

Department for Infrastructure and Transport

Disability Access and Inclusion Plan 2026-2031

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Recognition of the United Nations Convention on the Rights of Persons with Disabilities

The Department for Infrastructure and Transport recognises and supports the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) and commits to promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and the promotion of respect for their inherent dignity.

Acknowledgement of Country

The Department for Infrastructure and Transport acknowledges and respects Aboriginal people as the State's first people and recognises their traditional relationship with Country.

We acknowledge that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that the cultural and heritage beliefs, languages and laws are still of importance today.

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Message from Chief Executive

I am delighted to present the latest version of the Department for Infrastructure and Transport's *Disability Access and Inclusion Plan*.

This is an important document that reflects our ongoing commitment to continuous improvement towards achieving the highest standards of disability access and inclusion.

We deliver a vast range of services and activities, including essential transport services and building social infrastructure that drives economic growth and connects people to the services they need.

These projects, delivered in partnership with industry, are key in the daily lives of South Australians and it is essential that they contribute to quality inclusion and participation outcomes across the State.

We have proudly delivered on initiatives arising from our previous Disability Access and Inclusion Plan, embedding its recommended procedures and practices into our everyday culture and service provision.

This includes ensuring all communications right across our business is available in an accessible format, to ensure everyone can get the information they need.

The plan has also guided delivery in our building and infrastructure projects, including the Adelaide Aquatic Centre, Tram Grade Separation Projects and the Ovingham Level Crossing Removal.

The world-class Adelaide Aquatic Centre includes 10 wheelchair accessible car parks, a reception centre with lowered desks, multiple Changing Places facilities and accessible bathrooms, a 50-metre pool with fixed Aqua Creek hoist and ramp access and a portable hoist that can be used anywhere throughout the facility.

The Tram Grade Separation Projects enhanced safety by installing continuous footpaths on some side streets and laneways to give pedestrians priority over vehicles and introduced improved accessibility to new tram stops. New passenger information totems have also been installed, featuring voice announcements to support people with vision impairment.

The Ovingham Level Crossing Removal project improved accessibility by replacing a level crossing with an elevated road overpass. The design enhanced safety for pedestrians, cyclists and mobility-impaired users through dedicated, safer and more accessible pedestrian pathways to the platform.

These are just a few examples of the many projects we have delivered that reflect our ongoing commitment to providing quality infrastructure and services that meet the needs of all South Australians.

It's my privilege to endorse this Disability Access and Inclusion Plan and I look forward to the positive changes it will deliver.

Jon Whelan
Chief Executive

The Department

About us

The Department for Infrastructure and Transport (the Department) works as part of the community to deliver safe and efficient transport solutions and valuable social and economic State infrastructure that will improve the lives of all South Australians every day.

The Department is comprised of 11 Divisions that contribute to delivering on our purpose.

The Office of the Chief Executive delivers a range of professional, strategic and executive support services to the Chief Executive and Executive team. They have a strong emphasis on driving strategic priorities and objectives for our Department and broader government.

Commercial and Contract Management provides procurement, contract and commercial management support across the Department's major transactions. They also provide property related services to state government clients.

Transport Strategy and Planning develop policies and legal instruments. They establish strategic plans, standards and program management frameworks for network development to deliver customer, community and economic benefits and outcomes.

Public Affairs listens to, informs, communicates and collaborates with our customers, staff and stakeholders to improve outcomes for our communities, economy and state.

Infrastructure Delivery manage social and civil infrastructure, transport and marine projects safely and efficiently. They aim to sustain and support growth and maximise the benefit of the government's investments.

People and Corporate Services deliver internal services that enable the Department and its people to fully comply with our obligations, do our work and deliver on our commitments. They manage human resources, finances, core business processes and systems.

The North-South Corridor Program Delivery Office develops plans and oversees delivery of infrastructure needed to connect the North-South Corridor and enhance the economic opportunity and liveability for the communities it serves.

Public Transport South Australia oversees the State's passenger transport network to make sure our bus, train and tram services are delivered safely and effectively for our customers.

