



ACCESS & INCLUSION PLAN



2025 - 2030



The Shire of Capel is committed to fostering an inclusive and accessible community that values diversity and ensures the full participation of all its residents. Our commitment to accessibility and inclusion is encapsulated in the Access and Inclusion Plan (AIP), a strategic framework designed to remove barriers and promote equitable opportunities for individuals of all abilities. The AIP serves as a comprehensive guide for the Shire of Capel to create an environment that facilitates the active involvement of all people in all aspects of community life.

Enhancing access and inclusion is a nuanced pursuit, with diverse perspectives shaped by individual backgrounds, experiences, and the unique challenges encountered by people with varying abilities.

Access and inclusion impact a broad spectrum of community members, encompassing people with disability, along with their families and caregivers. It extends to people from culturally and linguistically diverse backgrounds, First Nations

people, the elderly, members of the LGBT+ community, individuals facing financial hardships, and those encountering temporary illnesses or injuries. Additionally, it extends to parents navigating the community with prams.

The AIP guides Council decisions across various domains, influencing budgeting, infrastructure development, public spaces design, recruitment processes, and service/event provision. Regular reviews every five years allows for adoption to emerging needs and continuous improvement.

The Shire sought input from individuals with disability, families and carers, service providers and the broader community in the development of the AIP, ensuring that it accurately reflects the lived experiences and aspirations of all residents.

The AIP is a dynamic and evolving document that underscores the Shire's commitment to creating an inclusive community. The AIP has been developed using a variety of strategies including research, consultation and alignment with other Council endorsed plans.

THE WA DISABILITY SERVICES ACT 1993

The WA Disability Services Act 1993 offers a structured framework, recognising the multifaced nature of the unique challenges of people with varying abilities. The Act outlines seven key outcomes, providing a comprehensive guide to identify and overcome barriers across various facets of access and inclusion.



What is a 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. A 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.

INTRODUCTION

In an ever-evolving global landscape, the call for diversity, equity and inclusion resonates louder than ever before. Recognising the intrinsic value of a diverse community, the Shire of Capel is committed to fostering an environment where every individual, regardless of their background, abilities, or characteristics, is not only welcomed but celebrated.

The Shire's AIP serves as a testament to our dedication to creating a community that goes beyond mere tolerance to actively embracing the richness that diversity brings. This document outlines our comprehensive strategy to break down barriers, eliminate biases, and cultivate an atmosphere where everyone can thrive, contribute, and reach their full potential.

As we embark on this transformative journey, we acknowledge that fostering access and inclusion is not just a goal but a continuous process that requires collaboration, openness, and a commitment to learning. By weaving inclusivity into the fabric of the Shire of Capel, we aim to not only reflect the diverse world around us but to set a standard for excellence, innovation, and genuine respect for each member of our community.

This Plan is more than a set of guidelines; it is a roadmap for creating lasting change, driving cultural shifts, and building a foundation where everyone, regardless of their background, feels empowered to be their authentic selves. As we lay out the strategic initiatives within this document, we invite every stakeholder to join us in championing diversity and inclusion as core values that shape our collective future.



BACKGROUND

The Shire of Capel adopted our first Disability Access & Inclusion Plan in 1996. This Plan has since been reviewed in 2007, 2012 and 2017. The following recommendations have been implemented over the past seven years:

Events & Services



Provided accessible event checklists to event planners.



Provided priority seating for people with disability at Shire events.



Provided inclusive youth and senior programs.



Hired Dalyellup Collective's Sensory Inclusive Zone for Shire events.



Hosted events for International Day of People with Disability, including a partnership event with Dalyellup College, which involved wheelchair basketball and Paralympian Brant Garvey.



Buildings & Facilities



Partnered with Bendigo Bank to install an electronic accessible door at the Capel Country Club.



Ensured the rebuild of the Capel Civic Precinct was accessible and inclusive.



Installed a universally accessible toilet at the Boyanup Bowling Club.



