



SHIRE OF MOORA

DISABILITY ACCESS AND INCLUSION

PLAN

2023 – 2028

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Contents

1. BACKGROUND	3
1.1 The Shire of Moora	3
1.2 Functions, Facilities and Services (Both in-house and contracted) provided by the Shire of Moora.	3
1.3 The Disability Services Act	3
1.4 People with disability in the Shire of Moora	4
1.5 Development of the Disability Access and Inclusion Plan	4
1.6 Progress since 2012	5
2. DISABILITY ACCESS AND INCLUSION POLICY STATEMENT	6
2.1 Seven Outcomes of the DAIP	6
3. DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN (DAIP)	7
3.1 Responsibility for the planning process	7
3.2 Consultation Process.....	7
3.3 Findings of the Review	8
3.4 Implementation of the DAIP.....	8
3.5 Promoting the DAIP	8
3.6 Review and Monitoring.....	9
3.7 Reporting on the DAIP	9
4. STRATEGIES TO IMPROVE ACCESS AND INCLUSION	9

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1. Background

1.1 The Shire of Moora

The Shire of Moora covers an area of 3788 square kilometres and includes the townships of Bindi Bindi, Watheroo, Miling, Coomberdale and Moora, and the localities of Koojan and Round Hill. The Shire is primarily a pastoral and farming district.

The town of Moora was gazetted on 12 April 1895. Moora became a separate Road Board on 11 December 1908 and later became the Shire of Moora on 1 July 1961. The town of Moora is situated 180 kilometres from Perth on the banks of the Moore River and is the largest inland service centre between Perth and Geraldton providing services to a population catchment of 6000 residents within a 100 kilometre radius.

1.2 Functions, Facilities and Services (Both in-house and contracted) provided by the Shire of Moora.

The townsite of Moora has a number of facilities provided by the Shire of Moora for sport & recreation and community arts including:

- Sports & Recreation Centre
- Moora Performing Arts Centre
- Moora Memorial Swimming Pool
- Moora Community Resource Centre
- Apex Park
- Sculpture Park
- Centenary Park
- Federation Park
- Pioneer Park
- Rotary Clock Park
- Moora Sports Ground
- Skate Park

The Shire of Moora provides a range of functions, facilities and services including but not limited to:

- **Services to property include:** construction and maintenance of council owned buildings; construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots, street lighting; and bush fire control.
- **Recreation Services to the community include:** provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and swimming pool; library and information services; immunisation and health education; citizenship ceremonies; youth services and community events; support of dental and medical services and provision of a caravan park and provision of sewerage facilities.
- **Regulatory Services include:** planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services including food premises inspections, vector control and ranger services includes dog control & cat control and the development, public swimming pool, maintenance and control of parking, bush fire control and emergency management.
- **Administration Services include:** the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licenses
- **Governance:** ordinary and special council and committee meetings, annual elector meetings and election of council members and community consultations.

1.3 The Disability Services Act

The WA Disability Services Act 1993 (amended 2004) defines disability as a condition:

- That is attributed to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- That is permanent or likely to be permanent; and
- That may or may not be episodic in nature; and
- That results in a substantially reduced capacity of the person for communication, social interaction learning or mobility and a need for continuing support services.

Public authorities in Western Australia, including local governments, are required under the Disability Services Act 1993 (amended 2004) to develop and promote a Disability Services and Inclusion Plan (DAIP).

Section 29B of the Act states:

...’a public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officer, employees, agents or contractors.’

The Act makes the development and implementation of a DAIP mandatory and guides the development, implementation and reporting of the DAIP which applies to staff, agents and contractors.

The improvement of services and access will increase independence, opportunity and inclusion in the community and these goals align with the Vision and Purpose of the council of the Shire of Moora.

1.4 People with disability in the Shire of Moora

The residential population of the Shire of Moora is currently estimated to be around 2292 according to figures from the last Australian Bureau of Statistics (ABS) census 2021. Of these 50.4% were male and 49.6% were female. Aboriginal and/or Torres Strait Islander people made up 12.8% of the population.