Road and Marine Services connects our communities by providing safe, reliable and efficient movement and flow of goods, services and people across the State's roads and marine networks.

Transport Policy and Regulation oversees our regulatory, road safety and policy responsibilities. They deliver customer-focused services through Service SA.

The Northern Water Project Delivery Office leads the pre-delivery and procurement of a major water infrastructure project. This will provide a large-scale desalination plant

and water pipeline for industries in the Eyre Peninsula, Upper Spencer Gulf and the Far North regions. The infrastructure will underpin growth across mining, hydrogen and green steel production. This will support global decarbonisation efforts and maximise economic and community benefits for South Australia.

Our vision

The Department's strategic objectives focus on outcomes that support the vision and purpose of the organisation and commit to delivering the social and economic benefits of a more accessible and inclusive South Australia.

They are:

- Best practice and continuous improvement when providing infrastructure and services.
- Genuine and collaborative engagement with community and industry stakeholders to deliver shared outcomes.
- Work with our customers, industry and stakeholders to deliver improved outcomes and services for our community, our economy and our State.
- Maintain a safe and healthy working environment for all staff and support inclusiveness and diversity.
- Encourage innovative thinking to improve outcomes for our community.

The Department continues to cultivate a culture of acceptance where the value of diversity is acknowledged by a workforce that is reflective of the wider South Australian community.

With leadership and staff commitment, we adopt an inclusive and equitable approach to plan and drive our programs across all staff levels.

We will work together, with honesty, respect and enjoyment to grow in excellence.

Our Priorities:

- Reflect the diverse communities that we serve.
- Build diversity and inclusion capability and knowledge.
- Be accountable for diversity and inclusion.

Our Diversity and Inclusion Program is focused on six diversity areas including age, culture and language, disability, domestic and family violence, LGBTIQ+ (rainbow allies) and gender.

We value and respect Aboriginal and Torres Strait Islander Peoples as the First Australians and are committed to creating a culturally competent and respectful workforce that advocates for mutually respectful relationships between Aboriginal and non-Aboriginal peoples.

Our workplace/staff

The Department has undertaken initiatives to improve workplace supports for people with disability and increase the number of people with disability in the workforce.

As at 30 June 2025, 1.49% of the Department's workforce was made up of people who declared a disability. Note that declaration is voluntary and this statistic does not necessarily reflect the total number of employees living with disability. This number has fluctuated between 1.3% and 2% over the last 20 years.

Strategic Context

The United Nations Convention on the Rights of Persons with Disabilities

The *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) was ratified by the Australian Government in 2008, reflecting Australia's commitment to promoting and supporting equal and active participation by people with disability in economic and social life.

The Convention affirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms and identifies where adaptations must be made for people with disabilities to effectively exercise their rights.

Disability Inclusion Act 2018

The South Australian *Disability Inclusion Act 2018* (the Act) supports the UNCRPD, requiring that the operation, administration and enforcement of the Act supports and furthers the principles and purposes of the UNCRPD as much as reasonably practicable. It provides a legislative framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health and public transport.

The Act sets out a number of principles aligned to the UNCRPD and requires the creation of a *State Disability Inclusion Plan* for South Australia (the State Plan). The first State Plan came into effect on 31 October 2019, and the latest State Plan came into effect on 28 August 2025.

The Act also requires all State authorities to develop and implement a *Disability Access and Inclusion Plan* (DAIP) in accordance with published guidelines, which demonstrates how the State authority intends to give effect to the objects and principles of the Act and the State Plan.

The Act defines disability in relation to a person as including long-term physical, psychosocial, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

This DAIP and the Department's general strategic approach to improving accessibility will be informed by the social model of disability, which views disability as *the result of the interaction between people living with impairments, and barriers in the physical, attitudinal, communication and social environment*.

This DAIP is aligned to and will support the following legislation, strategies and frameworks:

- State Disability Inclusion Plan 2025–2029.
- Australia's Disability Strategy 2021–2031.
- *Disability Discrimination Act 1992*, *Disability Standards for Accessible Public Transport 2002*, and *Disability (Access to Premises – Buildings) Standards 2010*.
- South Australian Public Sector Diversity, Equity & Inclusion Strategy 2023-2026.

