



Community Engagement Report

Disability Access and Inclusion Plan 2026-2030

Tuesday, 10 February – Friday, 6 March 2026



Introduction

The purpose of this report is to provide details of community consultation undertaken in relation to the Draft Disability Access and Inclusion Plan 2026-2030. It outlines a summary of consultation activities and feedback gathered during the engagement period.

Background

All State Authorities are required to develop a Disability Access and Inclusion Plan under the *Disability Inclusion Act 2018* (SA).

Between June and December 2025, key Council staff worked closely with the Disability Access and Advisory Committee to update the City of Victor Harbor's existing Disability Access and Inclusion Plan.

The new Disability Access and Inclusion Plan 2026-2030 aims to guide how Council supports access, inclusion, and equity for people living with disability across the region to 2030. It builds upon actions, priorities and achievements from the previous 2020–2024 plan.

It is also aligned with the *Disability Inclusion Act 2018* and the State Disability Inclusion Plan 2025–2029, ensuring that our local efforts support broader goals for inclusion in South Australia.

The plan strives to ensure Council has services and infrastructure that meet our community's needs. It aims to value and understand the contributions and rights of people with disability, and to ensure their rights are promoted, protected and upheld.

Previous Engagement

Community Satisfaction Surveys and Liveability Census

Previous engagement undertaken by Council through Community Satisfaction Surveys and the Liveability Census has highlighted the importance of services and planning for disability access and inclusion. It has demonstrated that there is room for improvement in the disability services available to the community.

The 2025 Community Satisfaction Survey highlighted that there is 46% satisfaction with disability and inclusion services in the community. This was slightly lower than in 2023 (49% satisfaction) and 2022 (54% satisfaction). Satisfaction levels were lowest among businesses and those aged 35 – 49, however most demographics rated their satisfaction similarly.

In the 2023 Liveability Census, Victor Harbor scored slightly above the state and national average for family and community services (including disability, aged care, protection and support services).



South Australian Disability Inclusion Plan 2025- 2029

The domains, priority areas and mandatory measures within the City of Victor Harbor's Disability Access and Inclusion Plan are derived from the South Australian Disability Inclusion Plan 2025-2029 (State Plan).

An extensive consultation process was undertaken during the development of the State Plan. This included community surveys, targeted consultation with disability networks, one-on-one interviews and social media engagement. The consultation captured feedback from people with disability, their families and carers, service providers, advocacy groups, and the broader community.

Key themes emerging from this consultation included:

- Understanding the intersectionality and diversity of disability
- Prioritising safety and improving the emergency response and interaction between people with disability and the criminal justice system
- Ensuring positive learning experiences and building capacity within the education sector
- Improving public transport and the built environment
- Increasing workforce participation and improving financial stability
- Improving the accessibility of health and mental health supports and services
- Feeling connected to and belonging to the community
- Elevating the quality of the next State Plan and Disability Access and Inclusion Plans

Disability Access and Inclusion Advisory Committee

Council's Disability Access and Inclusion Advisory Committee has been consulted in the development of the plan. This Committee includes two community members with understanding of access issues for people with disabilities, plus two other persons with expertise in disability issues.

The Committee has acted as a link between Council and the community in relation to disability access issues and provided input into the plan at various stages since June 2025 (with meetings held on 5 June 2025, 7 August 2025, 2 October 2025, 4 December 2025 and 5 February 2026).

Consultation Methodology

The community consultation period for the Draft Disability Access and Inclusion Plan ran from Tuesday 10 February until Friday 6 March 2026.

We welcomed input from people living with a disability, carers, families, service providers, community groups, business owners, and residents - whether they live, work, or visit the City of Victor Harbor.

