



# CITY COMMUNITY SERVICES AND CULTURE COMMITTEE

## Agenda and Reports

for the meeting on

Tuesday, 4 November 2025

at 6.00 pm

in the Colonel Light Room, Adelaide Town Hall

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Our Adelaide.  
**Bold.**  
**Aspirational.**  
**Innovative.**

CITY COMMUNITY SERVICES AND CULTURE COMMITTEE  
Meeting Agenda, Tuesday, 4 November 2025, at 6.00 pm

Members – The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith

Deputy Lord Mayor, Councillor Snape (Chair)

Councillor Giles (Deputy Chair)

Councillors Abrahamzadeh, Cabada, Couros, Davis, Freeman, Maher, Martin, Noon and Dr Siebentritt

## Agenda

Item		Pages
1.	<b>Acknowledgement of Country</b>  At the opening of the City Community Services and Culture Committee meeting, the Chair will state:  ‘Council acknowledges that we are meeting on traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.  And we also extend that respect to other Aboriginal Language Groups and other First Nations who are present today.’	
2.	<b>Apologies and Leave of Absence</b>  Leave of Absence -  The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith	
3.	<b>Confirmation of Minutes - 7/10/2025</b>  That the Minutes of the meeting of the City Community Services and Culture Committee held on 7 October 2025, be taken as read and be confirmed as an accurate record of proceedings.  View public <a href="#">7 October 2025</a> Minutes.	
4.	<b>Declaration of Conflict of Interest</b>	
5.	<b>Deputations</b>  Nil	
6.	<b>Workshops</b>	
6.1	External Presentation - Safer Place to Gather - Department of Human Services	3
7.	<b>Reports for Recommendation to Council</b>	
7.1	Business Accessibility Support Program (Pilot) - Progress Report	4 - 21
8.	<b>Reports for Noting</b>  Nil	
9.	<b>Closure</b>	

## External Presentation - Safer Place to Gather - Department of Human Services

Strategic Alignment - Our Community

**Tuesday, 4 November 2025**  
**City Community Services and Culture Committee**

**Presenter:**

Sandy Pitcher, Chief Executive,  
Department of Human Services

Public

## PURPOSE OF PRESENTATION

On 5 August 2025 the City Community Services and Culture Committee (the Committee) considered a request for a further licence to enable the Department of Human Services (DHS) to continue its delivery of the Safer Place to Gather initiative in Edwards Park / Wirrarninthe (Park 23) in the western Adelaide Park Lands ([Link 1](#)).

At that meeting, DHS provided a briefing on the steps being taken to implement longer term measures to support remote and regional visitors to Adelaide, which includes the development of a business case for State Government consideration.

The Committee approved the request for a further licence from 1 September 2025 to 30 June 2026 and requested that DHS attend the November 2025 meeting of the City Community Service and Cultural Committee to provide information on the alternate longer term measures being implemented to support remote and regional Aboriginal visitors.

The Committee also requested that the Lord Mayor write to the Minister for Human Services expressing Council's concern with the lack of permanent solutions and funding to develop such a solution. The letter was sent to the Minister for Human Services on 10 September 2025 [Link 2](#).

The Chief Executive of the Department of Human Services, Ms Sandy Pitcher will present.

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- END OF REPORT -

## Business Accessibility Support Program - Pilot Report

Strategic Alignment - Our Community

Public

**Tuesday, 4 November 2025**  
**City Community Services and Culture Committee**

**Program Contact:**

Sarah Gilmour, Associate  
Director Park Lands, Policy &  
Sustainability

**Approving Officer:**

Ilia Houridis, Director City  
Shaping

## EXECUTIVE SUMMARY

The purpose of the report is to present the evaluation findings for the Business Accessibility Support Program (BASP) Pilot (Attachment A) funded through the 2024/25 Annual Business Plan and Budget.

The BASP Pilot Report provides an overview of the pilot from design to implementation and evaluation. The Report concludes that the pilot was successful in achieving five of its six objectives and created tangible outcomes for participants.

The implementation of the BASP is a key multi-year commitment in the City of Adelaide (CoA) Disability Access and Inclusion Plan (DAIP) 2024-2028 ([Link 1](#)) under 'Goal 2: Businesses that are welcoming to more customers'. The intention of this commitment is to be delivered annually across the four-year plan. The DAIP was endorsed by Council on 14 May 2024.

