

Shire of Koorda Disability Access and Inclusion Plan 2025 - 2030



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Background

What is disability?

A disability is any continuing condition that restricts everyday activities.

Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic. Disability can be:

Sensory:	affecting vision and/or hearing
Neurological:	affecting a person's ability to control their movements, for example, cerebral palsy
Physical:	affecting mobility and/or a person's ability to use their upper or lower body
Intellectual:	affecting a person's judgement, ability to learn and communicate
Cognitive:	affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain
Psychiatric:	affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

Some disability, such as epilepsy, is hidden, while others, such as cerebral palsy, may be visible. A physical disability is the most common (73%), followed by intellectual/psychiatric (17%), and sensory (10%). Many people with disability have multiple disabilities.

- Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability involves impairments in hearing and vision.
- Intellectual/psychiatric disorders relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgements and problem solving. They also include anxiety disorders, phobias or depression.

People may have more than one disability and may experience additional disadvantages due to factors such as being from a non-English speaking background or because they live in remote areas.

What is Access and Inclusion?

Access refers to the ability of all people, including people with a disability and their carers, to enjoy our public places, facilities and natural environments. This includes buildings, recreational and leisure facilities, public amenities, footpaths and nature trails.

Access also includes the appropriate receipt of Shire information, the opportunity to participate in community engagement and accessible employment opportunities with the Shire.

Inclusion means actively including and encouraging everyone with all abilities to participate in all aspects of community life.

Disability in Australia

Key statistics in 2022¹

Disability

- 5.5 million Australians (21.4%) had disability, up from 17.7% in 2018.
- 15.0% of people aged 0-64 years had disability, compared with 52.3% of people aged 65 years and over.
- Disability prevalence was similar for males (21.0%) and females (21.8%).
- 7.9% of all Australians had a profound or severe disability.

Older people

- 17.1% of Australians were aged 65 years and over (up from 15.9% in 2018).
- 95.9% of older Australians were living in households, while 4.1% lived in cared-accommodation.
- 52.3% of older Australians had disability, and 86.6% had one or more long term health conditions.
- 39.8% of older Australians living at home needed some assistance with everyday activities.

Carers

- There were 3.0 million carers, representing 11.9% of all Australians living in households (up from 10.8% in 2018).
- 12.8% of all females were carers, compared with 11.1% of all males.
- There were 391,300 young carers (under the age of 25), up from 235,300 in 2018.
- There were 1.2 million primary carers in Australia, and of these, 43.8% had disability themselves.

¹ Australian Bureau of Statistics, 2022, [Disability, Ageing and Carers, Australia: Summary of Findings, 2022](#).

What is the purpose of this plan?

The purpose of the Shire of Koorda's DAIP is to identify strategies and implement actions across the organisation that will improve access and inclusion throughout the district.

The DAIP is for all people who live in, work in or visit the Shire.

Disability Access and Inclusion Plan Framework

The DAIP is a legislative requirement set out in the Disability Services Act 1993 (amended 2004 – WA), while also being informed by the:

- Equal Opportunity Act 1984 (WA)
- Disability Discrimination Act 1992 (Commonwealth); and
- Disability (Access to Premises Buildings) Standards 2010 (under the Disability Discrimination Act).

The Disability Services Act requires the Shire to:

- Lodge a plan that covers a period of maximum five years with the Department of Communities;
- Include actions that address seven outcome areas listed under the Act;
- Consult with internal and external stakeholders when reviewing the objectives and actions within the plan; and
- Report annually to the Department of Communities on the progress of the plan. The DAIP is also supported by the State Government's 'State Disability Strategy 2020-2030, a vision to protect, uphold and advance the rights of people with a disability in Western Australia.

Annual DAIP reporting includes alignment of the Shire's DAIP strategies with the State Disability Strategy outcomes.

Policy Statement

The Shire of Koorda is committed to ensuring that the community is an accessible community for people with disability, their families and carers, via the following;

- The Shire of Koorda believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.
- The Shire of Koorda is committed to consulting with people with disability, their families and carers and, where required, disability organisations to ensure that barriers to access are addressed appropriately.
- The Shire of Koorda is committed to ensuring that its agents and contractors work towards the desired outcomes in the Disability Access and Inclusion Plan.

The Shire is also committed to achieving the seven standards of its disability access and inclusion plan which are as follows;

1. People with disability have the same opportunities as other people to access the services of, and any events organised by the Shire.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire.
3. People with disability receive information from a public authority 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 as other people receive from the staff of the Shire.
5. People with disability have the same opportunities as other people to make complaints to the Shire.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire.

