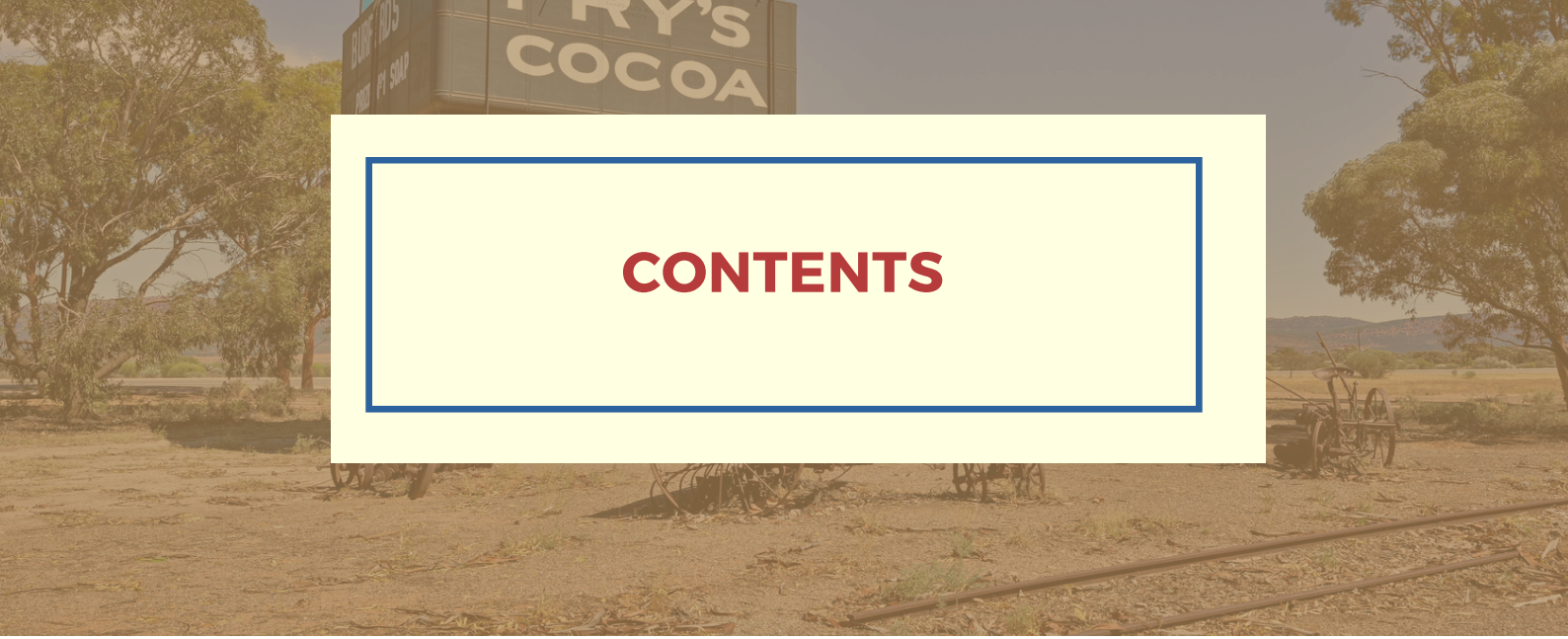
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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

The Flinders Ranges Council is proud to present the renewed Disability Access and Inclusion Plan. This update builds on the solid foundations of our previous plan, which saw meaningful progress in improving access to Council facilities, strengthening community engagement, and raising awareness of the importance of inclusion across our region.