The BASP Pilot ran from February 2025 to June 2025 to assist selected small and medium enterprises to increase knowledge of disability access and inclusion and implement initiatives within their business to improve accessibility.

Seven businesses completed the full program and received funding in 2024/25 to a total value of \$90,341 (ex GST) from the BASP Fund established to support the program. Pilot participants were provided with a suite of accessibility resources, workshops, and an individual consultation with an expert access consultant to assist in identifying and planning practical accessibility improvements.

Participating businesses identified more than 60 accessibility improvements, with 25 of these supported by the BASP Fund. The Pilot delivered accessibility improvements including minor physical access upgrades, digital solutions and employee training in line with the BASP Fund Operating Guidelines noted by Council on 11 February 2025 ([Link 2](#)).

The BASP Pilot Report highlights the strengths of the pilot and identifies opportunities for refinement. The Report will be presented to the Advisory and Inclusion Advisory Panel on 19 November 2025 for consideration and advice. A budget bid for a refined Business Accessibility Incentive Program will be submitted as part of the 2026/27 Annual Business Plan and Budget process, should Council wish to offer a further funding round(s).

## RECOMMENDATION

The following recommendation will be presented to Council on 11 November 2025 for consideration

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL THAT COUNCIL

1. Notes the Business Accessibility Support Program – Pilot Report as contained in Attachment A to Item 7.1 on the Agenda for the City Community Services and Culture Committee held on 4 November 2025.
2. Notes the Business Accessibility Support Program Pilot Report findings will be presented to the Access and Inclusion Advisory Panel at its meeting on 19 November 2025 and advice sought on proposed program enhancements.
3. Notes that the evaluation findings and feedback from the Access and Inclusion Advisory Panel, will be used to inform a budget bid as part of the 2026/27 Annual Business Plan and Budget process.

## IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<p><b>Strategic Alignment – Our Places</b></p> <p>Create safe, inclusive and healthy places for our community</p> <p>Maintain and improve disability, LGBTQIA+ and vulnerable or minority group access and inclusion</p>
Policy	<p>CoA's DAIP 2024-2028 (<a href="#">Link 1</a>) includes a priority under 'Goal 4: Businesses that are welcoming to more customers' with a key four-year focus to develop a BASP. The DAIP was endorsed by Council on 14 May 2024.</p> <p>The CoA's Economic Development Strategy 2024-2028 (<a href="#">Link 3</a>) includes a priority under 'Goal 2: A thriving economy for all' to enable small to medium enterprise growth to increase the city's contribution to GDP.</p>
Consultation	<p>The BASP Pilot Report will be presented to the Access and Inclusion Advisory Panel at its meeting on 19 November 2025 and advice sought on proposed program enhancements. The Access and Inclusion Advisory Panel meets quarterly to discuss and advise the Administration on more inclusive and accessible practices. More information is available on the CoA website (<a href="#">Link 4</a>).</p>
Resource	<p>The BASP Pilot was delivered and funded in 2024/25 to a total project value of \$202,000 including program design, delivery and grant funding of \$90,341.</p>
Risk / Legal / Legislative	<p>The CoA is legislatively required to develop and deliver a DAIP under the <i>Disability Inclusion Act 2018</i> (SA).</p>
Opportunities	<p>The BASP Pilot provided businesses with the opportunity to increase knowledge and capability in relation to disability access and inclusion and realise improvements that benefit both people with disability and the participating businesses. The BASP Pilot Report highlights opportunities to increase reach and impact and streamline future delivery through a refined grant funding program.</p>
25/26 Budget Allocation	<p>Not as a result of this report</p>
Proposed 26/27 Budget Allocation	<p>Not as a result of this report</p>
Life of Project, Service, Initiative or (Expectancy of) Asset	<p>The total project value for the Pilot was \$202,000 including program design, delivery and grant funding. Grant funding was provided to businesses via a reimbursement process. Completion of funded initiatives is expected by December 2025, with businesses committed to delivering additional self-funded initiatives into the future.</p>
25/26 Budget Reconsideration (if applicable)	<p>Not as a result of this report</p>
Ongoing Costs (eg maintenance cost)	<p>Not as a result of this report</p>
Other Funding Sources	<p>Not as a result of this report</p>

# DISCUSSION

## Purpose

1. The purpose of the report is to present the evaluation findings for the Business Accessibility Support Program (BASP) Pilot (Attachment A).

