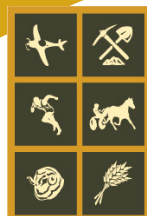




Disability Inclusion Plan

2023 - 2026

Enhancing our community for all community
members to live, work and play



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Acknowledgment

Temora Shire in the NSW Riverina region recognises the Wiradjuri people, who are the traditional custodians of these lands.

We pay respect to the Wiradjuri people both past and present, and recognise the culture, strength, resilience and capacity of the Wiradjuri people. We also acknowledge the contributions of Aboriginal Australians to this country we all live in and share together.



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A silhouette of a person in a wheelchair and a standing person holding hands against a sunset background. The person in the wheelchair is on the left, and the standing person is on the right. They are holding hands, and the sun is setting in the background, creating a warm, golden glow. The text "1. OVERVIEW" is overlaid in the center.

1. OVERVIEW

1.1 Message from the Mayor

It is my pleasure to present the Temora Shire Council's Disability Inclusion Action Plan 2023 - 2026

The Disability Inclusion Action Plan (Plan) is closely aligned with the Temora Shire 2032 Community Strategic Plan and associated documents. It is rightfully legislated to assist in removing barriers and enabling people with a disability to participate in our community.

This Plan is an important document for Council in reviewing, monitoring, and tracking our progress, while also outlining our steps for the next three years.

Councillors and Staff are pleased with the achievements to date, which includes many improvements to Council's infrastructure to assist accessibility for all, including people with a disability. We've witnessed and experienced advancements in building design, entrances, parking, and footpaths, as well as new and upgraded recreation and leisure facilities for our entire community to enjoy. Accessibility really is at the forefront of everything we do.

The introduction of the Access and Equity Committee since our last action plan is a wonderful working achievement. The group have worked to consult and review upgrades, pedestrian and mobility plans, accessible car spaces and funding applications. We thank them for their time and commitment to making our Shire an even better and more accessible place to live, work and play.

We've achieved a great deal together and I encourage you to review the 'What we've achieved' section, reflect and envision where we'll be in another three years.



Council acknowledge our strong relationship with Federal and State Governments, through our Members of Parliament in the Hon Michael McCormack MP and Ms Steph Cooke MP. These relationships are crucial to delivering many of our accessibility upgrades, enhancing our Shire for all residents.

As we move forward, into an even more accessible community, we thank all that we have consulted with in order to make this Plan what it is, this includes people with disability, their carers, volunteers, services providers and more.

From their advice, we have focused on four key areas to create a Shire that is accepting of diversity; where everyone has equal opportunities to live, work and play; where we increase employment opportunities for people with disability; and produce systems and practices that are easy to use for anyone.

I trust this Plan will provide you with valuable information on Temora Shire Council's plan over the next three years in disability inclusion and access.

A handwritten signature in black ink, appearing to read 'Rick Firman'.

**Cr Rick Firman, OAM
MAYOR**

1.2 Legislation and policy framework

People with disability, their families and carers have the same rights as all people to access services and facilities in their community.

There is a range of Commonwealth and State Legislation which make it unlawful to discriminate against a person with disability.

The *NSW Disability Inclusion Act 2014* requires Council to develop a Disability Inclusion Action Plan (the Plan) to remove barriers and enable people with disability to participate in their communities.

The following diagram shows the key Commonwealth and State legislation that informs the development of local government disability access and inclusion planning.



1.3 Our Vision and Values

Our community strives to reflect the qualities of its greatest asset - its people, each of whom we value as individuals.

With our rural heritage as our foundation, we embrace change and grasp every opportunity to enhance our environment, economy, and lifestyle.