Strategic Alignment

The Shire's DAIP has been drafted to ensure its alignment with the below community priorities as outlined within the Shire of Koorda Integrated Strategic Plan 2024, which incorporates both the Strategic Community & Corporate Business Plan.

- 1.1. Local people feel safe, engaged, and enjoy a healthy and peaceful lifestyle.
- 3.1. Shire owned facilities are renewed and maintained in a strategic manner to meet community needs.
- 3.2. Safe, efficient, and well-maintained road, and footpath infrastructure.
- 4.2. Investment in the skills and capabilities of our elected members and staff.
- 4.3. Forward planning and delivery of services and facilities that achieve strategic priorities.

Community Engagements and Consultation

Community Consultation Process

The Shire of Koorda reviewed its Disability Access and Inclusion Plan in 2025. The process included:

- Examination of the previous DAIP and subsequent review of the annual reports to determine what has been achieved and any outstanding works.
- Examination of other Shire documents and strategies.
- Investigation of contemporary trends and good practice in access and inclusion.
- Consultation with staff.
- Consultation with the public.

The Disability Services Act Regulations (2004) set out minimum consultation requirements for public authorities in relation to DAIPs. Local governments must call for submissions (either general or specific) by notice in newspapers circulating in the Local Government area and on any website maintained by, or on behalf of, the Local Government. Other mechanisms may also be used. The following consultation methods were used:

- From the 2 May 2025, the community was informed through the local newspaper, the Shire website, local noticeboards, and on social media, that the Shire was reviewing and updating a new DAIP to address access barriers for people with disability and their families. The community was invited to provide input into the review of the current initiatives and the development of a new plan. Submissions via Microsoft Forms were sought with 5 submissions being received by the Shire of Koorda.

Findings of the Consultation

Consultation was undertaken with community members, including people with disability, carers, and service providers, to identify barriers and opportunities for improving access and inclusion within the Shire of Koorda. Feedback was collected through a community survey, focusing on accessibility of public places, facilities, events, and services.

Overall Accessibility Rating

Participants were asked to rate the overall accessibility of public places, such as parks, footpaths, public toilets, and buildings, on a scale of 1 (Not at all accessible) to 5 (Very accessible). The average rating was 3.4 out of 5, indicating that while the Shire provides a moderate level of accessibility, there is room for improvement in ensuring universal access across facilities and infrastructure.

Positive Experiences

Respondents highlighted several positive aspects of accessibility within the Shire:

- The Medical Centre was recognised for its accessible design, including a ramp with handrails, automatic doors, suitable seating, and compliant toilet facilities.
- Good community support and willingness to assist people with disability were noted as strengths of the local area.
- Some respondents commented that footpaths in certain areas are in good condition, providing safer and smoother access.

Identified Barriers

Community members identified a number of physical and informational barriers that can limit accessibility:

- Footpaths and kerbs: uneven surfaces, high ramps, and poor maintenance affecting mobility device users and those with walking difficulties.
- Older buildings, such as community halls, were noted as lacking appropriate access features including ramps and compliant entry points.
- Limited signage and lack of handrails in some areas can make navigation and safety more challenging.
- Trip hazards and uneven ground surfaces, particularly in areas with sand, were raised as ongoing concerns.

Suggestions for Improvement

Respondents provided constructive ideas for improving access and inclusion:

- Continue maintenance and upgrades to footpaths, ensuring even surfaces and compliant ramps.
- Improve directional and accessibility signage to guide visitors to amenities.
- Install handrails and mirrors in accessible toilets and other key facilities.
- Review hall and community building access, ensuring compliance with current accessibility standards.

Responsibility for Implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire of Koorda. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Communication of Plan to Staff and People with Disability

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 newspaper 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, Agents and Contractors can access the DAIP on Shire channels.

Review and Evaluation Mechanisms

The Disability Service Act requires that DAIPs be reviewed at least every five years. The DAIP Implementation Plan can be amended more frequently to reflect advancements of access and inclusion issues. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Department of Communities.

Monitoring and reviewing: The DAIP will be reviewed annually for progress and implementation with all progress and recommended changes reported to Council.

Evaluation: An evaluation will occur as part of a five-yearly review of the DAIP. Community, staff, and elected members will be consulted as part of the evaluation and Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by Council, will be available to the community in alternative formats.