## Background

2. In 2024/25, the CoA launched the BASP Pilot as a key commitment under the DAIP 2024-2028 ([Link 1](#)) to support a limited number of small and medium enterprises to implement accessibility improvements for customers with a disability.
3. At its meeting on 11 February 2025, Council noted the BASP Operating Guidelines ([Link 2](#)) designed to support eligible businesses participating in the BASP Pilot.
4. The Operating Guidelines were developed in line with the CoA Funding Programs Policy, adopted by Council on 11 June 2024 ([Link 5](#)), which requires each funding program to establish its own operational and administrative guidelines.
5. Additional background information about the BASP Pilot is provided in the City Community Services and Culture Committee Report dated 4 February 2025 ([Link 6](#)).

## BASP Pilot

6. The BASP Pilot Report (Attachment A) provides an overview of the Pilot from its design to implementation and evaluation.
7. The program's overarching goal was to empower businesses to go beyond compliance by integrating inclusive practices that embrace diversity and create welcoming environments.
8. Objectives of the Pilot included:
  - 8.1. Launch and trial of the program: Test program design and resources, refine by incorporating feedback and evaluate.
  - 8.2. Enhance accessibility practices: Increase knowledge, capability and confidence of businesses to identify and address accessibility barriers.
  - 8.3. Personalised expert support: Support businesses to understand accessibility opportunities, develop plans and apply for BASP funds.
  - 8.4. Foster business collaboration: Encourage knowledge-sharing and peer-to-peer learning.
  - 8.5. Recognition and promotion: Motivate participation and completion and showcase accessible businesses.
  - 8.6. Empower the disability community: Ensure lived experience is used to inform the program and support knowledge growth for businesses.
9. Expressions of interest for the BASP opened on 9 December 2024 and closed on 24 January 2025, with the Pilot Round delivered from February 2025 to June 2025 with the support of expert Access Consultant (Flare Access) as the program delivery partner.
10. The BASP Pilot included access to accessibility tools, resources and tailored support from the Access Consultant (workshops and individual consultations) to inform an applied learning approach for participants.
11. Eight businesses accepted a place in the Pilot, with seven completing the full program.
12. Governed by the BASP Fund Operating Guidelines ([Link 2](#)), businesses were eligible to apply for small grants up to \$10,000 for each participant business to implement improvements identified in the program.
13. During the Pilot, based on the cost of the improvements proposed and that there was sufficient funding remaining within the overall BASP Pilot budget, a total funding pool of \$91,381 was provided to participating businesses. Individual grant amounts offered to the businesses varied from \$9,189 to \$16,026.
14. The seven participant businesses identified a total of 61 accessibility improvements, including 25 initiatives which were supported by the BASP Fund through the provision of \$90,341 (ex GST) grant funding, for accessibility improvements across the categories of:
  - 14.1. Creating inclusive venues for neurodivergent customers.
  - 14.2. Minor physical access upgrades.
  - 14.3. Accessible information and inclusive communication schedules.

#### 14.4. Employee training.

15. Expenditure of the total \$90,341 (ex GST) grant funding provided to businesses was completed by 30 June 2025.
16. As of September 2025, businesses reported a total of 19 initiatives funded by the BASP as complete, with the remaining 6 due for final implementation by December 2025. This includes three initiatives that will be delivered by Feast Festival for its Picnic in the Park in November 2025, promotion of accessibility enhanced tours by Flamboyance Tours on its website in November 2025 and launch of an improved website by Adelaide Fringe in December 2025.
17. Participant businesses also reported completion of an additional 15 self-resourced accessibility initiatives, with 21 further initiatives planned for future delivery.