THEMES



Enhancing
our quality of
life



Providing
local
leadership



Building a
strong local
economy



Enjoying our
beautiful
environment

OUR VALUES

We will make the best decisions we can

- **Leadership and respect** – act decisively with knowledge and courage in the best interest of our community
- **Integrity and transparency** – act honestly and openly in all our dealings with a view to make ethical and equitable decisions

We will act with the community as our primary consideration

- **Community focus** – engage with our community to provide services that respond to community needs
- **Future custodianship** – always act with the consideration of the impact of our actions on future generations

We will value the views and input of others

- **Teamwork and cooperation** – work together with open communication to achieve a common goal by sharing knowledge and supporting each other
- **Effective partnerships** – treat everyone with respect by being inclusive, non-judgmental and by valuing diversity

We will maximise our opportunities

- **Innovation** – encourage creative thinking and innovation based on detail knowledge and accept that bold actions carry a degree of risk
- **Continuous improvement** – always strive to achieve our goals more efficiently through improvements in process or new technology

GREAT
People
EMBRACE
Change
ENHANCE
Our Future

1.4 Our People

POPULATION



47

Median Age
39 in NSW



51.1%

Female
50.6% in NSW

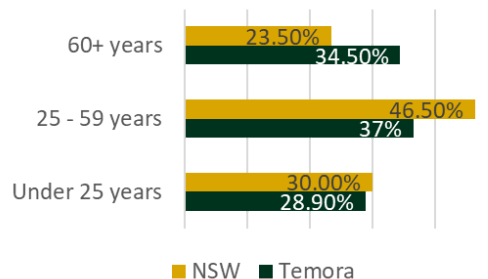


48.9%

Male
49.4% in NSW

2021, ABS Census

AGE GROUPS (%)



■ NSW ■ Temora

DIVERSITY

2021, ABS Census



88.8%

of residents were born in Australia
65.4% in NSW



3.4%

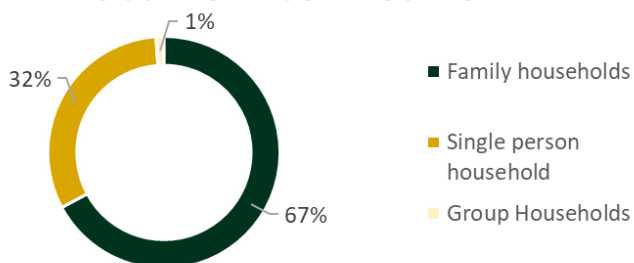
of residents are Aboriginal and/or Torres Strait Islander
3.4% in NSW



3.4%

of households are non-English language speaking
29.5% in NSW

HOUSEHOLD COMPOSITION



■ Family households

■ Single person household

■ Group Households



Couples with Children

35%

45% in NSW



Couples without Children

47%

38% in NSW



One parent families

15%

16% in NSW

2021, ABS Census

DISABILITY & VOLUNTEERING



35.2%

Population with at least one long-term health condition
27% in NSW



14%

People aged 15+ care for people with a disability, health condition or due to old age
11.5% in NSW



1 in 4

People aged 15+ do voluntary work
Over 1 in 10 in NSW



9.3%

People with a long-term health condition, indicated they have mental health condition (including depression or anxiety)
8% in NSW



141

People in Temora Shire registered for NDIS at Pinnacle Community Services

1.5 Our Background

Temora Shire Council's Disability Inclusion Action Plan: 2023-2025 aligns with our long-term vision:

'To enhance the quality of life for its community members where people with disabilities and their families are able to live, work and play' - Temora Community Strategic Plan – February 2022.

Since the adoption of the *Disability Inclusion Action Plan 2017 - 2021*, our Shire has had some key achievements, including implementation of an Access and Equity Committee, Local Access Assistance Fund and Pedestrian and Mobility Action Plan.

Following further consultation with the Committee, people with disability, their carers and support networks, including disability services, this Plan was developed:

- In line with the legislative requirements from the Disability Inclusion Act 2014 and NSW Disability Inclusion Action Planning Guideline
- To align with the Australian National Disability Strategy
- To meet our obligations under the United Nations Convention on the Right of Persons with Disabilities
- To align with the Integrated Planning and Reporting Framework

Council's planning is meaningfully based on the views, strengths, priorities and aspirations of our community. This plan includes a series of actions designed to actively address the barriers faced by people with disability.

