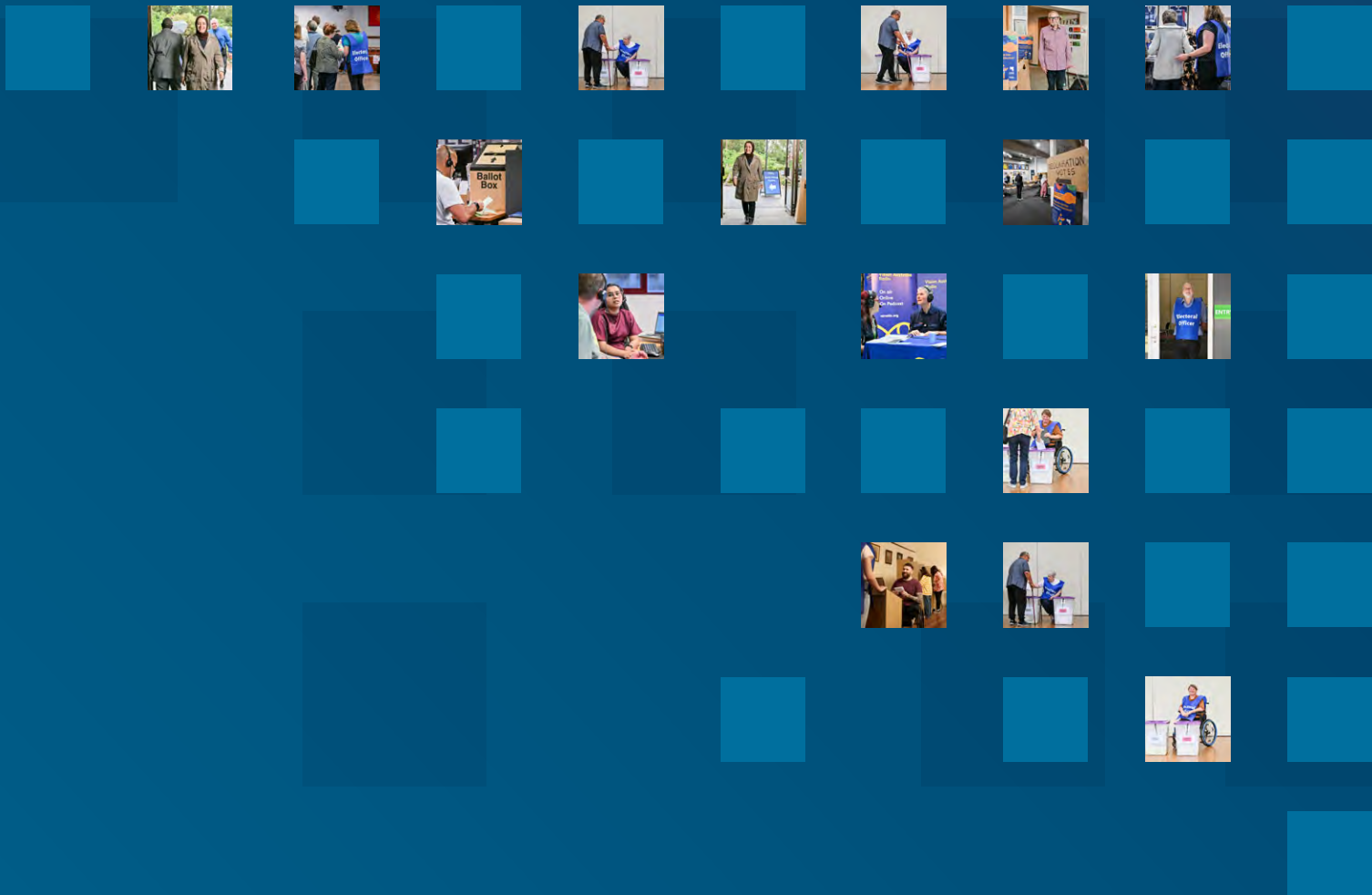




Disability Access and Inclusion Plan 2025-2028

Message from the Acting Electoral Commissioner



We are pleased to present the Electoral Commission of South Australia's Disability Access and Inclusion Plan 2026-2030, our second under the *Disability*

Inclusion Act 2018. This plan reaffirms our commitment to upholding the rights of people living with disability by ensuring every South Australian can participate in democracy, including ensuring every eligible elector can vote. We believe every South Australian deserves the opportunity to participate in our democracy with confidence, dignity, and independence. We embrace a workplace that encourages

accessibility, values diversity, and empowers people with disability to participate fully and meaningfully in both our democracy and our organisation. We encourage our next generation of voters to understand their civic rights.

Since the release of our previous Disability Access and Inclusion Plan (2020-2024), expectations of accessibility and inclusion have evolved, technology has advanced, and we have continued to listen closely to the voices of people with disability, their advocates, and our staff to better understand where our impact lies through the process of delivering parliamentary elections and multiple local government supplementary elections.

Through internal staff engagement consultations, consultation with our Disability Engagement Advisory Committee (DEAC), as well as feedback received during other electoral and community engagement events, we have heard clearly that while many of our initiatives have made voting more accessible, barriers still exist, and so it is our charter to continue to listen and do better.

The Electoral Commission of South Australia's 2025-28 Strategic Plan firmly places inclusion, integrity, and trusted service delivery at the heart of our work.

Our Reconciliation Action Plan strengthens how we engage with First Nations peoples, including our responsibility to deliver culturally safe elections for the

SA First Nations Voice to Parliament and the APY Executive Board.

Our internal reforms, flowing from our People Matter Employee Survey Action Plan, staff fatigue management and psychosocial policy initiatives, support a workforce that is informed, culturally aware, and equipped to provide inclusive electoral services in a safe manner. We have recognised the importance of managing staff fatigue, acknowledging that fatigue can adversely affect health, wellbeing and safety, and we are committed to a risk-based approach that protects our people and supports safe election delivery.