#### **Evaluation Findings**

18. A developmental evaluation approach was utilised for the Pilot, with feedback elicited from participants at key points across the program. The final post-program evaluation survey highlights that the Pilot created tangible outcomes for participants.
19. A key strength of the program reported by businesses was the individual consultations and support provided by the Access Consultant, enabling the businesses to translate their new knowledge and learnings into impactful accessibility improvements.
20. Businesses also reported highly valuing hearing from people with disability within the program workshops.
21. All seven businesses that completed the program reported either agreement or strong agreement across the following measures:
  - 21.1. Better understanding of accessibility barriers.
  - 21.2. More confidence in delivering inclusive experiences.
  - 21.3. Better understanding of the myths/misconceptions about people with disability.
  - 21.4. Knowledge in implementing accessible communications.
  - 21.5. Knowledge about best practices and tools to support accessibility.
22. Limitations of the program included the short timeframe for completion and implementation of initiatives, moderate to low participation of businesses in face-to-face workshops, and a lack of engagement with an online community.
23. In relation to the workshop series, businesses had the opportunity to view recordings at a later time which provided greater flexibility.
24. While an online community was established by the program, businesses did not engage with this due to competing priorities and expressed a preference for direct communication with the Access Consultant.
25. In line with the program methodology and grant funding requirements, participant businesses will be surveyed six months post-implementation of their funded initiatives to ascertain impacts in relation to patronage of people with a disability, inclusivity, and feedback received.
26. Opportunities to refine and strengthen the program, including addressing the limitations, have been identified and include:
  - 26.1. Scaling access to accessibility resources, by making these freely available and complementing them with short videos featuring a lived-experience perspective of why accessibility matters.
  - 26.2. Developing short lived-experience videos, to complement the resources already developed.
  - 26.3. Streamlining future grant program requirements and reviewing incentive amounts in line with costs experienced in the Pilot.
  - 26.4. Developing e-Learning Modules to provide for self-paced learning and reduce ongoing workshop costs.
  - 26.5. Extending program implementation timeframes.
27. Overall, the Pilot is assessed as successful, having achieved five of its six objectives (excepting the objective to 'Foster business collaboration'), and enabling the delivery of real accessibility improvements which benefit both the participating businesses and people with disability.

## Next Steps

28. Next steps include:

- 28.1. Present the Pilot Report to the Access and Inclusion Advisory Panel at its meeting on 19 November 2025 to seek advice on proposed program enhancements for future BASP funding rounds to inform a budget bid as part of the 2026/27 Annual Business Plan and Budget process.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – [City of Adelaide Disability Access and Inclusion Plan 2024-2028](#)

**Link 2** – [Business Accessibility Support Program Fund Operating Guidelines](#)

**Link 3** – [City of Adelaide Economic Development Strategy 2024-2028](#)

**Link 4** – [City of Adelaide Website – Access and Inclusion](#)

**Link 5** – [City of Adelaide Funding Programs Policy](#)

**Link 6** – [Agenda - City Community Services and Culture Committee – Tuesday, 4 February 2025](#)

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## ATTACHMENTS

**Attachment A** – Business Accessibility Support Program – Pilot Report

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- END OF REPORT -



# BUSINESS ACCESSIBILITY SUPPORT PROGRAM – 2024/25 PILOT REPORT

September 2025

## ACKNOWLEDGEMENT OF COUNTRY

The City of Adelaide acknowledges that we are located on the traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

## DOCUMENT PROPERTIES

### Contact for enquiries and proposed changes

If you have any questions regarding this document or if you have a suggestion for improvements, please contact:

**Contact Officer:** Kelly Barns  
**Title:** Senior Social Planner  
**Program:** Park Lands, Policy and Sustainability  
**Phone:** (08) 8203 7212  
**Email:** k.barns@cityofadelaide.com.au

### Record Details

**HPRM Reference:**

**HPRM Container:**

### Version History

Version	Revision Date	Revised By	Revision Description
1.0	30/09/2025	K Barns	Report for Council

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# 1. INTRODUCTION

As South Australia's capital city, the City of Adelaide (CoA) is dedicated to creating an accessible and inclusive environment where people of all abilities can fully participate in community and economic life. We recognise that businesses play a vital role in this goal by making Adelaide a more welcoming place for everyone, including people with a disability.

In 2025, the CoA launched the Business Accessibility Support Program (BASP) Pilot as a key commitment under the [Disability Action and Inclusion Plan 2024-2028](#) to support a limited number of small and medium enterprises (SMEs) to implement improvements aimed at ensuring their businesses are welcoming to customers with a disability.

The BASP Pilot incorporated access to accessibility tools, resources and tailored support to inform an applied learning approach for participants. Businesses were eligible to apply for small grants of up to \$10,000 from a dedicated BASP Fund to implement improvements identified in the program. The program's overarching goal was to empower businesses to go beyond compliance by integrating inclusive practices that embrace diversity and create welcoming environments.

Nine businesses were offered a program place, with eight accepting the offer and seven participating in the full program:

1. Adelaide Fringe
2. Ancient World
3. Feast Festival
4. Flamboyance Tours
5. Hutt Street General Practice
6. Nexus Multicultural Arts Centre
7. Our Wellness Collective.