The plan builds on our previous plans and outlines how we will continue to improve access to Council facilities and services, as well as advocating for improvements in our Shire.

Access:

People have permission, choice, and the ability to enter, get to, interact with, or use a thing, place, or person.

Inclusion:

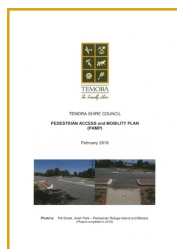
Everyone in a group is involved and respected. Diversity is celebrated and things can be changed to suit the needs and preferences of the individual.

1.6 What we've achieved

1.6.1 New and Upgraded Facilities from 2017 to date

Facility / Precinct	Parking	Pathways	Entrance	Building	Amenities
Ariah Park Recreation Ground		Walking track around lake Pathway connecting play equipment Slab under BBQ shelter		New kiosk	New toilets
Bob Aldridge Park					New accessible toilets
Davey Park				Accessible Swing	Toilet upgrade
Father Hannan Oval		New pathway			
Gloucester Park		Pathway connecting play equipment, BBQ facilities and toilets Play equipment ground level access		Play equipment with rubber soft fall	
Hoskins Street (CBD)		Upgrade			
Lake Centenary				Play equipment	
Nixon Park		Upgrade and access to play equipment	Clubhouse	New kiosk/steak bar Play equipment with rubber soft fall	New toilets
Temora Arts Centre			Automatic doors	Extension and refurbishment	New toilets
Temora Medical Complex			Automatic doors		
Temora Memorial Town Hall			Ramp entry	Building upgrades	New accessible toilets
Temora Recreation Centre		Upgrade, and connecting to Bowling Club	Automatic door entry and accessible gate exit Stairs and ramp to Olympic Pool Disability hoist to Heated Pool New splash park		Accessible change room and toilets
Temora Recreation Ground					New women's change room
Temora Shire Library			Automatic doors to outside reading room	Outdoor reading room	New toilets including accessible toilet
Temora West Park		Connecting play equipment, BBQ facilities and toilets			
Temora West Sports Ground				New clubhouse	New toilets

1.6.2 Key achievements timeline from 2017 to date



Pedestrian Access and Mobility Plan was adopted in 2019

Access and Inclusion criteria added to Event Application Form in 2020/2021

2017

Access and Equity Committee formed in 2018, with community member representation

Work-from-Home and Flexible working conditions introduced in 2020

Local Access Assistance Fund launched in 2021/2022 to improve local business access

2023



1.6.3 Communication and Engagement from 2017 to date



- **Direct Me Guide** launched in 2021 and is updated annually
- **Images of people with disability** used in publications and digital media



- Articles designed to **encourage community members to become volunteers**
- Promotions support **awareness of local NDIS services**



- Annual afternoon tea to **acknowledge Carers** in our Community
- Annual afternoon tea to **recognise volunteers** in our Community



Community consultation

- Public meetings held for **consultation for inclusivity**
- Pinnacle and Council staff **attend Community Interagency meetings**

1.6.4 Council Operations from 2017 to date

- Approx. **35 years management of Pinnacle Community Services** (previously HACC) by Temora Shire Council.
- **Employed 6 more permanent staff** at Pinnacle Community Services since 2018, and **casual staff increased by more than 3 times**.
- Encourage and support **Pinnacle staff Professional Development** to deliver optimum care.
- **People with disability volunteer** at Meals on Wheels and Temora Shire Library to **enable social connections**.



Pinnacle Meals on Wheels delivery

1.7 Access and Equity Committee

Case Study

The Access and Equity Committee (the Committee) is a section 355 committee of Temora Shire Council.

The aim of the Committee is:

To facilitate an informed, proactive, co-ordinated approach to the development of strategies to make safer, more accessible, and inclusive places within our shire for everyone.