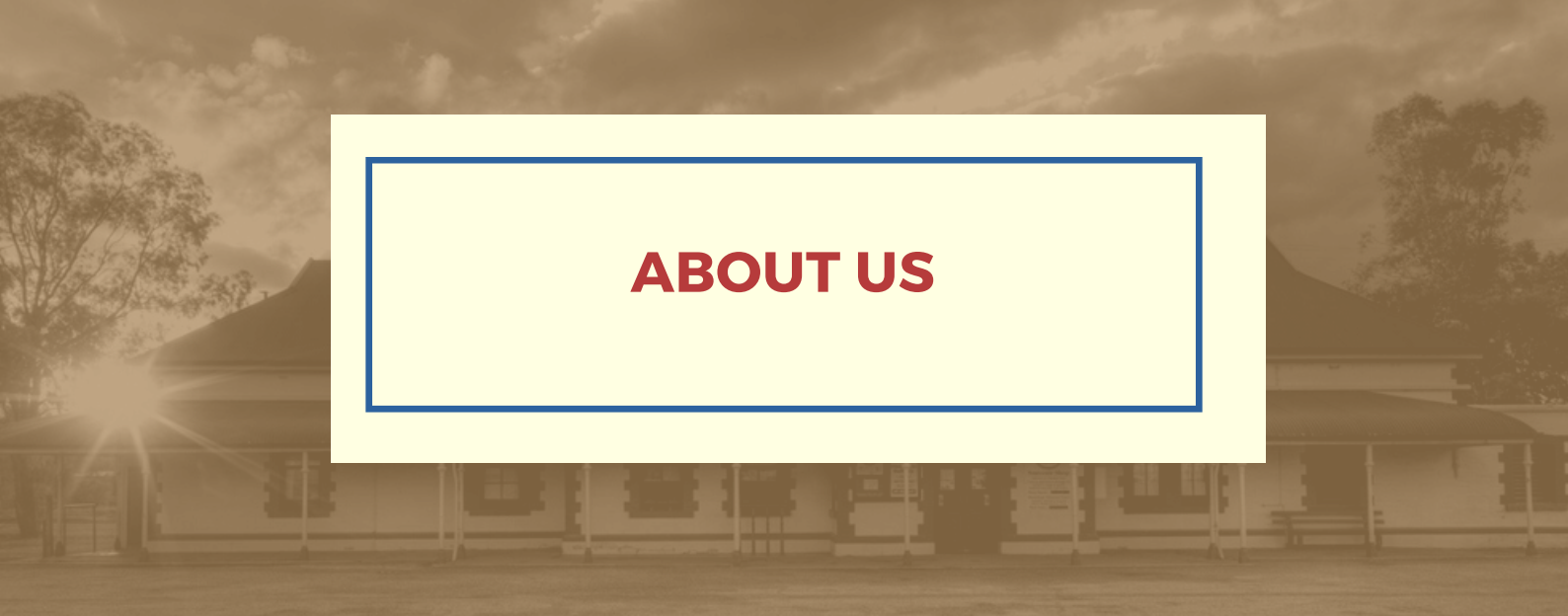
Through the actions delivered in the last plan, we have achieved improvements to our built environment, introduced more accessible information and communication channels, and fostered stronger partnerships with local organisations and community members. These achievements reflect our commitment to ensuring that people living with disability can participate fully in community life.

Looking ahead, this renewed plan aligns closely with the South Australian State Disability Inclusion Plan. It provides a clear framework to continue removing barriers, promoting equal opportunities, and creating an inclusive community for everyone who lives, works, and visits the Flinders Ranges.

On behalf of Council, I thank the community and stakeholders who contributed to shaping this plan. Together, we will continue to make the Flinders Ranges a welcoming and inclusive place for all.



Sean G Holden
Chief Executive Officer



ABOUT US

The Flinders Ranges Council is located in South Australia's iconic Flinders Ranges. Our Council area includes the townships of Quorn, Hawker and Cradock, and we are proud to serve a diverse and resilient population spread across a unique and nationally significant landscape.

Council's primary role is to represent and serve our community by providing essential services, planning for the future, and ensuring that the Flinders Ranges remains a sustainable, welcoming, and inclusive place to live, work, and visit. Our services extend across areas such as:

- Community services and support
- Maintenance and improvement of local roads, footpaths, and public spaces
- Waste management and environmental sustainability
- Strategic planning and economic development
- Recreation, tourism, and events
- Regulatory and compliance services

We are committed to embedding access and inclusion principles across all areas of service delivery. In doing so, Council recognises the importance of aligning with key local and state-level strategies.

OUR VISION

The Flinders Ranges Council vision is to provide a community where everyone, regardless of ability, is fully included, valued and able to participate in all aspects of community life.