Provided an accessible path to the new gazebo at the Peppermint Grove Beach foreshore.



Installed new disability signage with Braille indicators on public toilets.



Liaised with architects regarding the design of the proposed Youth & Multipurpose Centre in Dalyellup, ensuring its accessible and inclusive.



Access to Information



Re-developed the Shire website to ensure it was accessible and easy to navigate.



Waived facility hire fees for service providers to run NDIS sessions for community residents.



Partnered with Advocacy WA in hosting an information stall at the 2023 Dalyellup Christmas Festival.



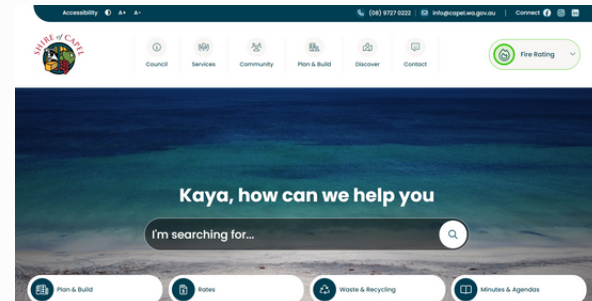
Continued to distribute the monthly Seniors' Link newsletter via post for seniors who are not internet savvy.



Commenced developing a database of people with disability, stating their preferred method of communication so we can keep them informed about different initiatives.



Utilised community notice boards and newsletters to share information and promote initiatives.



Quality of Service



Co-delivered the Socially Inclusive Communities WA initiative, which provided training workshops for Shire staff and community groups.



Opportunities for Feedback



Clearly defined and easy to understand channels of communication were provided to staff for dealing with grievances in an inclusive manner.



Incorporated the collection of feedback and comments from the community for all Shire events, services and facilities.



Public Consultation



The Shire and Advocacy WA, in association with People with Disabilities WA and Sussex Street Legal Community Centre, launched a collaborative Community Disability Advocacy Network. This Network united individuals committed to addressing and resolving challenges encountered by people with disabilities within their community. The Shire of Capel Network expressed their desire to establish an inclusive events space, and Advocacy WA provided training and resources to empower the group in pursuing this objective. A tangible outcome of this effective training was the highly inclusive 2023 Dalyellup Christmas Festival.



Access and inclusion requirements were incorporated into the Shire's Community Engagement Framework.



Employment



Shire job advertisements provided options for applicants to contact Human Resources for information or support if they experience barriers that may prevent them from applying.



All staff inductions included an overview of the Equal Opportunity, discrimination, harassment, social inclusion, and access legislations adopted in the Shire's workplace.



Human Resources team attended Driving Workplace Diversity and Inclusion with the National Disability Coordination officer to inform Shire practices.



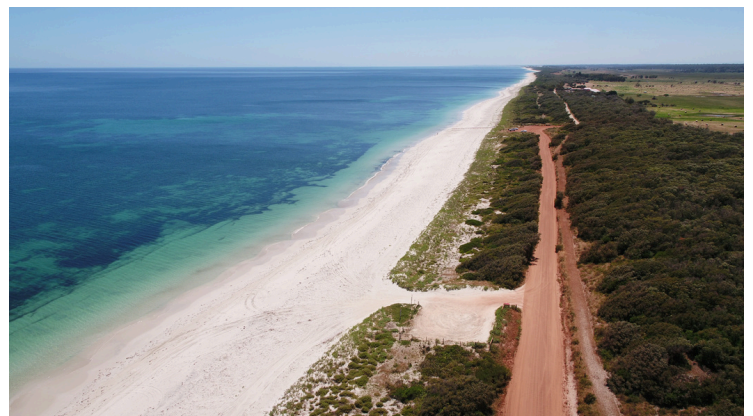


OUR PHYSICAL ENVIRONMENT

The Shire of Capel is situated on the shores of Geographe Bay approximately 212 kilometers south of Perth. The shire has an area of 554 square kilometers, extending from the 29 kilometers of pristine beach fronting onto Geographe Bay to the edge of the Darling Scarp. The Shire of Capel shares current boundaries with the City of Busselton to the south, Shire of Donnybrook-Balingup to the east, Shire of Dardanup to the north-east and City of Bunbury to the north.