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 this Departmental DAIP.

Extensive community consultation was undertaken in the development of the Department's first DAIP 2020-2026, and this continues to underpin this updated five year plan.

Relationship to other policies/strategies/frameworks

Related Departmental strategies and policies include:

- DIT Diversity, Equity and Inclusion Strategy and Working Action Plan 2024-2026.

Achievements

The Department is proud to have achieved a range of improvements in the delivery of our infrastructure, the services we deliver and our workplaces, to be more inclusive and accessible for all.

Many of the priorities outlined in our previous DAIP were not only achieved but have been embedded in our everyday operations as standard. For example, ensuring our websites are accessible was a previous target and now it is day to day business to ensure we follow the Online Accessibility Policy with continuous maintenance and improvements.

Similarly, the Department ensures all communications are available in an accessible format whether it is from Service SA or our Community Engagement teams or Departmental project information. There was a point in time when providing communications in this way was ad hoc, however, now it is standard.

Both infrastructure and building projects have delivered on our commitments to inclusivity with the Ovingham Level Crossing Removal, the Adelaide Aquatic Centre and Tram Grade Separation Projects examples of excellence.

These projects address our previous DAIP targets of:

- Continue to progressively improve the accessibility of public transport services and infrastructure.
- Contract specifications and technical requirements identify that transport infrastructure will meet all relevant access and inclusion Standards.

The Department continues to improve in all areas in response to feedback from the community and particularly persons with disabilities.

DAIP Implementation

The Department will monitor progress and outcomes against each of the Actions and Measures in the DAIP Action Plan.

The Department has reviewed the Priority Areas and Actions in the State Plan and focused on priorities that align with our core business and greatest potential for community impact.

In accordance with the *Disability Inclusion Act 2018*, an Annual Report on the operation of the DAIP over the previous financial year will be provided to the Chief Executive, Department of Human Services (DHS) each year.

Once approved, the DAIP will be available on the external Department for Infrastructure and Transport website and the internal intranet for all staff.

The Department recognises the importance of genuine community engagement, greater communication of Departmental services and changes to service delivery, and timely

responsiveness to customer feedback. We always strive to communicate clearly and keep our customers and the community informed.

The Department is committed to providing the below actions embedded in our day-to-day operations and interactions with the community:

- Communications are available in a range of accessible formats.
- Department websites and online services are fully compliant with the State Government's Online Accessibility Policy.
- Staff have tools and resources to ensure that community engagement, consultation and communications are inclusive and accessible to all.
- Complaints and feedback systems are accessible, responsive and consistent and feedback is reaching the right people and informing the development and review of Departmental policy, programs and services.

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 Transportation
- 7 Collaboration, consultation and innovation
- 8 Housing

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
1.	Continue to upgrade existing public transport infrastructure to meet accessibility standards.	1.3.4	The number and proportion of public transport infrastructure built or modified to include enhanced accessibility features.	Ongoing	Public Transport South Australia

Priority Area 6: Transportation

Outcome: People with disability can get to where they need to go safely.

No.	Action	State Plan Measure	Measure	Timeframe	Responsibility and data source
1.	Maintain 100% of the regular Adelaide Metro fleet (buses, trains, trams) as accessible.	1.6.2	The number and proportion of government-owned public transport fleet (buses, trains and trams) adhering to accessibility standards.	Ongoing	Public Transport South Australia
2.	Maintain the average of 96 accessible taxis available in metro areas and average of 27 accessible taxis available in country areas.	1.6.3	The number of Access Taxis available in South Australia adhering to accessibility standards.	Ongoing	Transport Policy and Regulation

3.	Upgrade projects such as station upgrades and accessible passenger information to enhance public transport accessibility.	1.6.4	The number of initiatives undertaken to promote enhanced access and safety for people with disability while using public transport.	Ongoing	Public Transport South Australia
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