Committee members inspect the new ramp and stairs at the Temora Pool

Equitable access to Council's services, buildings and infrastructure should be made available for all within the Temora Shire. Holistic planning that considers the needs of people with disability results in good access for everyone.

The Committee assists to promote co-operation between Council, the community, government and non-government agencies in relation to access issues.

Shortly after the previous Disability Inclusion Action Plan was adopted by Council, the committee was formed. The Committee has worked with Council staff to review community facilities plans, such as Temora Library outdoor reading room, Temora Arts Centre extension and refurbishment, and accessible car parking spaces.

They also had input to the accessible car space provision and Pedestrian and Mobility Plan before it was adopted by Council in 2019.



2. ENGAGEMENT

2.1 Community Engagement

In preparation of the Community Strategic Plan, a number of community engagement activities were held to enable Temora Shire residents to identify their thoughts and ideas on the Plan, in relation to enhancing the quality of life for our community members where people with disability and their families are able to live, work and play.

These engagements targeted:

- People with disability
- Carers for people with disability
- Service providers for people with disability
- Schools, including preschools
- Seniors
- Temora Shire Council staff (including Pinnacle Community Services)
- Access and Equity Committee
- Councillors

Methods of engagement included (but were not limited to):

- Workshops
- 'Have your say' webpage
- Social media campaigns
- Discussions with community groups and committees.

In addition, a targeted survey was circulated to the community in mid-2023 to gain further insights.



2.2 Key Focus Areas

From community engagement activities, four key strategic focus areas became apparent in working towards enhancing the quality of life for our community members where people with disabilities and their families are able to live, work and play.



2.3 What we’ve heard

The tables below outline from consultation activities what Council heard has worked well with the community and what improvements can be made. These are listed under the four key themes that emerged.

2.3.1 ATTITUDES AND BEHAVIOURS

A Shire that is accepting of diversity

What works well?	<ul style="list-style-type: none">• Community is welcoming of people with disability.• Some local businesses and service providers are supportive and inclusive to people living with disability.• Temora Shire schools are supportive and inclusive of children with disability.
What needs improvement?	<ul style="list-style-type: none">• General understanding of disability is for the whole community.• Isolation experienced by people with disability, their families and their carers.• Disability awareness initiatives within the community to reduce stigma associated with disability.

2.3.2 EMPLOYMENT

Increasing employment opportunities for people with disability

What works well?	<ul style="list-style-type: none">• People with disability travel to Cootamundra to attend supported employment.• People with disability are provided volunteering opportunities with local businesses.• Temora Shire Council provides inclusive employment opportunities for people with disabilities.
What needs improvement?	<ul style="list-style-type: none">• Access to local employment opportunities, including long-term employment.• Local businesses awareness of disability and inclusive workplace practices.• Understanding of support available to businesses provided by the Government when employing a person with disability.• Pathways into employment.• Employment opportunities for seniors with disability.

2.3.3 LIVABLE COMMUNITIES

A town where everyone has equal opportunities to live, work and play

What works well?	<ul style="list-style-type: none">• Majority of public buildings are easy to access.• Businesses in the community are rated somewhat accessible.• Temora Shire Library, Temora Memorial Town Hall, Visitor Information Centre, Temora Recreation Centre and Temora Arts Centre, all rated high in accessibility.• Access to parks.• Wide paths on the main street.• Disability support services, including transport. Braille Signage on buildings.
What needs improvement?	<ul style="list-style-type: none">• Maintenance of footpaths and access ramps.• Lighting near access ramps.• Accessible car parking spaces. Access to some businesses still needs improving.• Accessibility to playgrounds for people with disability, including fenced playgrounds, inclusive play equipment and visual supports.• Recreational activities and events that support and celebrate people with disability.• More nursing home accommodation and palliative care.• Access to Mental Health Professionals.