This next Disability Access and Inclusion Plan therefore will build a stronger organisational foundation.

Importantly, this Plan reflects what we have learnt from our DEAC. Advocates have highlighted the need to improve voting access for people experiencing mental ill-health, for voters in hospital settings, and for people with neurological conditions, autism, sensory sensitivities and other non-visible disabilities. Their insights have been essential in shaping some of the practical commitments outlined in this document.

We are proud to have introduced several new initiatives that respond directly to this guidance, including the commencement of ECSA TV, delivering clear and calm video explainers to reduce anxiety around voting; the rollout of the Hidden Disabilities Sunflower Lanyard Program; and a pilot of inclusive early voting locations designed to provide low-sensory, lower-stimulus environments for people who may need a quieter, less pressured setting.

Equally, we acknowledge the vital role of our staff in shaping the culture of this organisation because democracy in the workplace means every voice counts, every action matters, and progress is powered by people working together.

We recognise that past processes have not always met expectations, but we are committed to building trust, strengthening communication, improving wellbeing, and ensuring that inclusion is felt as a lived experience by every person at ECSA. Our new initiatives such as the Peer Support Program and PMES consultative committee work to ensure staff have an opportunity to share their views.

With continued partnership from the DEAC and with the ongoing commitment of our staff, together, we will continue building a culture defined by respect, transparency, and connection to embed disability inclusion across our electoral services and our workplace.

Leah McLay

Acting Electoral Commissioner

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About us

The Electoral Commission of South Australia (ECSA) is an independent agency and aims to ensure that demands for electoral services and participation in the democratic processes have been met fairly, honestly and within the law.

Purpose

To deliver high quality, inclusive electoral services that uphold public trust and participation.



Members of the DEAC

Our values



Independence

- We operate free from external influence, maintaining impartiality and objectivity in all aspects of our work.
- Our independence ensures that electoral processes are fair, credible, and aligned with democratic principles.



Integrity

- We uphold the highest standards of honesty, transparency, and ethical conduct.
- Our decisions and actions are guided by a commitment to doing what is right, ensuring our processes and outcomes are trustworthy.



Professionalism

- We demonstrate respect, service, and accountability always.



Our vision for disability and access inclusion

To deliver an electoral experience and workplace culture that embraces accessibility, values diversity, and empowers people with disability to participate fully and meaningfully in both our democracy and our organisation.

Our workplace and staff

As at June 2026 ECSA employed 56 people under the *Public Sector Act 2009*, with two employees identifying as having a disability. ECSA also employs a number of people under the *Electoral Act 1985*, including 6,866 roles undertaken at the 2026 State Election.

Strategic context

Provide an overview of the broader strategic and legislative context. Reference the following key frameworks:

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

The ECSA Strategic Plan sets the direction for the next 3 years, focusing on three key goals:

- Elections delivered with integrity.
- Strengthening public awareness and trust in electoral services.

- Building a trusted and future-ready organisation.

In a rapidly changing environment with rising expectations and increasing complexity, ECSA is committed to robust governance, resilient systems, and a skilled, adaptable workforce.

The plan prioritises integrity, legislative compliance, responsible resource management, and inclusive engagement and is structured to advance organisational objectives within the parameters of ECSA’s established risk appetite.

Disability Access and Inclusion Plan development

Consultation

In developing the Disability Access and Inclusion Plan 2025–2028, we have undertaken a comprehensive and inclusive consultation process to ensure the voices of people with disability were central to the design of the Plan.

The primary consultation mechanism was the DEAC, which includes South Australians disability organisations and representatives from organisations with specialist expertise.

Committee member list:

- [Blind Citizens Australia SA](#)
- [Catalyst Foundation](#)
- [CanDo](#) Group (previously Deaf SA)
- [JFA Purple Orange](#)
- [Mental Health Coalition of South Australia](#)
- [Multiple Sclerosis Society of SA/NT](#) (MS)
- [Office of the Public Advocate](#)
- Office for Autism (with Autism SA)
- [SeeDifferently](#)

In the lead up to the 2026 State Election, the Committee provided advice on systemic barriers, voting accessibility issues, communication needs, and service design. Specific feedback was

provided on mental health-related voting barriers, experiences of voters in hospital settings, and the needs of people with neurological conditions, autism and sensory impairments. Feedback has highlighted the importance of low-sensory environments, prioritising clarity and predictability in voting information, and ensuring that staff are equipped to provide respectful and inclusive support. We also consulted staff via the People Matter Employee Survey (PMES) Action Plan, resulting in new policy development

such as the Fatigue Management Plan. Our intention is to align and strengthen the Disability Access and Inclusion Plan by incorporating findings from the State Election Independent Review and feedback from the DEAC, ensuring the Plan reflects lived experience, sector expertise, and practical improvements to electoral access and participation. We will act on feedback to improve services and environments, including from those who may have lived experience (including staff).

Relationship to other policies, strategies, frameworks

This Disability Access and Inclusion Plan complements and strengthens several key organisational strategies, frameworks and operational commitments across ECSA.

The DAIP directly supports the **2025–28 Strategic Plan**, which prioritises integrity in election delivery, strengthened public trust, robust governance, and inclusive engagement with all South Australians. The DAIP reinforces the Strategic Plan’s focus on delivering services that are accessible, contemporary and responsive to the needs of diverse communities.

The DAIP is aligned with **ECSA’s Reconciliation Action Plan (RAP)**, particularly in relation to culturally safe

electoral participation for First Nations people, including those with disability. The RAP’s emphasis on respectful relationships, cultural learning and inclusive service design complements the DAIP’s commitment to equitable access for all electors and staff.