We will achieve this by:

- Providing inclusive communities for all
 - Promote a culture of belonging, respect and understanding for people living with disability.
 - Ensure Council events, public spaces and community life are welcoming and accessible to everyone.
- Leadership, collaboration and community engagement
 - Demonstrate strong leadership by integrating access and inclusion into all Council planning, decision-making, operations and asset management.
 - Collaborate with people with lived experience, advocacy groups and other stakeholders in the co-design of policies, plans, services and infrastructure.
 - Build awareness across Council staff, elected members and the community about rights, obligations and best practice in disability inclusion
- Ensuring accessible built and social environments
 - Ensure all existing and new infrastructure (roads, paths, buildings, public spaces) meets universal design standards wherever practicable.
 - Provide accessible, clear, timely information and communication in multiple formats.
 - Improve access to Council services and ensure that people with disability can use services independently or with minimal assistance

OUR WORKPLACE / STAFF

The Flinders Ranges Council is committed to ensuring that our workplace culture, staff practices and public-facing services support accessibility, inclusion and respect for all members of our community. Council recognises that the way we engage with the public has a direct impact on the experience of people living with disability, and we are committed to continuous improvement in this area.

Our staff play a vital role in:

- Delivering equitable and accessible customer service in person, online and by phone.
- Providing information in formats that are inclusive, clear and easy to understand.
- Supporting people to participate in Council meetings, programs, events and consultations.
- Applying principles of respect, dignity and inclusion in all interactions with community members.

Council's policies and plans provide the framework for these commitments, including:

- Community Wellbeing and Regional Health Plan – which emphasises equity in health and wellbeing outcomes, including the removal of barriers for people with disability.
- Employee Recruitment Policy – which ensures that recruitment and employment practices are inclusive, fair and supportive of diversity, with reasonable adjustments available for applicants and staff.
- Child Safe Policy – which ensures that the safety and wellbeing of children, including children with disability, are at the centre of Council's programs, facilities and decision-making.
- Work Health and Safety Policies – which recognise the diverse needs of staff and community members in creating safe and accessible work and public environments.

By embedding disability access and inclusion considerations across our workplace policies, customer service practices and community engagement, Council is building an organisational culture that supports fairness, accessibility and equal opportunity.



STRATEGIC CONTEXT

The Flinders Ranges Council's Disability Access and Inclusion Plan is shaped by a strong legislative and policy framework at the local, state, national and international levels. This ensures that our work is consistent, accountable, and aligned with broader commitments to inclusion and human rights.

Disability Inclusion Act 2018 (SA)

This legislation requires all State Government agencies and local councils in South Australia to develop and implement Disability Access and Inclusion Plans (DAIPs). The Act provides the foundation for improving access and inclusion, ensuring that people with disability can participate fully in their communities and in decision-making processes that affect their lives.

State Disability Inclusion Plan 2025–2029

The State Plan sets a whole-of-government approach to disability inclusion in South Australia. It identifies priority areas and actions to reduce barriers, promote equity, and foster inclusive communities. Council's plan aligns with this framework to ensure our local actions support and complement statewide priorities.

Australia's Disability Strategy 2021–2031

This national strategy represents a shared commitment by all levels of government to create a more inclusive society. It focuses on improving outcomes for people with disability across key domains such as employment, housing, safety, health, education and community attitudes. Council's work contributes to these broader goals at a local level.

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

As an international human rights treaty ratified by Australia, the UNCRPD sets out global standards for promoting and protecting the rights and dignity of persons with disability. It underpins the principles of access, participation, equality and respect, which are embedded throughout Council's plan.

Together, these frameworks guide The Flinders Ranges Council in developing practical actions that reflect both our local community needs and the broader state, national and international commitment to building inclusive, accessible communities.



PLAN DEVELOPMENT

Consultation and Community Engagement

Community consultation on the draft Plan was undertaken in accordance with Council's *Policy 1.9 – Public Consultation*. Engagement occurred through a range of channels, including Council's October community newsletter, Facebook page, and website. Hard copies of the draft Plan were also made available at the Council Administration Office and the Hawker outlet.

The draft Plan was open for public comment for a period exceeding 28 days, closing on Friday, 28 November 2025. A total of four (4) submissions were received. All feedback was reviewed, and where appropriate, amendments and additions were incorporated into the Action Plan to reflect the suggestions provided.