The 2021 ABS Census also recorded 190 persons in the Shire as having delivered unpaid assistance to persons with a disability. This was 10.2% of people aged 15 years and over. This figure is equivalent to the state average of 10.7% and less than the national average of 11.9%.

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2018) estimated that 17.7% of all Australians had disability, down from 18.3% in 2015 and 18.5% in 2012. The proportion of people living with a disability increases with age. Given that the shire has a demographic profile with 21.4% of all persons aged 65 years and over, there will be many people in the community living with age related limitations such as restricted movement, loss of sensory perception or loss of understanding.

1.5 Development of the Disability Access and Inclusion Plan

The Western Australia Disability Services Act 1993 (amended 2004) requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its information, facilities and services.

Other legislation underpinning the planning of access and inclusion includes:

- WA Equal Opportunity Act 1984 (amended 1988);
- Commonwealth Disability Discrimination (DDA) Act 1992;

- The Building Code of Australia (BCA) that provides a set of minimum requirements for new buildings and renovations;
- The Access to Premises Standard under the Disability Discrimination Act (DDA) that became effective for any buildings or major redevelopments.

1.6 Progress since 2012

The Shire of Moora is committed to facilitating the inclusion of people with Disability through the improvement of access to its facilities and services. Towards this goal the Shire adopted its first DSP in 1996 to address the barriers within the community for people with Disability. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992).

Since the adoption of the initial DSIP, the Shire has made significant progress towards better access. Examples of achievements of the now called Disability Access and Inclusion Plan (DAIP) include:

- Aged Friendly Community Forum held which included a number of disabled people who were encouraged to participate and provide input into issues that posed problems to them and their daily life, the following issues were raised: -
 - Disabled access to parks for wheelchairs is not good
 - Access to Shire Administration Building is difficult
 - Footpaths need to be upgraded in some areas of the Town
 - Access to Dental Surgery is not possible for a wheelchair
 - Wheelchair access to some community events are not possible e.g. Apex Park and Hockey Clubrooms Building
- Provision of accessible disabled facilities to one of the Shire Chalets used for temporary accommodation when visiting town;
- All public stairs have had the risers marked in white paint so sight impaired persons can see the step edges;
- Shire in co-operation with BGC and the Post Office have provided a disabled ramp to the Post Office and access to post boxes on the outside of the building which were at a different level;
- The Shire Office Administration Building has had automatic doors fitted, and changes made to the access ramp, so it is one continuous level;
- Cross walk identified between Dr Surgery and Aged Care, in aged friendly community strategy, has been prioritised for aged grant funding and is now completed;
- 9 new extra aged care units were built and added to Aged Care Facility in conjunction with Health funding;
- Footpaths have been upgraded in Moora Town shopping precinct and, path between Hospital and Aged Care Facility has also been upgraded;
- New footpaths have been constructed in Keane Street, Atbara Street, Melbourne Street and Berkshire Valley Road from Gardiner Street to the Central Regional TAFE;
- New completed and passed EEO Policy;
- Shire of Moora Financial Hardship Policy includes access to hearing and sight services for people with Disability;
- A new disabled access chair lift for the swimming pool was purchased and installed;
- Government funding was approved for a Hydrotherapy Pool to be located behind the Moora Aged Care Units in Dandaragan Street, Moora;
- Government Grant funding was approved for a new Men's Shed which includes disabled facilities;
- A Changing Places facility;

- Upgraded Moora Residential College/St James College as a residential college for high school children;
- Dental facility with accessibility linked to the Hydrotherapy Pool;
- Hydrotherapy Pool to facilitate people with mobility issues including able bodied persons with sport and other injuries, and Aged and Disabled persons;
- New aged care residential units for aged persons to meet demand.

The Shire has continued to improve access and remove barriers through the implementation of many strategies contained in the plan. Significant progress has been made towards providing better access to the community specifically age-related disability and increased levels of engagement.