The opportunity for community members to have their say was promoted in a range of ways:

- **Public notice** in The Times newspaper, 10 February 2026 edition
- **Media release** distributed on 10 February 2026

- **Signage** displayed in Civic Centre from late December
- **Information on** yoursay.victor.sa.gov.au (107 page views, 30 document downloads)
- **Facebook post** published on 17 February 2026 (2,916 views, 39 link clicks)
- **Instagram post** published on 17 February 2026 (209 views)
- **Email newsletters** distributed:
 - Your Say newsletter sent on 17 February (672 recipients, 22 clicks)
 - Your Say newsletter sent on 2 March (672 recipients, 63 clicks)
 - City Activation newsletter sent on 25 February (2,126 recipients, 5 article clicks)
 - Victor Viewpoint newsletter sent on 10 February (2,572 recipients, 13 article clicks)
 - Victor Viewpoint newsletter sent on 10 January (2,472 recipients, 79 article clicks)

Several other public consultations were running simultaneously during this period, including the South Coast Future Ready Strategy, Recreational Boating Strategy and Coastal Adaptation Master Plan. These consultations were promoted collectively through channels such as radio interviews, email signature banners and Council's quarterly newsletter. This promotion generated community awareness and engagement across Council projects generally, and is likely to have supported awareness of, and participation in, the Disability Access and Inclusion Plan consultation.

Community Feedback

Focus Groups

Focus group sessions were undertaken with three groups. The purpose of these sessions was to present the draft plan and encourage discussion on views, experiences and thoughts.

1. **Aboriginal and Torres Strait Islander Peoples – 23 February 2026**

Feedback from this group highlighted the importance of consultation to ensure documents are culturally safe. The group also identified a need to advocate to State and Federal Governments for increased support for Aboriginal and Torres Strait Islander people with disability. We also heard that consulting and collaborating with Aboriginal Controlled organisations such as Moorundi is important and that providing Cultural Training for staff will increase the level of understanding and culturally safe practices.

2. **Dementia Alliance Group – 26 February 2026**

A key feedback theme to emerge from this group was that the needs of people living with dementia are important and should be included in any disability access and inclusion plan. Suggestions were to include awareness training for staff and community to increase dementia friendly services and events. The group was supportive of the addition of an action to support a Dementia Alliance to provide information and referrals for people living with dementia.

3. **Fleurieu Carer's Network Alliance – 18 February 2026**

Council staff attended this network to provide information and feedback forms, and collect verbal responses. The group was supportive of the draft plan and requested no further additions. The group felt that *Domain 4 (Health and Wellbeing)* was the highest priority, followed by *Domain 1 (Inclusive Environments and Communities)*.



Survey Responses

There were two survey responses received during the consultation period. One survey was completed online via Council's Your Say website. An additional survey was completed in hardcopy and delivered to the Civic Centre.

Q. What is your connection to Victor Harbor?

Both respondents were City of Victor Harbor residents.

Q. What best describes you?

One respondent is a carer or family member of a person with a disability, while the other respondent lives with a disability.

Q. Have you read the draft Disability Access and Inclusion Plan 2026-2030?

Both respondents indicated that they had read the draft plan.

Q. Do you support the draft Disability Access and Inclusion Plan 2026-2030?

Both respondents indicated that they support the draft plan, with one respondent elaborating that it creates awareness of the difficulties faced by those living with disabilities.

Q. Do you think Victor Harbor is an accessible community?

One respondent answered yes and another answered no, however both provided commentary/suggestions:

- More wheelchair access required
- More accessible transport required, both within the Fleurieu region and to Adelaide

Q. Which areas do you think could be improved?

Respondents selected public parks, public amenities, buildings and facilities, events, programs and services.

Q. What could Council do to improve access and inclusion in the areas you selected?

Responses noted: more ramps and footpaths for wheelchairs and more disability parking at events/facilities.

Q. The draft Disability Access and Inclusion Plan 2026-2030 includes five domains. Rank these domains based on what you feel is the highest priority for Victor Harbor (with 1 being the highest priority).

The respondents ranked the domains differently, with one ranking *safety, rights and justice* as the highest priority while the other ranked *inclusive environments and communities* as the highest.

Q. The draft Disability Access and Inclusion Plan 2026-2030 includes a range of actions. Is there anything you would change or add to these actions?