Council is committed to ongoing engagement with the community to support the effective implementation of the Plan. Progress against actions and measures will be monitored and reported to ensure transparency and accountability.

Connected and Partner Organisations

Council maintains established partnerships with key support organisations, including NDIS Mission Australia and the Local Government Access and Inclusion Network. Council will continue to collaborate with these organisations to raise awareness and strengthen advocacy for people with disability and their access and inclusion needs.

PLAN DEVELOPMENT (cont')

Achievements

Some key achievements from the previous Plan are as follows:

- Development of inclusive and accessible guidelines for events.
- Integration of accessibility and inclusiveness in all new relevant Council policies, procedures and plans.
- Installation of compliant signage for facilities.
- Consultation with service providers.
- Inclusion of accessibility requirements for development of new footpath and pavement projects.
- Review of location, number and compliant position of public disability carparks.
- Installation of pedestrian crossing at Hawker Area School.
- Investigation of grant opportunities which support initiatives and projects for people with disabilities.

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 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	Ensure all council events for 50 or more people implement best practice event management principles.	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.	Ongoing	Events Team Event Permit Approvals

ACTIONS TABLE

Priority Area 1: Active participation (continued)

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and Data Source
2	Support and promote disability recognition and participation events	1.1.2	The number of events facilitated, promoted and/or supported in partnership including International Day of People with Disability	Ongoing	Events Team Event Permit Approvals

ACTIONS TABLE (cont')

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
3	Ensure records including induction, internal campaigns and training are recorded for relevant staff in Skytrust system.	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.	Ongoing	Human Resources Number Skytrust
4	Record community awareness initiatives such as social media, newsletter, and other campaigns and mediums.		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.	Ongoing	Promotional and Marketing Team Social media and community engagement statistics and number of activities.

ACTIONS TABLE (cont')

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and Data Source
5	Work with disability support organisations to engage with Aboriginal and Torres Strait Islander people with a disability, their families, carers and communities in the design of DAIP initiatives (formal partnerships and shared decision making).	1.2.3	The number of actions embedded in our DAIP working towards Closing the Gap targets.	February 2027	Senior Leadership Team Number of Actions in DAIP

ACTIONS TABLE (cont')

Priority Area 3: Universal Design

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and Data Source
6	Undertake an audit of all existing buildings and spaces to assess accessibility requirements and record any accessibility modifications (e.g., signage installation, door widening) made	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.	Audit to be completed by September 2027. Modifications are ongoing and subject to funding/budgeting.	Director of Works Asset Management Plans and Works Updates
7	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.	Ongoing	Director of Works Asset Management Plans and Works Updates

ACTIONS TABLE (cont')

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and Data Source
8	Undertake an audit of all existing parks, reserves and playgrounds buildings to assess accessibility requirements and record any accessibility modifications or new builds and where appropriate, introduce visual signage and communication boards	1.3.3	The number of parks, reserves, beaches and playgrounds (within these areas) that are built or modified to improve accessibility and safety.	Audit to be completed by December 2027. Modifications and new builds are ongoing.	Director of Works Asset Management Plans and Works Updates

ACTIONS TABLE (cont')

Priority Area 4: Accessible facilities

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

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and Data Source
9	Undertake an audit of how many councils owned toilets within the council area meet accessibility standards or are a designed changing places facility.	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.	September 2027	Director of Works Asset Management Plans and Works Updates

ACTIONS TABLE (cont')

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
10	The number of public documents on the Council website created in Easy Read, plain language, video or another format and actions taken to make documents accessible.	1.5.1	The number of resources or materials that have been developed in accessible formats. For example, websites that meet Web Content Accessibility Guidelines (WCAG) 2.2 level AA accessibility standard or above, Auslan translations and Easy Read documents.	October 2027	Manager, Governance and Tourism Website Analytics

ACTIONS TABLE (cont')

Priority Area 7: 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
11	Ensure public consultations include and seek input from priority groups where required.	1.7.1	The number of public consultations that included and sought input from people with disability.	Ongoing	Chief Executive Officer Council Reports
12	Seek membership for committees and working groups from priority groups where applicable.	1.7.2	The number of people with disability, including parents and carers, serving on committees and working groups.	Ongoing	Chief Executive Officer Council Reports