2. Disability Access and Inclusion Policy Statement

The Shire of Moora is committed to ensuring that the community is accessible and inclusive for people with disability, their families, and carers.

The Shire of Moora also interprets an accessible and inclusive community as one in which all Council functions, facilities, and services (both in-house and contracted) are inclusive and accessible for people with disability as they are for other people in the wider community. The Shire will endeavour to the best of the Shires capacity to meet the needs of persons with disability.

To this end the Shire of Moora will strive to –

- recognise that people with disability are valued members of the community who make a variety of contributions to local, social, economic, and cultural life.
- believe that a community that recognizes its diversity and supports the participation and inclusion of all its members makes for a richer community life.
- believe that people with disability, their families and carers should be supported to remain living and participating in the community.
- be committed to consulting with people with disability, their families and carers, and the community in general, to ensure that barriers to access and inclusion are appropriately addressed.
- be committed to supporting local community groups and other relevant organizations to facilitate the inclusion of people with disability through access to information, services, and facilities in the community.
- be committed to ensuring that its agents and contractors work towards the desired outcomes in the Shire's DAIP.

2.1 Seven Outcomes of the DAIP

The Shire of Moora is also dedicated to achieving the seven desired outcomes through its DAIP. They are: -

- 1) People with disability, their families and carers have the same opportunities as other people to access the services of, and any events organized by, the Shire of Moora.
- 2) People with disability have the same opportunities as other people to access all buildings of a public nature, plus other facilities provided by the Shire of Moora.

- 3) People with disability receive information from the Shire of Moora in a format that will enable them to access the information as readily as other people are able to access it.
- 4) People with disability receive the same level and quality of service from the staff of, and contractors/agents to, the Shire of Moora.
- 5) People with disability have the same opportunities as other people to make complaints to the Shire of Moora.
- 6) People with disability have the same opportunities as other people to participate in any public consultation process with the Shire of Moora.
- 7) People with disability have the same opportunities as other people to obtain and maintain employment with the Council.

3. Development of the Disability Access and Inclusion Plan (DAIP)

3.1 Responsibility for the planning process

It is a requirement of the Disability Services Act 1993 (amended 2004) that all local government authorities develop and implement a DAIP which identifies barriers to access and inclusion and propose solutions to ensure that people with a disability have equality of access to the organisation's facilities and services. The Shire of Moora DAIP 2023 – 2028 intends to meet the requirements of the Act.

All Councillors and staff have a responsibility to contribute to the process of developing and appropriate plan that reflects the commitment, vision, purpose and values of the Shire of Moora to the improved quality of life of all persons in the local government.

The Shire Chief Executive Officer (CEO) has the responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is required to be endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

3.2 Consultation Process

The Shire of Moora has been conducting a review of the Disability Access and Inclusion Plan 2017-2022 to guide further improvements to access and inclusion and drafted a new DAIP 2023-2028. The consultation process asked for areas of access and inclusion people felt needed to be addressed and/or improved to help develop the Shire's new DAIP or to provide advice on aspects that should be included in the DAIP. The process included both internal and external consultations.

The process began with an internal review via:

- Internal analysis of the Shire's DAIP 2017–2022.
- Review of annual progress reports, relevant council documents, disability legislation, developing trends and best practice in access and inclusion.
- Consultation with key staff and elected members.

The internal review was followed by external consultation, where feedback will be sought via:

- A community survey form, available electronically or in hard copy at the council offices.
- the Shire's website inviting readers to 'have your say'.
- consultation with Department of Communities and other expertise in the area of disability.
- Consultation with agents and contractors.