One respondent suggested that trained volunteers could be present at meetings to help carers.

Q. Do you have any other feedback?

Neither respondent had additional feedback.



Conclusion

The focus group sessions proved to be the most useful engagement method during this consultation process. They offered stakeholders an opportunity to provide direct, in-depth verbal feedback on the draft plan.

Despite a low number of survey responses, the consultation has still played an important role in raising awareness of the Disability Access and Inclusion Plan across the community. Promotion of the survey and engagement opportunities helped to inform residents, stakeholders and service providers about the project, its purpose, and Council's commitment to improving access and inclusion.

Importantly, this plan has been informed by extensive previous research and engagement undertaken by both Council and the State Government. This existing body of work, plus advice and guidance from Council's Disability Access and Inclusion Advisory Committee, has provided a strong understanding of community views to inform development of the plan. It also ensures the plan aligns with strategic directions of the State Government while being responsive to local community needs.

Next Steps

This Community Engagement Report will be provided to the Disability Access and Inclusion Advisory Committee and Council Members for consideration.

Once community feedback has been considered, the Disability Access and Inclusion Plan will be finalised and presented to Council Members for adoption.

When a final Disability Access and Inclusion Plan has been adopted, it will be shared to Council's Your Say subscribers and published on the City of Victor Harbor website.

Appendix

From: "Your Say Victor Harbor" <notifications@engagementhq.com>
Sent: Tue, 17 Feb 2026 12:25:26 +1030
To: "City of Victor Harbor" <localgov@victor.sa.gov.au>; "Leann Symonds" <lsymonds@victor.sa.gov.au>
Subject: [REDACTED] completed Survey: Draft Disability Access and Inclusion Plan 2026-2030

[REDACTED] just submitted the survey Survey: Draft Disability Access and Inclusion Plan 2026-2030 with the responses below.

First Name

[REDACTED]

Surname

[REDACTED]

Residential Address

[REDACTED]

Email

[REDACTED]

Add your email address to the Victor Viewpoint mailing list, Council's monthly e-newsletter?

Yes

What is your age?

30 - 39

What is your connection to Victor Harbor?

Document Set ID: 10510585
Version: 1, Version Date: 18/02/2026



City of Victor Harbor resident

What best describes you?

I live with a disability (or have in the past)

Have you read the [draft Disability Access and Inclusion Plan 2026-2030](#)?

Yes

Do you support the draft Disability Access and Inclusion Plan 2026-2030?

Yes

Do you think Victor Harbor is an accessible community?

No

Why / why not?

Not enough wheelchair access and not enough accessible transport available

Which areas do you think could be improved? (Select all that apply)

Buildings and facilities

Events

Programs and services

What could Council do to improve access and inclusion in the areas you selected?

More ramps for wheelchairs and foot paths

The draft Disability Access and Inclusion Plan 2026-2030 includes five domains.



Rank these domains based on what you feel is the highest priority for Victor Harbor (with 1 being the highest priority).

Inclusive Environments and Communities (people with disability can participate as equal citizens and feel connected to their communities)

Education and Employment (people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security)

Personal and Community Support (people with disability can access quality, tailored personal and community supports addressing their individual needs)

Health and Wellbeing (people with disability can attain the highest possible health and wellbeing outcomes throughout their lives)

Safety, rights and Justice (people with disability feel safe, have their rights upheld and have full and equal protection before the law)

Draft Disability Access and Inclusion Plan 2026-2030 Feedback Form

We want your feedback!

All feedback must be received by 5pm on Friday, 6 March 2026.

We encourage you to view the full copy of the draft Disability Access and Inclusion Plan 2026-2030 (available online at yoursay.victor.sa.gov.au or in hard copy at the Council Office at 1 Bay Road, Victor Harbor).

Complete a survey online at yoursay.victor.sa.gov.au.