ACTIONS TABLE (cont')

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 Area 3: 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
13	Report of number of volunteer opportunities promoted to priority groups, if applicable.	2.3.5	The number of initiatives taken to encourage people with disability to volunteer.	Ongoing	Human Resources Manager Recruitment Records and Processes

ACTIONS TABLE (cont')

Priority Area 4: 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
14	Report of number of inclusive recruitment training undertaken and attendees and any organisational changes made, if applicable.	2.4.3	The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.	Ongoing	Human Resources Manager Recruitment Records and Processes - Skytrust

ACTIONS TABLE (cont')

Priority Area 5: 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
15	Development and/or update of an inclusive recruitment and procurement policy/ies.	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 and for contract engagement. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs.	March 2028	Human Resources Manager Skytrust - Policy Schedule
16	Number of workplace practices implemented, if applicable.			Ongoing	Human Resources Manager Skytrust

ACTIONS TABLE (cont')

Domain 3: Personal and community support

Outcome Statement: A South Australia where all 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 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
17	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. For example, referral hubs, mobile outreach, online information platforms, frontline worker training, and partnerships with community organisations.	Ongoing	Manager, Governance and Tourism Reports including Council Reports

ACTIONS TABLE (cont')

Priority Area 3: Information sharing

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
18	Promotion of Community Grants program.	3.5.1	The number of council and external grants and funding amount distributed to enhance disability inclusion.	Ongoing	Manager, Governance and Tourism Grants and Project Support Officer Records and Council Reports, Agendas and Minutes
19	Number of successful applicants and projects/initiatives for Community Grants and external grants that enhance disability inclusion, and collect reporting through detailing recipients, funding amounts, and purposes.				

ACTIONS TABLE (cont')

Priority Area 5: Programs

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
20	Participate in LGAIN and COP meetings and 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.	Ongoing	Manager, Governance and Tourism Minutes of Meetings

IMPLEMENTATION

1. Responsibility for Delivering Actions

- Executive leadership will provide governance, ensure resourcing, and integrate DAIP goals into strategic planning.
- Managers and team leaders will be responsible for embedding DAIP actions within their departments.
- All staff share responsibility for inclusive practices in their day-to-day work.

2. Sharing the Plan

- Distributed to all staff through induction, training, and internal communications.
- Shared with stakeholders (e.g., partner organisations, service providers) via direct engagement, meetings, and newsletters.
- Published on the website and available in accessible formats (e.g., Easy Read, large print, screen reader–friendly PDFs, etc).

3. Embedding Disability Inclusion in Day-to-Day Operations

- Accessibility and inclusion incorporated into policies, procedures, and procurement practices.
- Training for staff on disability awareness and inclusive service delivery.
- Regular accessibility audits of facilities, digital platforms, and communications.
- Recruitment and HR processes designed to attract, retain, and support staff with disability.
- Inclusive communication practices, such as providing alternative formats and using plain language.

4. Monitoring and Reporting Progress

- Annual progress reports provided to the executive team and published publicly.
- Performance indicators aligned to each DAIP outcome, with measurable milestones.
- Feedback collected from staff, service users, and community members with disability.
- Regular reviews (e.g., mid-term review and full review at the end of the plan cycle).
- All reporting will be fed into the State Disability Action Plan.

IMPLEMENTATION (cont')

5. Involvement of People with Disability

- Ongoing consultation and co-design with people with lived experience of disability.
- Partnership with disability advocacy organisations to strengthen representation.

6. Promotion of the DAIP

- Communication campaign across social media, newsletters, and community networks.
- Promotion through partnership organisations and local disability networks.
- Visible commitment on all corporate documents, offices, and digital platforms.
- Highlighting success stories and lived experience voices to encourage support and engagement.

CONTACT DETAILS

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This Disability Access and Inclusion Plan (DAIP) is available on The Flinders Ranges Council website at www.frc.sa.gov.au. If you require a copy in an alternative format, (such as Easy Read or a fully accessible printed version), please contact Council on the details above.