Internally, the DAIP is supported by the **People Matter Employee Survey (PMES) Action Plan**, which focuses on improving communication, culture, wellbeing, and engagement across the organisation. Feedback captured through the PMES highlighted areas where inclusion and staff experience needed strengthening, and these insights have informed the DAIP’s commitments to building a safe, respectful and accessible workplace.

The DAIP also aligns with **ECSA's Fatigue Management Plan**, which recognises that health, safety and wellbeing are fundamental to an inclusive environment. This policy takes a risk-based approach to managing fatigue and contributes to broader organisational commitments to accessibility, safety, and equitable participation for all staff.

Under legislative reforms which were introduced after ECSA's recommendations to Parliament post 2022 State Election, Telephone Assisted Voting (TAV) is now available for the first time at a South Australian State Election, as well as for the SA First Nations Voice to Parliament election for voters who are blind, vision-impaired, or unable to vote without support due to motor impairment.

With the emergence of misinformation affecting all elections worldwide, it remains essential for ECSA to continue to produce clear, accessible, and trusted information that is easy to find. Our research highlights that predictability, clarity, and “what to expect” communications are a powerful way to counter misinformation, and we intend to embed this approach across future elections.

The thinking behind these policies and strategies provides a cohesive organisation-wide to inclusion for voters, communities, and staff embedding accessibility into planning, service delivery and our culture.



See
D!fferently.

Achievements



More ways to vote than ever before, including expanded early voting, streamlined postal vote application processes and improved telephone and online support.

- a. Eg TAV for voters who are blind, vision-impaired, or unable to vote without support due to motor impairment.
- b. Online postal vote applications, with assistance available through the ECSA call centre.



Launch of ECSA TV, providing clear and accessible video explainers designed to reduce anxiety, demystify voting processes, and support voters with cognitive, neurological or mental health conditions.



Introduction of the Hidden Disabilities Sunflower Lanyard Program. This program ensures voters with non-visible disabilities can opt into supported assistance in polling places.



Pilot of inclusive early voting locations designed for voters who may benefit from lower-sensory, calmer environments, informed by DEAC guidance and community feedback.



Development and implementation of a new Fatigue Management Plan, acknowledging the importance of staff wellbeing.



Targeted outreach and direct communication with stakeholders to share accessible voting information and updates on new initiatives.

- a. A media partnership with Vision Australia to deliver accessible information through podcasts and radio.
- b. Translated enrolment and voting materials in 21 languages.



Embedding a mis-dis project within the 2026 State Election to look at the impacts and counteract, when possible, through communication strategies.



DAIP Actions Tables

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 1: Active participation

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

Action	Measure	Timeframe	Responsibility and data source
Engage the DEAC in the review of the Disability Access and Inclusion Plan (DAIP).	Feedback reviewed and as required, incorporated into the DAIP	December 2026	Electoral Commissioner
Following the conclusion of the Independent Review, relevant recommendations will be incorporated, and a final version of the DAIP will be completed.	Recommendations incorporated	December 2026	Electoral Commissioner

Action	Measure	Timeframe	Responsibility and data source
Active participation to ECSA means to deliver an electoral experience and workplace culture that embraces accessibility, values diversity, and empowers people with disability to participate fully and meaningfully in both our democracy and our organisation. The voter experience includes expanded voting services (for example no eligibility to use Early Voting Centres and the Hidden Disability sunflower lanyard and inclusive voting centres initiative), streamlined online postal vote application processes, telephone assisted voting and call centre support.	Implemented. Our workforce continues to embrace inclusion.	Ongoing	Electoral Commissioner

Action	Measure	Timeframe	Responsibility and data source
We will continue to reform electoral services within legislation to support active voter participation – such as addressing mobile polling limitations to broaden the use of the declared institution legislation for future elections. We will continue to explore ways that our workforce can diversify and grow in their understanding of inclusion.	Implemented. Our workforce continues to embrace inclusion.	Ongoing	Electoral Commissioner

Action	Measure	Timeframe	Responsibility and data source
Implement legislative reforms introduced after ECSA's recommendations to Parliament ie post 2022 State Election for the 2026 State Election	Reforms Implemented ▪ Enrolment on the day ▪ Voting exemption for itinerant electors ▪ Postal vote application process ▪ Eligibility criteria for early voting removed.	2026 State Election	Elections
ECSA Workplace (including TEWs) is supportive and inclusive targets such as age, CALD, youth	Staff targets – disability % Staff targets – inclusion %	Ongoing	Human Resources
ECSA Leadership understand all layers of inclusivity and actively engage	Positions are offered to people living with disability %	Ongoing	Human Resources

Piority Area 2: Inclusive communities and attitudes

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

Action	Measure	Timeframe	Responsibility and data source
Engage the DEAC in the review of the Disability Access and Inclusion Plan.	Implemented. The post-election review of ECSA’s support for people living with disability is actioned.	September 2026	Electoral Commissioner
Incorporate wheelchair and other disability-access friendly features at all ECSA locations and when possible, at early voting centres and polling locations.	Implemented. 75% of all polling locations have accessibility features.	Ongoing	Elections - Premises

Action	Measure	Timeframe	Responsibility and data source
Incorporate appropriate icon and signage to support and highlight inclusive premises. All promoted premises will include an icon detailing their level of accessibility and/or inclusion, including hidden disabilities. 3 premises will be categorised as inclusive; sensory, visual impairment and CALD.	Implemented. 100% premises categorised for accessibility and inclusion level. 3 premises categorised as inclusive. Implemented.	2026 State Election Ongoing	Elections – Premises with Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Introduce the Hidden Disabilities Sunflower Lanyard Program for the 2026 State Election and ongoing elections where a face-to-face service is required. This program ensures voters with non-visible disabilities can opt into supported assistance in polling places.	Implemented. All ECSA staff and electoral officers receive training, including specialised modules on hidden disabilities, inclusive service delivery, and respectful communication at polling places.	March 2026 and then ongoing	Human Resources