The Capel River discharges into Geographe Bay at Peppermint Grove Beach whilst the Preston River forms part of the Shire's eastern boundary, and the Ludlow River forms part of the southern boundary. The Shire's district takes in the town sites of Boyanup and Capel, the semi-rural settlements of Gelorup and Stratham and the beachside estates of Peppermint Grove Beach and Dalyellup, as well as smaller rural locations of Elgin and Gwindinup.

The Shire has a blend of rural countryside, rolling hills and wide-open spaces, popular beaches, rich Jarrah forests and the magnificent Tuart Forest, which is part of the only naturally occurring Tuart Forest in the world.



BACKGROUND OF SURVEY RESPONDENTS



24% of survey respondents were people with disability, difficulty or impairment.

24 survey respondents reside in Dalyellup.

6 survey respondents were under the age of 18 years.



26% of survey respondents were family members of people with disability, difficulty or impairment.

12 survey respondents reside in Capel.

3 survey respondents were aged between 18 and 24 years.



9% of survey respondents were carers.

3 survey respondents reside in Peppermint Grove Beach.

4 survey respondents were aged between 25 and 34 years.



5% of survey respondents were service providers.

3 survey respondents reside in Gelorup.

16 survey respondents were aged between 35 and 44 years.



5% of survey respondents were part of the LGBTQIA+ community.

2 survey respondents reside in Stirling Estate.

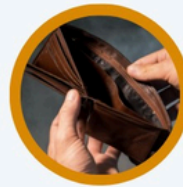
16 survey respondents were aged between 45 and 54 years.



3% of survey respondents were culturally and linguistically diverse.

1 survey respondent resides in Boyanup

3 survey respondents were aged between 55 and 64 years.



17% of survey respondents were experiencing financial hardship.

1 survey respondent resides in Stratham.

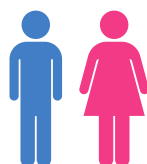
10 survey respondents were aged 65 years and over.

7 survey respondents reside outside the Shire of Capel.

COMMUNITY DEMOGRAPHICS



Population
19,002



Males - 9,363
Females - 9,639



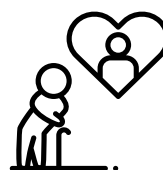
Persons Born Overseas
3,975



Aboriginal & Torres Strait
Islander Peoples
498



People with Disability
2,973



Carers
2,415



People with severe or mild
core activity limitation
2,284



People who need assistance
with core activity
715



Age Pension
1,603



Service Pension
73



Carer Payment or
Allowance
536



Disability Support
Pension
383



Jobseeker
Payment
483



Single Parenting
Payment
193

Outcome 1- Events & Services

People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Community Feedback

"More cultural books in libraries."

"The only services we use is your seniors bus outings from time to time, which we enjoy greatly."

"Always have an Auslan interpreter at larger functions & events."

"All events we've been to have been accessible."

"Need more parking and lighting at Shire events."

"Advertising events long before they're held helps people with disability organise transport."

"Have quiet/sensory friendly times at libraries prior to general admission times."

"Less sensory overload at Shire events."

"Would be great if the Shire could help promote SWAMS programs to your communities. They currently run a Woman's Group (child friendly), Men's Group and Djoorobidiny (means walking along happily and is a group for people with disability). Transport is provided if needed. This could be achieved by inviting SWAMS to have a promotional stall at Shire events and information displays in libraries." [SWAMS]



Outcome 1- Events & Services Continued

People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Community Feedback

"Accessible parking at Dalyellup Christmas Festival was great. Also liked how the Festival tents were set up along a path. Bonus having baby feed/change tent."