An additional business, Hut and Soul, commenced the program and participated in the initial workshop and a consultation with the Access Consultant, however the business chose not to proceed further.

This report provides an overview of the program from design and implementation to evaluation and will inform the design of the ongoing BASP.

# 2. PILOT PROGRAM OBJECTIVES

The BASP Pilot aimed to assist participants to improve accessibility across their physical, digital and service areas through the design and implementation of tailored improvements.

Objectives of the Pilot included:

1. **Launch and trial of the program:** Test program design and resources, refine by incorporating feedback and evaluate.
2. **Enhance accessibility practices:** Increase knowledge, capability and confidence of businesses to identify and address accessibility barriers.
3. **Personalised expert support:** Support businesses to understand accessibility opportunities, develop plans and apply for BASP funds.
4. **Foster business collaboration:** Encourage knowledge-sharing and peer-to-peer learning.
5. **Recognition and promotion:** Motivate participation and completion and showcase accessible businesses.
6. **Empower the disability community:** Ensure lived experience is used to inform the program and support knowledge growth for businesses.

### 3. STRATEGIC ALIGNMENT

The BASP aligns to the CoA Strategic Plan 2024-2024 aspiration 'Our Places':

- Outcome: Create safe, inclusive and healthy places for our community.
- Key Action: Maintain and improve disability, LGBTQIA+ and vulnerable or minority group access and inclusion.

Establishment of the BASP is a four year focus area in the CoA's Disability Access and Inclusion Plan 2024-2028 Goal 4 'Businesses that are welcoming to more customers'.

### 4. RESOURCING

Council's 2024/25 Business Plan and Budget allocated \$202,000 (ex GST) for a Strategic Project focused on scoping and trialling a BASP.

This resourcing was allocated to the following initiatives:

- Engagement of an expert Accessibility Consultant to support program delivery \$79,500 (ex GST)
- BASP Fund \$80,000 (Ex GST)
- Other program supports and contingency, up to \$42,500.

### 5. PROGRAM DESIGN AND FUND OPERATING GUIDELINES

#### 5.1 Program Design

The BASP Pilot design was informed by research into effective programs used by other leading local governments, including the City of Melbourne, to support and incentivise city businesses to make accessibility improvements. This was complemented by lived-experience advice provided by people with a disability who participated in a workshop facilitated by the Centre for Social Impact, Flinders University and the CoA.

Based on the information gathered through these processes, the Pilot design included the following features:

- **Initial self-assessment toolkit**  
Completed by participant businesses at the commencement of the program to identify existing accessibility capabilities and attributes and identify opportunities for improvement.
- **Expert knowledge building and tailored support**
  - A series of short workshops delivered to participant businesses by an expert Access Consultant to build knowledge on core accessibility topics: Why accessibility matters and building an accessible culture; Accessible premises; Accessible communications.
  - Workshops were delivered in a hybrid model to support participation/completion (in-person, online attendance, or viewing of the workshop recording at a later time).
  - An individual consultation for each business with an Access Consultant to develop a tailored Accessibility Improvement Plan informed by the self-assessment outcomes and learnings from the workshops. Plans include both short-term initiatives aligned with the BASP Fund criteria and other opportunities.

- **BASP funding applications**  
Access to a dedicated funding pool for eligible low-cost initiatives detailed in Accessibility Action Plans, for expenditure within the Pilot funding timeframe.
- **Resources**  
A range of accessibility resources and tools were developed and provided to participant businesses to enhance the program.
- **Recognition and promotion**  
The efforts of participant businesses will be recognised and promoted across CoA and relevant subsidiary channels.

### **Access Consultant**

An expert Access Consultant, Flare Access, was engaged to support the Pilot through:

- Participating in the business selection assessment panel
- Developing and refining program resources
- Developing and delivering workshops for the pilot cohort
- Providing individual business consultations and coaching for businesses
- Facilitating collaboration between pilot businesses
- Supporting evaluation using a developmental approach.

### **Access and Inclusion Advisory Panel (AIAP)**

Involvement of the AIAP was sought in the following ways:

- Several AIAP members were invited to participate in the program design workshop
- Updates on the BASP Pilot planning were provided to the AIAP at its meetings in November 2024 and February 2025
- Invitation to participate in the program workshops by sharing their experiences and providing expert insights
- Seeking feedback on the draft customer journey mapping resource developed for the program.