Action	Measure	Timeframe	Responsibility and data source
Continue ECSA's Reconciliation Action Plan (RAP), particularly in relation to culturally safe electoral participation for First Nations people, including those with disability. The RAP's emphasis on respectful relationships, cultural learning and inclusive service design complements the DAIP's commitment to equitable access for all electors and staff. Implement strategies recognised to empower, engage, and create new opportunities to build relationships with Aboriginal and Torres Strait Islander peoples.	Implemented. Full commitment and support from ECSA leadership to continue RAP development. *In all we do, we will ensure to the best of our ability that electors (and staff) feel culturally safe.	Our Reflect RAP was implemented – in February 2025. Ongoing	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Incorporate multilingual capabilities into election communications as well as easy read guides and plain English – including for electors as well as potential parties and candidates. <i>F</i>	Implemented successful How to enrol, How to vote and the Official state election guide in plain English and translated into 21 languages.	Ongoing	Communications and Engagement
Post-election survey of electors NewFocus engaged to undertake the elector survey. This survey will include questions to establish elector voting options awareness, their experience and satisfaction, where electors sourced their information from and the demographics.	Implemented. The voting experience of electors with disability is captured after voting on the day or through post-election surveys.	Ongoing	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Implement ECSA TV (video explainers) ECSA TV provides clear and accessible explainers videos designed to reduce anxiety, demystify voting processes, and support voters with cognitive, neurological or mental health conditions. Videos include captions. Playlist focuses on topics such as postal voting and election milestones plus operational opportunities such as entering a polling location	ECSA YouTube google analytics and website traffic - No benchmark as this is a new initiative <i>Provided by Google Analytics</i>	Trial 2026 State Election Implemented outcomes (internal use only)	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Support the People Matter Employee Survey which highlights areas where inclusion and staff experience need strengthening. Note; these insights have informed ECSA's commitment to building a safe, respectful and accessible workplace.	Develop a proposal for leadership review and ways forward.	Ongoing	Human Resources

Priority Area 3: Universal Design

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

Action	Measure	Timeframe	Responsibility and data source
Engage the DEAC for the review of the Disability Access and Inclusion Plan.	The post-election feedback of ECSA’s support for people living with disability is considered and incorporated as required.	December 2026	Communications and Engagement
Action Plan for the People Matter Employee Survey created in consultation with staff.	Implemented. Staff survey results improve over time.	Ongoing	Human Resources

Action	Measure	Timeframe	Responsibility and data source
Implement Skodel Strain Index; psychosocial risk assessments and prevention plans. Trial Skodel Platform; ECSA Staff invited to suggest practical improvements to address identified risks. Suggestions aligned with relevant psychosocial hazard categories to inform a set of recommended actions and ECSA psychosocial Risk Assessment.	The effectiveness of controls will be measured using: ■ Changes in risk scores, focusing on both prevalence and impact. ■ Feedback from follow-up check-ins, particularly on previously flagged issues. ■ Changes in average scores on targeted risk questions. ■ Tracking the implementation of agreed controls.	Ongoing	WHS Progress reviewed quarterly.

Action	Measure	Timeframe	Responsibility and data source
ECSA will implement: ▪ A check-in to help determine whether risks have decreased in prevalence or impact, whether new risks have emerged, and how effective the implemented controls have been. ▪ Where risks remain or worsen, further action or adjustment will be considered. Reviewing control measures will be done regularly, especially before any workplace changes that could introduce new or different health and safety risks.	Trial implemented. Develop a proposal for leadership review and ways forward.	Ongoing	WHS Progress reviewed quarterly.

Priority Area 4: Accessible facilities

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

Action	Measure	Timeframe	Responsibility and data source
Pilot inclusive locations for the 2026 State Election which target hidden disabilities such as autism, anxiety with the aim to reduce barriers for electors with hidden disabilities, or for parents with children who require lower stimulus environments. ▪ Inclusive early voting locations are established and operational. ▪ All sites are designed and set up in accordance with inclusive/sensory design guidelines.	Electors report reduced barriers to voting at inclusive locations. 100% premises categorised for accessibility and inclusion level. 3 premises categorised as inclusive and are operational. Each of the 3 locations delivered at least one public relations and media activity promoting inclusivity.	Pilot 2026 State Election	Joint project between Elections – Premises team and Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
- Environmental adjustments (e.g. lighting, noise reduction, signage) are implemented at each location. - Staff and volunteers at all three sites complete accessibility and hidden disability awareness training. - Partnerships with DEA members are confirmed and active at each site; locations have activities planned to draw awareness to the initiative and provide additional support in partnership with our DEA members.	Electors with hidden disabilities report a more comfortable voting experience. Increased confidence in accessing voting services among target groups. Lessons learned and recommendations are documented for future elections.	Pilot 2026 State Election	Joint project between Elections – Premises team and Communications and Engagement

Priority Area 5: Communications and information

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

Action	Measure	Timeframe	Responsibility and data source
Embed ongoing disability engagement Establish the DEAC as a continuous, election-independent advisory group, supporting design, delivery and review of inclusive initiatives across all electoral events. Engage the DEAC to 1. Review the terms of reference 2. Agree to ongoing stakeholder engagement.	Moved from one-off consultation to structured, ongoing co-design and partnership.	September 2026	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Existing ; Committee has 3 meetings completed plus targeted conversations regarding specific initiatives eg inclusive locations or vision impairment.	Implemented.	2026 State Election	Communications and Engagement
Develop a communications plan to support the implementation of the updated Disability Access and Inclusion Plan (DAIP).	Develop a proposal for leadership review and ways forward.	September 2026	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Expand accessible information formats Provide key materials (e.g. DAIP, voting information) in Easy Read and other accessible formats, ensuring compliance with accessibility standards. Review and enhance Easy Read guides and expand content through platforms such as ECSA TV and the Electoral Education Centre.	Large and simple language options of the updated Disability Access and Inclusion Plan is published, meets accessibility standards, and is made available through appropriate channels (e.g. website, video and stakeholder distribution).	December 2026	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Expand accessible information formats in the <u>Electoral Education Centre</u> to embrace multiple audiences to strengthen civic and democratic literacy and build long-term voter confidence, participation, and informed decision-making:	Develop a proposal for leadership review and ways forward.	December 2026	Communications and Engagement