3.3 Findings of the Review and Consultation

The review and consultation found that most of the initial objectives in the DAIP 2017 - 2022 had been achieved and most of the issues that were recognised in the that DAIP review have been addressed. While the DAIP review noted a great deal of achievement in improving access it also identified a range of barriers that still require action. The consultation provided an opportunity for a cross-section of staff and community members to comment on the plan. Feedback from the consultation to respective questions include: -

- **Are the services and events organised by the Shire accessible for you?**
 - No. Wheelchair accessibility is limited and all footpath are not of good condition
- **Are the Shire buildings and facilities easy to get into and out of?**
 - No. Hydro pool ramp too steep to go up and entrance door is too heavy and unable to open easily
- **Is information from the Shire provided in a way that enables you to access it readily?**
 - No. Not everyone uses social media, would be good to obtain readable copies
 - Yes. But could be better, especial the blind and vision impaired.
- **Does the Shire staff give quality services that meet your expectations and needs?**
 - No. Shire foyer is not welcoming for me as counter is too high and I can't speak/hear very well.
 - Could be better, no places to sit or rest for those who struggle to stand for extended periods of time.
- **Are complaints about the Shire easy to lodge?**
 - No. Response are not given and are not followed up.
 - I do not feel complaints are acknowledged.
- **Is public consultation by the Shire of Moora done in a format and/or place to enable your attendance?**
 - No. Not widely communicated to members of the community.
 - The demountable Shire meetings are held in is inadequate (*Reference to Council Chambers*). The ramp is too narrow, as are the paths, which are covered with plants that pose a tripping hazard. There is also a raised section in front of the door which can cause trips and makes it more difficult to use for wheelchair users.

Overall, there was a great deal of achievement in improving access and providing services in past years. The findings formed the basis for the development of strategies in the DAIP 2023 -2028.

3.4 Implementation of the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act 1993 (amended 2004) requires public authorities to take all practical measures to ensure that its officers, employees, agents, and contractors implement the DAIP. Implementation actions, timelines and accountabilities will be included in other plans and strategies. The implementation is generally an ongoing process, and the strategies are supported by an internal actions plan, which will be monitored on an annual basis by management to check the progress and maintain compliance with the relevant requirements.

3.5 Promoting the DAIP

Once the DAIP has been endorsed by Council and the Department of Communities, it will be promoted widely via the website, through an advertisement in the local newspapers and at community events.

Copies of the DAIP can be obtained from the Shire and will be made available in alternative formats upon request. All staff receive Disability Awareness Training and information on how to access the DAIP.

3.6 Review and Monitoring

The Disability Services Act 1993 (amended 2004) sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP will be formally reviewed at least every five years, in accordance with the Act.

The DAIP Implementation Plan is an internal document that assists the Shire to implement progress of the DAIP and will be amended annually to reflect budget considerations, progress and any access and inclusion issues or initiatives which may arise. Whenever the Shire's DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities.

3.7 Reporting on the DAIP

The Disability Services Act 1993 sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Shire of Moora will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Department of Communities by 31 July each year, outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the six desired outcomes; and
- The strategies used to inform its agents and contractors of its DAIP.

4. Strategies to Improve Access and Inclusion

As a result of the review and consultation process, the following overarching strategies will guide tasks reflected in the DAIP Implementation Plan, that the Shire of Moora will undertake from 2023-2028 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for strategies aimed at improving access and inclusion for people with disability.

Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised or sponsored by the Shire of Moora.

Strategies	Timeline	
Ensure that all the Shire's policies and management practices are consistent with the DAIP and support equitable access to services by people with Disability.	Annually Ongoing	All Managers
Develop links between the DAIP and other council plans and strategies and implement the DAIP consistently across the organisation.	Ongoing	All Managers
Design all briefs and selection processes for contractors to ensure they meet legislative requirements concerning disability requirements.	Ongoing	Manager Engineering Services
Ensure that as far as possible and practicable, all events are inclusive to people with disability.	Ongoing	Manager Community Development

Continue to implement the Shire's footpath program. Respond as a matter of priority when a person with disability reports difficulties regarding lack of or condition of footpath.	Ongoing	Manager Engineering Services
Review the Shire's sport and recreation services, facilities and programs regarding access and inclusion for people with disability.	Ongoing	Manager Infrastructure Services
Make the library technology as accessible as possible in accordance with budget provisions.	Ongoing	Manager Community Development
Encourage the business community to consider the needs of people with a disability when providing facilities and services.	Ongoing	Manager Infrastructure Services

Outcome 2:

People with disability have the same opportunities as other people to access buildings and other facilities provided by the Shire of Moora.