## **5.2 Program Eligibility Criteria**

Eligibility criteria were advertised on the CoA website, with the full criteria set out in the [BASP Fund Operating Guidelines](#) noted by Council on 11 February 2025. Criteria included:

1. Business must operate in the CoA
2. Have fewer than 200 employees
3. Provide services in the visitor economy, including but not limited to:
  - a. Food and beverage establishment
  - b. Retailer
  - c. Tourism
  - d. Art and recreation
4. Genuine interest in improving accessibility for customers and employees with disability
5. Available to commit around two hours per week from February to June 2025 for workshops, consultations and implementing improvements
6. Participate in short term program evaluation, including post-program survey
7. Commit to ongoing improvements in accessibility beyond the program

8. Not have received CoA funding or grants in 2023 or 2024 for access-related improvements.

### 5.3 BASP Fund and Operating Guidelines

The BASP Pilot included the establishment of a dedicated funding pool of \$80,000 in 2024/25 intended to provide each business with up to \$10,000 for eligible accessibility improvements, as set out in the BASP Fund Operating Guidelines. Eligible improvement categories included:

- Creating inclusive venues for neurodivergent customers
- Minor physical access upgrades
- Accessible information and inclusive communication schedules
- Employee training.

During the pilot, based on the cost of the improvements proposed, and that there was more than \$80,000 remaining within the overall BASP Pilot budget, a total funding pool of \$91,381 was provided to participating businesses. Individual grant amounts offered to the businesses varied from \$9,189 to \$16,026.

## 6. PROGRAM IMPLEMENTATION

### 6.1 Dates and activities

The table below outlines the key dates and activities for implementing the Pilot.

Date	Activity
Dec 2024 – Jan 2025	Program design and procurement <ul style="list-style-type: none"> <li>• Research and stakeholder engagement.</li> <li>• Engagement of Access Consultant.</li> </ul>
Dec 2024 – Jan 2025	Application and selection process <ul style="list-style-type: none"> <li>• Expression of Interest and program applications via CoA website.</li> <li>• 21 applications received with 14 deemed eligible for consideration by the BASP Assessment Panel.</li> <li>• 9 businesses offered a program place, with 8 accepting the offer.</li> </ul>
Feb 2025	Initial self-assessment <ul style="list-style-type: none"> <li>• All 8 businesses completed the Self-Assessment Toolkit.</li> </ul>
Feb – Apr 2025	Workshops <ul style="list-style-type: none"> <li>• 6 workshops delivered by the Access Consultant.</li> <li>• 7 businesses completed all workshops, with moderate to low levels of participation at the 'live' workshops, with participant businesses that did not attend viewing recordings at a later time.</li> </ul>
Mar – Apr 2025	Individual consultations and development of Accessibility Action Plans <ul style="list-style-type: none"> <li>• All 8 businesses undertook an individual consultation.</li> <li>• 7 businesses developed an Accessibility Action Plan.</li> </ul>
Mar – May 2025	Funding applications <ul style="list-style-type: none"> <li>• 7 businesses submitted and were approved for Pilot funding, covering 25 individual initiatives.</li> </ul>

Date	Activity
	<ul style="list-style-type: none"> <li>Improvements were spread across the Fund categories as follows: <ul style="list-style-type: none"> <li>Creating inclusive venues for neurodivergent people - 9</li> <li>Minor physical access improvements - 9</li> <li>Accessible information and inclusive communication - 4</li> <li>Employee training - 3</li> </ul> </li> </ul>
Mar – Jun 2025	<p>Improvement initiatives and funding expenditure</p> <ul style="list-style-type: none"> <li>Businesses undertook purchases and procurement for funded initiatives, with BASP Funds issued as a reimbursement following provision of evidence.</li> <li>Initiative implementation commenced.</li> </ul>
Sept 2025	Completion of developmental evaluation for pilot activities
July – Dec 2025	<p>Completion of implementation and recognition of improvements</p> <ul style="list-style-type: none"> <li>Businesses are continuing to implement funded improvements with anticipated completion in December 2025, as agreed with each participant.</li> <li>Planning for the promotion of businesses and accessibility improvements is underway, and participation certificates will be issued.</li> <li>Final acquittal and outcomes reporting by participants.</li> </ul>



## 6.2 Participant businesses and improvement initiatives

The seven businesses that completed the BASP Pilot identified a combined total of 61 accessibility improvements. Of these, 25 initiatives were submitted and approved for funding support from the BASP Fund. During the process of receiving applications from the seven businesses it was identified that the \$10,000 offered fell short of the cost to deliver effective solutions relevant to the individual business and the decision was made to fully allocate the funding available rather than constrain it to the limit of \$10,000.