Action	Measure	Timeframe	Responsibility and data source
1. Expand digital delivery channels to improve accessibility and reach. Supports diverse community needs through multiple formats (video, web, audio, multilingual) 2. Reduce reliance on static PDFs in favour of dynamic, user-centred content formats. Enhances usability, navigation, and mobile accessibility	Develop a proposal for leadership review and ways forward.	December 2026	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
3. Strengthen public trust by delivering consistent, easy-to-understand information across all platforms. Reinforces clarity, transparency, and predictability in the voting experience 4. Support lifelong civic learning by providing accessible and engaging educational content for all stages of life. Ensures all community members, regardless of age or background, can confidently participate in elections.	Develop a proposal for leadership review and ways forward.	December 2026	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Strengthen targeted outreach and partnerships Deliver targeted communication campaigns through trusted channels, including partnerships with organisations such as Vision Australia Radio and community radio channels, who have a particular focus on priority audiences (e.g. first-time voters, people with disability, culturally diverse communities) to improve reach and reduce barriers such as anxiety or low awareness. Discuss and consider how ongoing involvement can be implemented.	Implemented delivery of a media partnership for the 2026 State Election with Vision Australia to deliver accessible information through podcasts and radio is implemented. Implemented delivery of a media partnership for the 2026 State Election with community radio station FreshFM to focus on “first time voters” to reduce anxiety in youth.	Ongoing consideration to inclusive media within election campaign budgets	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Improve misinformation management The impact of mis-dis on people living with disability, particularly when related to processes, public services, or voting is significant, creating communication and accessibility gaps. 1. Establish a proactive misinformation and disinformation response framework within election communications.	Implemented	2026 State Election Pilot Project	Joint project between Compliance as lead and Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
2. Identify instances of election-related misinformation and disinformation are monitored, recorded, and responded to within agreed timeframes through approved communication strategies. 3. Record and respond to election-related misinformation, recognising the heightened impact on people with disability and the need for clear, accessible corrections.	Implemented	2026 State Election Pilot Project	Joint project between Compliance as lead and Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
4. Implement communication channels to facilitate clear, accessible and effective communication.	Implemented	2026 State Election Pilot Project	Joint project between Compliance as lead and Communications and Engagement
Drive continuous improvement and scalability Treat initiatives (e.g. accessible media, stakeholder engagement, misinformation response) as ongoing priorities rather than one-off election activities.	Feedback shows voters expected to be noticed but weren't. Clear "ask once" protocol implemented Develop a proposal for leadership review and ways forward.	Ongoing	All

Priority Area 7: Collaboration, consultation and innovation

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

Action	Measure	Timeframe	Responsibility and data source
▪ Strengthen national alignment and consistency ▪ Actively engage with the Australian Electoral Commission’s National Disability Access Committee to ensure consistency of accessible services across jurisdictions. ▪ Leverage shared insights and best practice to inform continuous improvement in South Australia.	Outcomes and learnings from meeting support initiatives	Ongoing	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Integrate DEAC input into operational planning and staff capability development, including direct engagement with senior election staff. Provide practical exposure to election environments (eg call centre and Telephone Assisted Voting) to support informed, experience-based advice.	▪ Committee meeting – senior staff attend all meetings ▪ Committee walk through of call centre and TAV	2026 State Election	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Training materials are delivered reinforcing inclusive practices through briefings, recognition of best practice, and ongoing support to build staff confidence in providing discreet and appropriate assistance to voters with disability. Training materials for election staff includes guidance on how to offer appropriate support to voters living with disability.	100% staff educated in overarching principles. Training material for election staff included in training package.	March 2026 and then ongoing with reviews	Human Resources ROLO/Training and Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Implement ECSA's Fatigue Management Plan recognising health, safety and wellbeing are fundamental to an inclusive environment. Apply a risk-based approach to workforce management to ensure sustainable, safe delivery during high-demand election periods.	Review implementation and develop a proposal for leadership review and ways forward.	2025-2026 implementation and then ongoing with reviews	Human Resources

Action	Measure	Timeframe	Responsibility and data source
Drive continuous improvement through collaboration Foster a culture of ongoing consultation, feedback and iteration, ensuring initiatives are informed by both staff experience and community input. Align collaboration, innovation and operational delivery to support equitable participation for both voters and staff.	DEAC are across all inclusive initiatives being delivered to staff.		Human Resources

Action	Measure	Timeframe	Responsibility and data source
Voters experience elections as a continuous journey (awareness → planning → travel → queue → vote → exit). Breakdowns (e.g. queues, signage, first contact) happen between systems. Opportunity: ▪ Map the full journey for different cohorts (eg wheelchair, autistic, Deaf voter) ▪ Identify “stress points” (queues, entry) ▪ Design seamless transitions.	Develop a proposal for leadership review and ways forward.	Prior to next parliamentary election	Elections

Domain 2: Education and employment

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

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

Priority Areas for Domain 2

1. Targeted knowledge, understanding and support
2. Supports and resources for children and young people
3. Targeted transitional supports
4. Access to employment opportunities
5. Inclusive working environments
6. Data and reporting

Priority Area 1: Targeted knowledge, understanding and support

Outcome: People with disability are supported by a South Australian education workforce that has the knowledge and skills to meet their needs and help them succeed.