Or if you prefer, complete this hard copy form and return it to us in one of the following ways:

- **Email:** Scan and send it to localgov@victor.sa.gov.au
- **In person:** Hand deliver your completed form to the Civic Centre at 1 Bay Road, Victor Harbor
- **By post:** City of Victor Harbor, PO Box 11, Victor Harbor SA 5211

Please note your feedback may be included in public documents but all personal details will remain private.

About You

1. Your Details

First Name:	[REDACTED]	Surname:	[REDACTED]
Organisation (if applicable):	RETIRED - NOW CARER		
Age:	75		
Residential Address:	[REDACTED]		
Residential Suburb:	[REDACTED]		
Email Address:	[REDACTED]		
Add my email address to the Victor Viewpoint mailing list, Council's monthly e-newsletter:			
☒ Yes			

2. What is your connection to Victor Harbor?

☒ City of Victor Harbor ratepayer
 ☒ City of Victor Harbor resident
 ☐ Business
 ☐ Visitor
 ☐ Other (please specify:)

3. What best describes you?

☐ I live with a disability (or have in the past)
 ☒ I am a carer or family member of a person with a disability
 ☐ I work in an area that supports people with a disability
 ☒ I care about the inclusion of people in our community

Draft Disability Access and Inclusion Plan 2026-2030

4. Have you read the draft Disability Access and Inclusion Plan 2026-2030?

☒ Yes
 ☐ No
 ☐ Unsure

5. Do you support the draft Disability Access and Inclusion Plan 2026-2030?

☒ Yes
 ☐ Yes, but with some changes
 ☐ No
 ☐ Unsure

Why or why not? IN VICTOR HARBOR, QUITE A PERCENTAGE ARE OVER 65 YRS. THIS CREATES AWARENESS OF DIFFICULTY WITH MOBILITY, NO OWN TRANSPORT, NOT BEING ABLE TO DO DAY TO DAY CHORES & ACTIVITIES.

6. Do you think Victor Harbor is an accessible community?

☒ Yes
 ☐ No
 ☐ Unsure

Why or why not? PERHAPS NEED MORE TRANSPORT OPTIONS TO PORT ELLIOT & GOOLWA. ALSO TO ADELAIDE TO CATCH AIRCRAFT, CRUISES, TRAINS AND TO ATTEND FUNERALS.

Draft Disability Access and Inclusion Plan 2026-2030 Feedback Form

7. Which areas do you think could be improved? (Select all that apply)

- ☒ Public parks
 ☒ Public amenities
 ☒ Buildings and facilities
 ☒ Events
☐ Information and communications
 ☒ Programs and services
 ☐ No improvements necessary
☐ Other (please specify:)

8. What could Council do to improve access and inclusion in the areas you selected?

WHERE-EVER THERE IS A BUILDING OR FACILITY OR EVENT OF MORE THAN NORMAL PEOPLE ATTENDING, HAVE TEMPORARY PARKING FOR THOSE WITH A DISABILITY PARKING CERTIFICATE.

9. The draft Disability Access and Inclusion Plan 2026-2030 includes five domains.

Rank these domains based on what you feel is the highest priority for Victor Harbor (with 1 being the highest priority).

Inclusive Environments and Communities (people with disability can participate as equal citizens and feel connected to their communities)	3
Education and Employment (people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security)	4
Personal and Community Support (people with disability can access quality, tailored personal and community supports addressing their individual needs)	5
Health and Wellbeing (people with disability can attain the highest possible health and wellbeing outcomes throughout their lives)	2
Safety, Rights and Justice (people with disability feel safe, have their rights upheld and have full and equal protection before the law)	1

10. The draft Disability Access and Inclusion Plan 2026-2030 includes a range of actions. These are outlined on pages 9 - 23. Is there anything you would change or add to these actions?

A PERSON WITH A HIDDEN DISABILITY LIKE DEMENTIA, USUALLY HAS A CARER WITH THEM. AT MEETINGS ETC, MAYBE HAVE A TRAINED VOLUNTEERS TO HELP CARERS.

11. Do you have any other feedback about access and inclusion in Victor Harbor?

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Please feel free to attach further pages if you require more space to provide your feedback.