As of September 2025, participant businesses reported 34 initiatives as complete, with the remaining 27 planned for future implementation. The table below provides an overview of the status of the 25 initiatives approved for support from the BASP Fund.

Business	Category	Approved Initiatives	Approved Funding (ex GST)	Status
Adelaide Fringe	Art and recreation / Tourism	Website accessibility improvements to achieve compliance with Web Content Accessibility Guidelines 2.1 Level AA standard	\$15,000	Amendments to website complete, external compliance audit underway. Updated website will go-live 5 December 2025
Ancient World	Food and beverage/ Art and recreation	Resurfacing of stairs, installation of tactile ground surface indicators, nosing and non-slip surface and handrails	\$10,518	Complete
Feast Festival	Art and recreation	<ul style="list-style-type: none"> <li>Access guide, social narrative and site map</li> <li>Accessibility signage and wayfinding</li> <li>Establishment of a quiet zone</li> </ul>	\$9,189	In progress and on track for completion in time for Feast Festival in November 2025
Flamboyance Tours	Tourism	<ul style="list-style-type: none"> <li>Hearing augmentation system purchase and installation</li> <li>Access and Inclusion Consultation – designing an Inclusive Adelaide Central Market tour</li> </ul>	\$16,026	Equipment purchased and consultation with Access Consultant complete. Implementation planning underway, with expected completion in December 2025

Business	Category	Approved Initiatives	Approved Funding (ex GST)	Status
Hutt Street General Practice	Other service	<ul style="list-style-type: none"> <li>• Installation of accessible signage</li> <li>• Installation and fit out of a Quiet Zone and sensory kits</li> <li>• Accessible seating alternatives</li> <li>• Implementation of the Hidden Disabilities Sunflower initiative</li> </ul>	\$9,406	Complete
Nexus Multicultural Arts Centre	Art and recreation	<ul style="list-style-type: none"> <li>• Installation of tactile ground surface indicators</li> <li>• Internal stair resurfacing and installation of compliant stair nosing and non-slip surface</li> <li>• Installation of visual eyeline guides and resurfacing venue flooring with non-slip surface</li> <li>• Enhance website accessibility</li> <li>• Sensory bags</li> </ul>	\$15,810	Complete
Our Wellness Collective	Other service	<ul style="list-style-type: none"> <li>• Signage for wayfinding - Unisex accessible toilets signs and room signs</li> <li>• Sound transfer and acoustic works</li> <li>• Installation of dimmer function in clinic rooms</li> <li>• Implementation of the Hidden Disabilities Sunflower</li> <li>• Development of "Sensory Bar"</li> <li>• Development of Social Narrative</li> <li>• Development of Easy Read Resources</li> <li>• Disability Inclusion Training &amp; Onboarding Resource</li> <li>• Updating website accessibility</li> </ul>	\$15,432	Complete
<b>TOTAL ALLOCATED FUNDS</b>			<b>\$91,381 (ex GST)</b>	

## 7. FUND EXPENDITURE

In 2024/25, a total of \$90,341 was expended from the BASP Fund, provided as reimbursements to businesses for expenses incurred in line with their approved funding.

## 8. OUTCOMES AND EVALUATION

A developmental evaluation of the Pilot was conducted, with feedback collected from businesses throughout the program.

The evaluation highlights that the pilot created tangible outcomes for participants. In the post-program evaluation survey, all seven businesses that completed the program reported either agreement or strong agreement across the following measures:

- Better understanding of accessibility barriers.
- More confidence in delivering inclusive experiences.
- Better understanding of the myths/misconceptions about people with disability.
- Knowledge in implementing accessible communications.

Knowledge about best practices and tools to support accessibility. Strengths of the program included:

- Seven out of eight businesses engaging with and completing all program requirements.
- Seven businesses developed Accessibility Improvement Plans which included practical, low-cost accessibility improvements that were supported by the BASP Fund, as well as additional improvements resourced independently by the businesses. The improvements spanned a wide range of accessibility categories demonstrating knowledge and understanding of the breadth of accessibility issues.
- Businesses have reported an intention to continue implementing incremental accessibility improvements beyond the life of the program.
- The individualised support provided by the Access Consultant was reported by businesses as a key enabler to identifying improvements, increasing knowledge and taking action.
- Businesses reported highly valuing hearing from people with disability as another key component integral to the program.
- Resources were considered useful enablers to support businesses.