Action	Measure	Timeframe	Responsibility and data source
Electoral Education (regulation/ Act requirement) Educator is employed to have a background in law and civics education, who actively collaborates with the Department of Education. ▪ Implement an ongoing review and refinement process for the education website, ensuring content remains audience-centred, accessible, and inclusive.	Electoral Educator (employee) Employed. Electoral Education Centre (website) Implemented.	Employed 2024. Ongoing	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
▪ Establish a standardised accessibility and plain language framework for all electoral education materials, including guidelines for large format, Auslan, translated content, and alternative formats.	Develop a proposal for leadership review and ways forward.	In progress.	Communications and Engagement
▪ Develop and deliver a targeted civic education program for people with disability, co-designed with the sector and focused on both voting processes and critical information literacy.	Implemented for the 2026 State Election. For 2027, target 5 incursion program sessions to be delivered to inclusive audiences.	March 2026 Ongoing	Communications and Engagement

Priority Area 2: Supports and resources for children and young people

Outcome: Children with disability feel valued, welcomed and have access to inclusive education, starting in the early years.

Action	Measure	Timeframe	Responsibility and data source
Partner with the Parliament Education Office, as well as the Dept for Education to introduce school children to the electoral system and democratic processes.	We have successfully participated in Civics in Education and conference	Ongoing	Communications and Engagement

Priority Area 4: Access to employment opportunities

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

Action	Measure	Timeframe	Responsibility and data source
Increase employment participation, representation and career pathways for people with disability, through inclusive recruitment, accessible work design, and investment in lived experience. Create identified roles such as: ▪ Accessibility Support Officers at polling booths ▪ Inclusion Champions / Accessibility Leads	5% target employment rate Outcome = 4.1% March 2026 State Election result (voluntary disclosure)	Prior to next parliamentary election	Human Resources with Elections

Action	Measure	Timeframe	Responsibility and data source
Develop employment pathways through: ▪ Pre-election training programs for people with disability ▪ Partnerships with disability employment providers	A formalised partnership with a disability employment provider	Prior to next parliamentary election	Human Resources with Elections
Engage people with disability in: ▪ Content creation (e.g. ECSA TV, Easy Read) ▪ Training development ▪ User testing of services	People with disability are engaged to support content creation and other duties relevant to their skill.	Ongoing	Human Resources with Elections and Communications & Engagement

Priority Area 5: Inclusive working environments

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

Action	Measure	Timeframe	Responsibility and data source
Move beyond “number of staff with disability” to: ▪ Experience and retention ▪ Workplace satisfaction	Satisfaction score from People Matters Survey improves.	Prior to next parliamentary election	Human Resources
Actively manage psychosocial hazards to reduce the risk of harm to employees	Develop a proposal for leadership review and ways forward.	Ongoing	WHS

Action	Measure	Timeframe	Responsibility and data source
Review all workplaces (including temporary election sites) and consider: ▪ Quiet/low sensory spaces (inc smell) ▪ Lighting, noise and congestion impacts ▪ Accessible amenities and workstations	All workplaces are reviewed and categorised.	Prior to next parliamentary election	Human Resources With Health & Safety Representative
Move from policy to risk management: ▪ Manage high-pressure conditions (fatigue, conflict, stress, etc) ▪ Clear escalation pathways for incident	Develop a proposal for leadership review and ways forward.	Prior to next parliamentary election	Human Resources With Health & Safety Representative

Action	Measure	Timeframe	Responsibility and data source
Include practical inclusion in induction: ▪ Eg supporting hidden disabilities	Implemented.	March 2026	Human Resources

Domain 3: Personal and community support

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

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

Priority Areas for Domain 3

1. Accessibility
2. Advocacy and supports
3. Information sharing
4. Family and carer support
5. Programs

Priority Area 1: Accessibility

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

Action	Measure	Timeframe	Responsibility and data source
Ensure accessible and trusted information Embed a mis-dis information project within the 2026 State Election to look at the misinformation impacts and counteract, when possible, through communication strategies. Recognise that inaccessible information increases vulnerability to misinformation, particularly for people with disability.	Implemented. Develop a proposal for leadership review and ways forward.	2026 State Election Pilot Project Ongoing	Joint project between Compliance and Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Simplify access through centralised information. Create a single, accessible digital entry point (landing page) to reduce reliance on multiple information sources, particularly for voters with sensory or cognitive needs. Streamline how voters find and navigate key election information.	Implemented.	2026 State Election	Communications and Engagement

Action	Measure	Timeframe	Responsibility and data source
Improve physical accessibility of voting environments At least one desktop voting screen will be available in every polling place to support electors using a wheelchair or mobility aid to cast their vote.	Implemented.	Ongoing	Elections
Promote accessibility through communication and design ▪ Use tools such as ECSA TV and visual explainers to prepare voters for the physical voting experience and reduce anxiety. ▪ Ensure accessible resources are clearly promoted and easy to identify.	Implemented.	Ongoing but updated for 2026 State Election	Elections (supported through Communications and Engagement)

Action	Measure	Timeframe	Responsibility and data source
Edge voting screens with black strips to provide improved contrast for electors with vision impairment.	Implemented.	Ongoing	Elections
Promote the queue priority system and offer to electors with disability, or those who are pregnant, being accompanied by children, the aged, frail or infirm, and will mobility issues. This initiative is updated to include the Hidden Disability Sunflower Lanyard program.	Implemented.	Ongoing but updated for 2026 State Election	Elections

Action	Measure	Timeframe	Responsibility and data source
Promote voting services and make available outside of the polling place for voters who are unable to leave their vehicle. Signage will include the mobile number of the polling booth manager so they can easily be contacted for assistance.	Implemented.	Ongoing	Elections



Action	Measure	Timeframe	Responsibility and data source
Introduce Telephone Assisted Voting reforms with TAV available in all elections.	Implemented.	2026 State Election	Elections
Promote the Register of Declaration Voters to electors with a disability, enabling them to have their voting material issued by post on an ongoing basis for every state election.	Implemented.	Ongoing	Elections – Mobility Team

Action	Measure	Timeframe	Responsibility and data source
Promote the option to request the attendance of mobile voting teams at relevant locations to provide on-the-spot voting facilities. Include a mobile polling team who visits to specific organisations who support itinerant electors, or those with disability who are not normally a designated as a declared institution.	Implemented.	Ongoing with reform action by 2030 State Election	Elections – Mobility Team (supported through Communications and Engagement)

Priority Area 2: Advocacy and supports

Outcome: People with disability are supported to make their own choices and use advocacy when needed to protect and promote their rights.