2.3.4 SYSTEMS AND PROCESSES:

Council systems and practices are easy to use and information is available in a format that meets my needs

What works well?	<ul style="list-style-type: none">• Interagency network is a valuable tool for networking and service collaboration across the disability sector.• Narraburra News is a good source of information.• Council Customer Service is friendly and helpful.
What needs improvement?	<ul style="list-style-type: none">• Temora Shire Website and Facebook posts are accessible to some but need improvement.• Information needs to be provided in various formats, in line with relevant disability guidelines.• Communication to be open with all groups in the community.• Awareness on how to report a problem to Council.

2.3 Pedestrian Access and Mobility Plan

Case Study

The Pedestrian Access and Mobility Plan (PAMP) approach was developed by the then Road and Traffic Authority to assist **planning for pedestrians while inclusively assuring access for mobility.**

Walking is an important travel mode, both for solely pedestrian-based journeys and also as a part of a trip for which the main mode of travel is by bus, bike or car.

The aim of the PAMP is to identify the major pedestrian routes within the study area of Temora township and Aria Park village to prioritise a forward works program aiding in improved mobility and access along the identified pedestrian network. It also takes into account connectivity of cycleway/shared path routes and integration of plans.

The PAMP facilitates for Council, improvements in pedestrian access and priorities, particularly in high-concentrated areas. It also works to enhance safety and convenient crossing on major roads, particularly for children, older persons and those with impairments, such as people with disability.

Further to the PAMP, Council has developed and is delivering to the Physical Works Schedule, based on priorities.



Crowley Street footpath and ramp access upgrade

3. ACTION PLAN



3.1 Promote positive attitudes and behaviours

A Shire that is accepting of diversity

Strategy	Action
Community Strategic Plan (CSP) Objective 1.6: A community that is safe and inclusive, and looks after people who are experiencing disadvantage.	
Provide opportunities for intergenerational activities that promote safety, respect and understanding	Aim to reduce stigma associated with disability
CSP Objective 2.1: A community with strong local leadership	
Encourage and take steps to enable a representative cross section of the community to stand for public office (including people with disability)	Support people with disability in representation
CSP Objective 1.3: A community with services and facilities for our children and young people	
Provide safe places and opportunities for our young people with disability to develop a sense of identity, self-worth, confidence, belonging and achievement through social activities	Develop and deliver programs that meet the needs of Young people with disability
	Promote Platform Y as an inclusive and safe space for young people with disability
	Ensure Youth programs are equitable to all sections of the Temora Shire

3.2 Create Livable Communities

A Shire where everyone has equal opportunities to live, work and play

Strategy	Action
CSP Objective 1.1: A community with appropriate services and care for our ageing population and people with disability.	
Provide and promote home and community care for people with disability (NDIS, community transport, Meals on Wheels, outings, domestic assistance, social support, home modifications, home maintenance)	Maintain Pinnacle Services as a premium provider of disability services
	Ensure awareness of transport options available for people with disability
	Ensure that the views of disabled people are represented to Council
	Ensure equality of access for disabled people
	Provision of the National Disability Insurance Scheme in Temora Shire
	Show commitment to Disability Services in Temora Shire
	Ensure information flow to residents regarding disabled services
Provide a range of housing (independent living and care facilities) and other support options for people living with disability in Temora and Aria Park	Support of accommodation for people with disability

Strategy	Action
CSP Objective 1.4: A community that offers opportunities for sport and recreation	
Provide sports and sporting facilities that cater to a range of abilities	Provision of sporting grounds that meet the needs of Temora Shire residents
Provide year-round recreation and leisure facilities and activities for people with disability	Provision of playgrounds in Temora Shire to a safe and contemporary access standard
	Provision of parks and gardens that meet the needs and expectations of people with disability
	Provide community facilities that meet the needs of people with disability
	Address access and inclusion in the sports facility strategy Community satisfaction rating for sports facilities (inc sporting fields, Recreation Centre, swimming pools)
CSP Objective 1.1: Promote and provide opportunities for recreational flying from Temora Aerodrome	
Promote and provide opportunities for recreational flying from Temora Aerodrome for people with disability	Ensure the provision of facilities at Temora Aerodrome to meet the needs of people with disability
CSP Objective 3.8: A community with a transport network that enables economic and social outcomes	
Provide adequate parking to enable access for people with disability to shopping, health care, events, and recreation	Provide sufficient accessible car parking spaces for people with disability