Reporting of DAIP

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its Annual Report outlining:

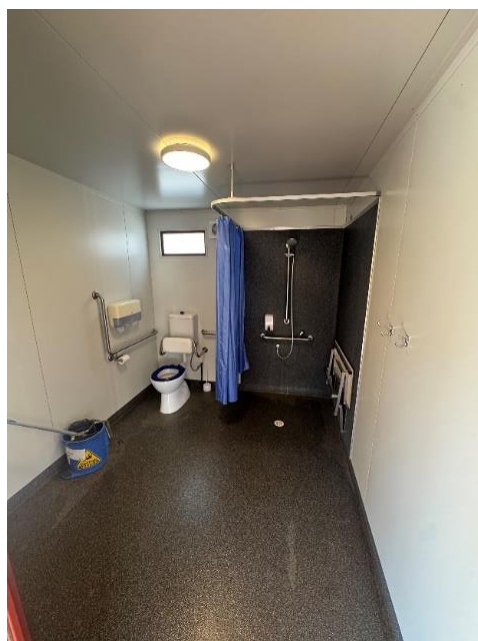
- Progress towards the desired outcomes of its DAIP.
- Progress of its agents and contractors towards meeting the seven desired outcomes.
- The strategies used to inform agents and contractors of its DAIP through providing a link to DAIP on the website.

Achievements

During the previous Disability Access and Inclusion Plan (DAIP) period, the Shire of Koorda made significant progress in improving accessibility and inclusion across its facilities, infrastructure, and services.

- **Improved accessible infrastructure across community facilities** – Installation of two new universal access ablutions during the caravan park ablution rebuild, providing greater accessibility for visitors and residents.
- **Enhanced accessibility at the Koorda Gym** – Installation of a universal access ablution, ensuring the facility caters to the needs of all community members.
- **Improved access to information and resources** – Expansion of the large print collection at the Koorda Library, increasing access to reading materials for community members with low vision.
- **Enhanced accessibility at recreation facilities and the Shire's designated evacuation centre** – Construction of access ramps and a universal access ablution at the Recreation Centre and Bowling Green, ensuring the facilities are inclusive, compliant with universal design principles, and suitable for safe and equitable use by all community members during both everyday activities and emergency evacuations.
- **Expansion of the accessible footpath network** – Installation of new footpaths along Greenham Street North and Scott Street East, improving pedestrian connectivity, mobility safety, and access to key community destinations for people using wheelchairs, mobility scooters, or walking aids.
- **Increased availability of accessible accommodation** – Development of two universal access two-bedroom units at the Yalambee Short Term Units, providing the first accessible short-term accommodation of this kind within the Shire.
- **Improved building access** – Installation of two automatic sliding doors during the Recreation Centre extension, improving independent entry and exit for people using mobility aids, prams, or with limited mobility.

These achievements reflect the Shire's ongoing commitment to improving accessibility, inclusion, and equity. They also demonstrate a proactive approach to planning and investment in infrastructure and services that benefit the whole community.



Caravan Park - Ablutions



Gym - Ablutions/Shower



Library - Large Print Books



Rec Ground - Universal Access Ablutions

Footpaths – Greenham St



Yalabee - Universal Access Rooms



Rec Ground - Auto door

DAIP Outcomes, Evaluation & Timelines



Outcome 1: Events and Services

People with disability have the same opportunities as other people to access the services and events of a public authority.

Strategies & Actions	Measurement & Monitoring	Timeline
Ensure all events are held in accessible venues (ramps, toilets).	% of events held in venues meeting accessibility standards.	Ongoing
Provide multiple ticketing/registration options (online, phone, in-person).	Availability of at least 2 alternative registration methods per event.	Ongoing
Develop inclusive event guidelines.	Guidelines developed and applied; number of events implementing at least one inclusion measure.	Ongoing
Where possible, provide carers with complimentary entry to events (e.g., Seniors Luncheon).	Policy adopted and implemented; number of events offering carer entry tracked.	Ongoing
Staff trained in access and inclusion principles (Introduction to Disability Awareness).	% of staff completing training; training records maintained.	Ongoing
Develop and promote the Large Print, Audio, and Audio-Visual collections in the library.	Circulation figures for large print/audio collections; promotional activities undertaken annually.	Ongoing
Develop and promote online library services.	Website usage analytics; number of users accessing online resources; user feedback.	Ongoing
Provide services in a flexible manner so that people with disability achieve the same outcomes.	Customer satisfaction feedback; number of flexible service adjustments recorded.	Ongoing