Action	Measure	Timeframe	Responsibility and data source
Promote the option that if the elector is unable to complete and sign a postal vote application and postal ballot themselves, the elector can apply to have the materials filled in and signed by a person of their choice if the necessary requirements are met.	Implemented.	Ongoing	Elections (supported through Communications and Engagement)
Promote the option to be enrolled as a silent elector to people with disability, who are potentially more vulnerable to risk of abuse or exploitation, particularly women.	Implemented.	Ongoing	Communications and Engagement

Priority Area 3: Information sharing

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

Action	Measure	Timeframe	Responsibility and data source
Continue to provide information and awareness material for accessibility and representation of people who live with a range of disabilities - create a single landing page web resource on www.ecsa.sa.gov.au	Implemented.	Ongoing	Communications and Engagement
Ensure ECSA's website remains accessible – W3 standards www.ecsa.sa.gov.au	Implemented.	Ongoing	Communications and Engagement

Priority Area 4: Family and carer support

Outcome: Carers and families, including siblings of people with disability are provided with dedicated supports and services.

Action	Measure	Timeframe	Responsibility and data source
Create an accessible and prefillable “Plan your vote” sheet – a one pager to help plan the voters experience.	Implemented and accepted via the State Election.	2026 State Election	Elections (supported through Communications and Engagement)
Consider ongoing use for the “Plan your vote” sheet. Action post State Election to ensure content is fully accessible and not reliant on PDF form or download due to accessibility issues.	Develop a proposal for leadership review and ways forward.	December 2026	Communications and Engagement

Domain 4: Health and wellbeing

Outcome Statement: A South Australia where all people with disability can attain the highest possible health and wellbeing outcomes throughout their lives

Objective: To have a well-connected health and mental health sector that is easy to access, navigate and interact with for all people with disability.

Priority Areas for Domain 4

1. Inclusive infrastructure
2. Targeted knowledge, understanding and support
3. Supports and interventions

Priority Area 3: Supports and interventions

Outcome: People with disability receive coordinated health supports that meet their needs, with stronger connections between mental health and disability services.

Action	Measure	Timeframe	Responsibility and data source
Implement ECSA’s Fatigue Management Plan	Implemented.	March 2026 State Election	Human Resources
Mental health pulse checks Actively manage psychosocial hazards to reduce the risk of harm to employees.	Implemented.	July 2025	Human Resources

Action	Measure	Timeframe	Responsibility and data source
Continue the service of the Peer Support and Contact Officers (PSCO) providing ECSA employees with informal, non-judgemental and confidential support which can be accessed in conjunction with support from Managers, Human Resources and the Employee Assistance Program (EAP).	Implemented and ongoing.	July 2024	Human Resources
Align our EAP Providers to critical incident services in line with ECSA organisational requirements.	Implemented and ongoing.	July 2025	Human Resources
Review opportunities for psychosocial support for major election events	Develop a proposal for leadership review and ways forward.	Prior to next parliamentary election	Human Resources
Review opportunities for office activities to support staff moral and support all and any hidden disabilities	Develop a proposal for leadership review and ways forward.	December 2026	WHS

Domain 5: Safety, rights and justice

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

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

Priority Areas for Domain 5

1. Targeted knowledge, understanding and support
2. Responding to emergencies
3. Support and navigating the justice system
4. Consultation and collaboration
5. Safeguarding

Priority Area 1: Targeted knowledge, understanding and support

Outcome: People with disability are understood, supported, and have their rights upheld, including within the justice system.

Action	Measure	Timeframe	Responsibility and data source
Target expertise such as for the 2026 State Election Mis-Dis Information Project resource, to address mis and mal information shared which breaks down the democratic process	Implemented.	Prior to next parliamentary election	Compliance

Priority Area 3: Support and navigating the justice system

Outcome: People with disability receive the right supports for them when navigating the justice system.

Action	Measure	Timeframe	Responsibility and data source
Educate ECSA staff on accessible complaint and feedback processes , including the variety of formats these can be submitted eg online written form. Increase accessibility options for feedback and complaints.	Develop a process for leadership review and ways forward.	Prior to next parliamentary election	Compliance

Action	Measure	Timeframe	Responsibility and data source
Improved process around the removal of a person from enrolment list due to disability. Add for 2030 State Election – check process of removal due to death or infirm – ensure action is accessible and straightforward and involves family or family carer in a sensitive manner.	Develop a process for leadership review and ways forward.	Prior to next election	Elections

Priority Area 4: Consultation and collaboration

Outcome: People with disability are involved in the design and delivery of policies, programs and laws.

Action	Measure	Timeframe	Responsibility and data source
Ensure feedback and complaints are fed back to the staff responsible to inform safety and quality systems.	Develop a process for leadership review and ways forward.	Prior to next election	Compliance

DAIP implementation

ECSA's DAIP will be endorsed by its Leadership Committee to support implementation of these initiatives.