Strategy	Action
CSP Objective 4.2: A community that enjoys appropriate urban infrastructure	
Provide access to parks and playgrounds for residents and visitors with disability, and incorporate public open space when new residential subdivisions are planned	Provide public conveniences to a standard acceptable to people with disability
Maintain a network of roads, footpaths and cycleways to enable residents and visitors with disability to move around the Shire	Undertake Footpath upgrade and renewal in accordance with the Footpath Capital Works Program
	Investigate the provision of access within Temora Shire, including footpaths, ramps and car parking provision
CSP Objective 3.7: A community that benefits from Tourism	
Provide visitor facilities, services, activities and events that cater for a broad range of visitors with disability	Ensure quality and quantity of accommodation in Temora meets the needs of people with disability

3.3 Support Access to Meaningful Employment

Increasing employment opportunities for people with disability

Strategy	Action
CSP Objective 1.1: A community with appropriate services and care for our ageing population and people with disability	
Provide services which enhance employment and education outcomes for people with disability	Improve Council employment conditions and opportunities for people with disability
CSP Objective 2.3: A community that is supported by volunteers	
Promote and enable opportunities for our community members to volunteer their services to achieve disability inclusive outcomes through events, activities and local organisations	Facilitate opportunities for volunteers to enhance the environment and community
	Advise residents of specific volunteering opportunities within the community
	Acknowledge the valuable role that volunteers play in the community

3.4 Improve Access to Services through Systems and Processes

Council systems and practices are easy to use and information is available in a format that meets my needs

Strategy	Action
CSP Objective 1.2: A community with opportunities to be healthy	
Continue to provide a range of health services within Temora Shire, and retain telehealth service provision to residents	Participate in multidisciplinary meetings relating to health and associated issue
	Provision of clear health service information linkages
Provide opportunities for our residents to maintain good mental health	Proactively support and promote community mental health facilities
CSP Objective 1.6: A community that is safe and inclusive, and looks after people who are experiencing disadvantage	
Provide options and support for people with disability who are fleeing violence, or who experience homelessness, substance abuse or mental illness	Promote availability of services for people with disability who are fleeing violence, or who experience homelessness, substance abuse or mental illness
CSP Objective 3.8: A community with a transport network that enables economic and social outcomes	
Continue the provision of Community Transport to Temora Shire residents	Support the provision of community transport to people with disability

3.5 Where to from here

3.5.1 Implementation, Monitoring and Evaluation

Each year, Council implementation plans and strategies are monitored and evaluated through the Integrated Planning and Reporting (IP&R) Framework. The Disability Inclusion Action Plan will be aligned with the Delivery Plan and Operational Plan and reported through those reporting systems.

Results of actions and outcomes will be reported to the Access & Equity Committee. An annual report will be provided to the NSW Minister for Disability Services and a full review will be conducted at the end of this plan.

Under the Disability Inclusion Amendment Act 2022, a formal review of the Plan commences 1 July 2025 with the new plan in place within one year of the review by 1 July 2026.

4. References

Temora Shire Community Strategic Plan 2022 – 2026

Commonwealth Disability Discrimination Act 1992

Commonwealth Disability (access to Premises – Buildings) Standards 2010

Commonwealth Standards for Accessible Public Transport 2002

NSW Anti-Discrimination Act 2014 and Disability Inclusion Regulation 2024

Disability Inclusion Amendment Act 2022

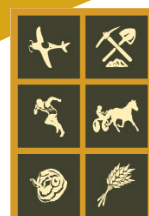
Australian National Disability Strategy

United Nations Convention on the Rights of Persons with Disabilities (INCRPD)

ABS Census statistics 2021

ABS Census statistics 2016

Pedestrian Access and Mobility Plan (PAMP) February 2019



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