Limitations of obstacles highlighted in the evaluation:

- Short timeframe for program completion and implementation of initiatives was reported by businesses and the Access Consultant as a challenge for completion of the program. For future programs, providing a longer timeframe for design and implementation of initiatives may lead to improved satisfaction and outcomes.
- Attendance at the live workshops was moderate to low, with many businesses preferring to view the recordings in their own time. An alternative moving forward would be to develop a series of short e-Learning modules for self-paced learning. This would also support sustainability of the program into the future.
- The online community offered to businesses received no uptake. Businesses expressed a preference for receiving direct communication from CoA and the Access Consultant. The online community would not be included in future programs.

In line with the program methodology and grant funding requirements, participant businesses will be surveyed six months post-implementation of their funded initiatives to ascertain impacts in relation to patronage of people with a disability, inclusivity, and feedback received from people with a disability and their carers.

## 9. FINDINGS

The BASP Pilot was successful in achieving five of its six objectives and has resulted in the delivery of real accessibility improvements by participating businesses, with more in progress.

The Pilot provides a solid foundation with the potential to be refined to support additional businesses to deliver accessibility improvements into the future.

Achievement of objectives:

**1. Launch and trial of program: Achieved.**

Pilot completed and delivered in accordance with the program design methodology. Evaluation completed and delivered by Flare Access.

**2. Enhance accessibility practices: Achieved.**

Participant businesses have reported increased knowledge, capability and confidence, and have either fully completed or are in the process of completing the funded accessibility improvements.

**3. Personalised expert support: Achieved.**

All businesses participated in individual consultations with the Access Expert, which resulted in the identification, planning and progression of practical accessibility improvements for the businesses that completed the full program.

**4. Foster business collaboration: Not achieved.**

This objective sought to achieve collaboration through inviting businesses to attend a series of 'live' workshops and join an online community. There was moderate to low participation in the live workshops, which provided some limited opportunities for collaboration, however the evaluation highlighted there was no uptake of the online community.

**5. Recognition and promotion: In progress, will be achieved.**

Planning is underway, and all interested businesses will have their accessibility improvements highlighted and promoted.

**6. Empower the disability community: Partially achieved.**

Due to the rapid nature of the Pilot, opportunities for involvement of the CoA's Access and Inclusion Advisory Panel and other local experts were provided where possible; however this is identified as an important area to build on in the future. Potential opportunities for increased involvement of people with disability include, for example, expert advice on proposed program enhancements, co-design of videos about key accessibility issues faced by people with disability to complement existing program resources, and participating in future BASP Fund Assessment Panel.

There are a range of opportunities to enhance and refine the program into the future, as CoA continues to deliver its DAIP commitment for a BASP, including:

1. **Scaling access to resources:** Resources developed for the Pilot can be adapted and released on the CoA website, making them freely available to support all businesses in undertaking accessibility and inclusion improvements.
2. **Developing short lived-experience videos:** The existing suite of resources could be complemented by the development of one or two short videos highlighting why accessibility and inclusion matter through a lived-experience lens, benefits that can be achieved for both businesses and people with disability, and key tips for making improvements.
3. **Streamlining future grant program requirements:** With supporting resources published and widely available, there is an opportunity to streamline the design and administration of the future grant program to become an Business Accessibility Incentive Program focussed on the provision of expert individualised advice to businesses (e.g. Access Consultant consultation) to inform Accessibility Improvement Plans and funding of low-cost accessibility initiatives through incentive funding. The funding value to be considered in the context of the costs experienced in the Pilot.
4. **Development of e-Learning Modules:** A future incentive program could incorporate short e-Learning Modules to replace the workshops and allow for self-paced learning. This would reinforce program simplification and sustainability by reducing the resourcing requirements of the program into the future.
5. **Longer timeframe:** A future incentive program could be administered either on an ongoing basis, or on an annual basis opening for applications early in the financial year. This will enable a longer delivery timeframe for participants (e.g. nine to 12 months).

## 10. NEXT STEPS

Next steps include:

- Developing proposed BASP program enhancements for potential future funding rounds, and seeking advice from the AIAP at its meeting in November 2025 to inform a budget bid as part of the 202/-27 Annual Business Plan and Budget process.