Strategies	Timeline	
Schedule and implement remedial works to meet recommendations from Public Buildings Access Inspection of the Shire of Moora buildings and facilities and address issues raised in the DAIP consultation.	Ongoing	Manager Engineering Services
Ensure that accessible playground guidelines are considered when purchasing any new playground equipment.	Ongoing	Manager Infrastructure Services
Ensure that key regulatory staff maintains an awareness of the developments regarding a Premises Standard under the Building Code of Australia.	Ongoing	Manager Infrastructure Services
Develop all briefs, tenders and contracts to ensure the Shire's agents and contractors provide services that are consistent with the Shire's DAIP and access and inclusion principles.	Ongoing	Manager Engineering Services

Outcome 3:

People with disability receive information from the Shire of Moora in a format that will enable them to access the information as readily as other people are able to access it.

Strategies	Timeline	
Ensure that all public information is made in clear and concise language and is available in alternative formats on request.	Ongoing	All Managers
Promote the availability of council information in alternative formats upon request.	Ongoing	All Managers
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing	All Managers
Review and where necessary amend the Shire's Style Guide to ensure compliance with the State Government Access Guidelines for Information, Services and Facilities.	Ongoing	All Managers
Ensure all public information is compliant with the State Government Access Guidelines for Information, Services and Facilities.	Ongoing	All Managers
Ensure that the Shire's website meets contemporary good practice.	Ongoing	All Managers

Outcome 4:

People with disability receive the same level and quality of service from the staff of the Shire of Moora as other people receive from the staff of the Shire of Moora.

Strategies	Timeline	
Make resources, such as Creating Accessible Events checklist, Accessible Information Guidelines and State Government Guidelines on Access, readily available to staff on the Intranet and promote this availability.	Ongoing	All Managers
Assess training needs and conduct tailored disability awareness training for staff across all areas.	Ongoing	Manager Corporate Services
Include disability access awareness information in the Shire's induction material provided to new staff and new elected members.	Ongoing	Manager Corporate Services

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Moora.

Strategies	Timeline	
Ensure the complaints policy and procedures are accessible to people with disability and available in alternate formats upon request.	Ongoing	Manager Infrastructure Services
Ensure employees are aware of the accessible complaints mechanisms and know how to support people to use them.	Ongoing	All Managers
Encourage feedback from community to assist with removal of barriers and improvement of access.	Ongoing	All Managers

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Moora.

Strategies	Timeline	
Review the Shire's community participation processes to ensure equal opportunities for participation by people with Disability.	Ongoing	Manager Community Development
Ensure consultation is facilitated in an appropriate format to enable all members of the community to comment on the DAIP and disability access issues.	Ongoing as requested	Manager Community Development
Improve access for people with Disability to the established consultative process of council.	Ongoing	Manager Community Development
Ensure meetings and forums held as part of community consultations comply with accessible events guidelines.	Ongoing	Manager Community Development
Ensure all aspects of council meetings are accessible.	Ongoing	Manager Corporate Services

Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Moora.

Strategies	Timeline	
Incorporate a statement on each position description and job advertisement that the Shire is an equal opportunity employer.	Ongoing	Manager Corporate Services
Ensure the Shire has positive relationships with disability employment providers.	Ongoing	Manager Community Development
Undertake the monitoring of the needs of any Shire employee with a disability and to address those needs where possible to maintain their employment.	Ongoing as required	Manager Corporate Services
Provide management and staff with support and training on inclusion of people with disability in the workplace.	Ongoing	Manager Corporate Services