- Email: ECSA.Inclusion@sa.gov.au
- **The Disability Access and Inclusion Plan will be available in the following formats:**
 - An online Disability Access and Inclusion Plan (PDF) – to be downloadable from www.ecsa.sa.gov.au
 - A hard coded web version on the ECSA website, enabling the built-in read-aloud function to support accessible and inclusive access. A large print version available to download
 - Audio version of the easy read version also available via ECSA TV

- Multilingual and print alternative texts will be offered on request
- Shared with staff via the ECSA Intranet.
- **How disability inclusion is embedded in day-to-day operations**
 - Embed disability access and inclusion responsibilities into policies, procedures and service standards
 - Apply universal design principles across facilities and service delivery
 - Ensure procurement processes require accessible goods, services and infrastructure
 - Provide regular disability awareness, inclusion and accessibility training for staff

- Incorporate accessibility checks into project planning
- Ensure reasonable adjustments are routinely considered and supported.
- **How progress will be monitored and reported**
 - Assign clear accountability for DAIP actions to senior leaders and business areas
 - Track progress against measurable actions, milestones and timeframes within the DAIP
 - Report progress internally through governance committees and executive reporting
 - Publish regular public updates on DAIP outcomes and improvements achieved
- Review the DAIP at scheduled intervals to inform continuous improvement
- **How the DAIP will be promoted to raise awareness and support**
 - Make the DAIP publicly available on the organisation's website in accessible formats
 - Promote the DAIP through internal communication channels
 - Share progress, success stories and improvements through social media
 - Use plain language and accessible communication formats to reach diverse audiences
 - Encourage leaders to champion disability inclusion and visibly support the DAIP.

Acknowledgments

DEAC Members

- [Blind Citizens Australia SA](#)
- [Catalyst Foundation](#)
- [CanDo](#) Group (previously Deaf SA)
- [JFA Purple Orange](#)
- [Mental Health Coalition of South Australia](#)
- [Multiple Sclerosis Society of SA/NT](#) (MS)
- [Office of the Public Advocate](#)
- [Office for Autism](#) (and Autism SA)
- [SeeDifferently](#) (previously RSB)

Media Partner

Vision Australia, Peter Grecho
(Vision Impaired)

Glossary and Definitions

Accessibility

The design of environments, services, information and systems so they can be used by as many people as possible, including people with disability, without the need for adaptation or specialised design.

Accessible Format

Information provided in ways that meet diverse needs, including Easy Read, large print, audio, captioned video, screenreader compatible digital content, and translated materials.

Active Participation

The ability for people with disability to engage independently and meaningfully in civic, community, workplace and democratic processes, including enrolling and voting.

Assistive Support

Practical assistance provided to enable a person with disability to participate fully, such as staff support, accessible voting tools, or Telephone Assisted Voting, while respecting voter independence and privacy.

Carer

A person who provides care or support to a person with disability, illness, mental illhealth or ageingrelated needs.

Culturally Safe

An environment that is spiritually, socially and emotionally safe for people, where there is no assault, challenge or denial of identity, particularly for Aboriginal and Torres Strait Islander peoples.

Disability

As defined under the *Disability Inclusion Act 2018 (SA)*, disability may be physical, sensory, intellectual, cognitive, neurological or psychosocial, and may be visible or non-visible.

Disability Access and Inclusion Plan (DAIP)

A strategic plan required under the *Disability Inclusion Act 2018 (SA)* that outlines how an organisation will improve access, inclusion and participation for people with disability.

Disability Engagement Advisory Committee (DEAC)

A consultative body comprising disability organisations and advocates that provides advice to ECSA on accessibility, inclusion, service design and barriers to electoral participation.

Large Print

Information presented using plain language, short sentences, supportive images and clear layout to assist people with intellectual disability, cognitive impairment or low literacy.

Hidden (Nonvisible) Disability

A disability that is not immediately apparent, such as autism, mental illhealth, neurological conditions, sensory processing differences, chronic illness or learning disability.

Hidden Disabilities Sunflower Lanyard Program

A voluntary program that allows people with nonvisible disabilities to discreetly indicate they may need additional support, patience or understanding.

Inclusive Voting Centre / Inclusive Location

A voting location designed to reduce physical, sensory, cognitive or environmental barriers, for example through low sensory settings, clear signage, calm environments and trained staff.

Neurodivergent / Neurodiversity

A term recognising natural variations in how people think, process information and interact with the world, including autism, ADHD and other neurological differences.

Plain English

Communication that is clear, direct and easy to understand, avoiding jargon, complex sentences and unnecessary technical language.

Psychosocial Disability

Arising from mental illhealth that may affect participation, communication, concentration, social interaction or confidence, episodically or longterm.

Reasonable Adjustment

A change or modification that enables a person with disability to participate on an equal basis, provided it does not impose unjustifiable hardship (for example modified duties, flexible arrangements or alternative communication methods).

Self Determination

The right of people with disability to make decisions about their own lives, including how they participate in voting, employment and community activities.

Telephone Assisted Voting (TAV)

A voting method that allows eligible electors who are blind, vision-impaired or unable to vote without assistance due to motor impairment to vote with support via a secure telephone process.

Universal Design

The design of products, environments, services and information to be usable by all people, to the greatest extent possible, without the need for specialised adaptation.

Voter Confidence

A voter's trust and comfort in understanding the voting process, knowing what to expect, and feeling safe, respected and independent when participating in an election.

Wellbeing and Fatigue Management

Organisational practices designed to protect physical and psychological health, recognising that fatigue can affect safety, judgement, service quality and inclusion.

Photography credits

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This Disability Access and Inclusion Plan (DAIP) is available on the **Electoral Commission South Australia www.ecsa.sa.gov.au website**. If you require a copy in an alternative format, (such as Easy Read or a fully accessible word version), please contact **ECSA.Media@sa.gov.au**

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