Outcome 2: Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategies & Actions	Measurement & Monitoring	Timeline
Conduct regular access audits of facilities.	Audit reports completed; % of issues resolved.	Ongoing
Incorporate accessibility in all new building designs.	New builds assessed for universal design compliance before approval.	Ongoing
Encourage owners/developers of non-Shire buildings to consider access/inclusion through approvals processes.	Number of development applications reviewed for access; inclusion clauses incorporated in planning approval conditions.	Ongoing
Ensure footpath capital improvements and maintenance are universally accessible.	Inspection reports; % of footpaths upgraded/maintained to universal access standards.	Ongoing
Ensure adequate car parking for people with disability in all Shire car parks.	Ratio of accessible bays to total bays; compliance with Australian Standards; inspections.	Ongoing
Ensure entry and exit ways remain obstruction-free.	Inspections; number of obstruction-related complaints resolved.	Ongoing



Outcome 3: Information

People with disability receive information from a public authority in a format that enables them to access the information as readily as other people.

Strategies & Actions	Measurement & Monitoring	Timeline
Ensure documents are available in alternate formats.	% of requests for alternate formats fulfilled within 10 working days.	Ongoing
Ensure website meets WCAG 2.1 AA standards.	Quarterly reporting website accessibility audit results.	Quarterly
Publish accessibility statement on website.	Statement available and reviewed annually.	Annually
Review alternate methods of distributing information targeted to specific Shire demographics.	Communications review; number of new channels trialled/used.	Ongoing
Improve staff awareness of accessible information needs and how to obtain formats.	Number of staff trained; training completion records.	Ongoing
Improve community awareness that Council information can be made available in alternative formats (large print, audio, easy read).	Accessibility statement published; number of requests for alternate formats fulfilled.	Ongoing
Ensure staff are aware of DoT contact details to assist in interpretation services.	Information circulated to all staff; usage tracked.	Ongoing



Outcome 4: Service Quality

People with disability receive the same level and quality of service from the staff of a public authority as other people receive.

Strategies & Actions	Measurement & Monitoring	Timeline
Develop disability service protocols for frontline staff.	Protocols created, distributed, and included in induction packs.	Ongoing
Ensure staff provide the same level and quality of service to people with disability.	Customer satisfaction surveys including disability-specific feedback; number of service-related complaints resolved.	Ongoing
Promote a culture of inclusion through values and performance frameworks.	Inclusion embedded in staff KPIs/performance reviews.	Ongoing
Establish feedback loops for continuous improvement.	Number of improvements implemented based on feedback each year.	Ongoing



Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to a public authority.

Strategies & Actions	Measurement & Monitoring	Timeline
Provide accessible complaints processes (online, phone, in-person, easy read).	Availability of minimum 3 accessible complaint channels.	Ongoing
Promote complaint options clearly in communications.	Complaints process promoted in at least 3 channels (website, printed, community notices).	Ongoing
Train complaint-handling staff in disability awareness.	% of relevant staff trained annually.	Ongoing



Outcome 6: Consultation

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Strategies & Actions	Measurement & Monitoring	Timeline
Provide multiple consultation formats (online, face-to-face, accessible venues, plain language).	Number of formats offered per consultation.	Ongoing
Ensure consultation documents are in accessible formats.	% of consultation documents available in alternate formats.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	DAIP progress reported annually in Annual Report; % of actions implemented on time.	Ongoing



Outcome 7: Employment

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategies & Actions	Measurement & Monitoring	Timeline
Develop inclusive recruitment policies and remove barriers.	Policies reviewed regularly; job advertisements reviewed for accessibility.	Ongoing
Provide workplace adjustments and flexible working arrangements.	% of adjustment requests fulfilled; staff satisfaction surveys.	Ongoing
Deliver disability awareness and inclusive employment training for managers.	% of managers trained.	Ongoing
Ensure that advertising for positions and prospective information is available in large print formats and easy-to-read versions.	% of position advertisements made available in accessible formats; staff recruitment records confirming availability; number of requests for alternate formats fulfilled within 5 working days.	Ongoing
Review selection criteria and job descriptions to ensure they do not disadvantage people with a disability and adjust information where required.	Review of job descriptions and criteria; number of JD/criteria adjusted for inclusivity; feedback from applicants with disability on recruitment process.	Ongoing