"Not much sensory consideration at Shire events."

"Please include team funding for STEM - not just sports teams attending competitions."

"Implement the Human Library initiative."

"Easier accessibility to Dalyellup library. Less wait time for ebooks."

"Youth with a disability won't feel confident attending a mainstream youth program. However, mainstream youth will still get involved in a program designed for youth with disability."

"Need to plan for the Dalyellup Multi-purpose Centre and programs to be accessible and inclusive. By catering for people with disability you cater for everyone."

"I enjoyed sharing my lived experience at the Shire's Fact or Faction event in 2022, after attending the Empowerment Leadership Course by 30 Foot Drop."



Outcome 1- Events & Services

People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Recommendations



Endeavour to provide path lighting and lighting in car parks at Central Lakes Park, Dalyellup and Erle Scott Reserve, Capel.



Continue running subsidised, inclusive seniors' outings.



Promote that libraries can order in books for specific requests.



Display transcripts on large screens at Shire functions and events, enabling individuals who are hard of hearing to read the audio content.



Develop a consolidated parking plan for all major events.



Ensure events are advertised well in advance and promote via database of people with disability.



Invite South West Aboriginal Medical Services to have a promotional stall at Dalyellup Jingle & Mingle and information displays in Shire libraries.



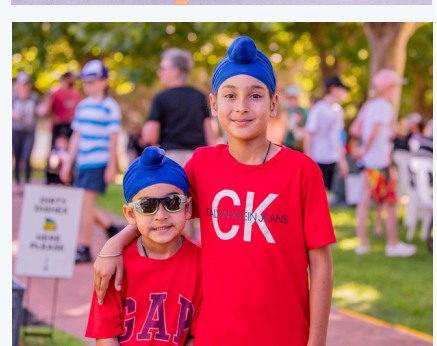
Trial quiet/sensory friendly times at libraries when the new Dalyellup Youth & Multipurpose Centre opens.



Ensure we have a sensory chill zone at Shire events.



Ensure festival tents/stalls are set up along paths at events, and provide wheelchair-accessible mats when hosting events on the lawn.



Outcome 1- Events & Services Continued
People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Recommendations



Invite Southwest Breastfeeding Association to Dalyellup Jingle & Mingle and Captivate Chapel.



Expand the Sports Participation Scheme to include funding for STEM competitions.



Investigate implementing the Human Library initiative as part of the new Dalyellup Youth & Multipurpose Centre.



Ensure a range of youth programs are inclusive of people of all abilities.



Ensure the new Dalyellup Youth & Multipurpose Centre, and the programs it delivers, are accessible and inclusive.



Provide accessible events checklist to all organisations who submit an event application to the Shire.



Outcome 2 - Buildings & Facilities

People of all abilities and from all walks of life are able to access all Shire buildings and facilities.

"Universal Design Principles: if it is accessible for the people who have disabling differences, it is more accessible for all."

Community Feedback

"As a wheelchair user, beach access is effectively denied to me. The beach end of many access paths are impassable due to uncleared wind blown sand. There is no ocean access - there ought to be several accessible walkways right down to the ocean."

"Walking at the Transfer station is tricky, but probably goes with the territory. I am deaf so interacting with staff can be tricky. I've been HOH and deaf for a long time so generally I can cope, but others may not."

"Make the Boyanup river front more like Donnybrook."

"There is a stair case down to the park/lake area from Bibra Loop. Needs a wheelchair/ bike/pram accessible ramp."

"Need gold or platinum accessible design."

"I can't get across the bridge between Jamieson Road and Barlee Road. Bridge needs to be wheelchair friendly."

"I use Gelorup Hall and the ramp is very accessible."

"Shire has been responsive to all feedback."



Outcome 2 - Buildings & Facilities

People of all abilities and from all walks of life are able to access all Shire buildings and facilities.

Community Feedback

"Footbridge over the Capel River near the Capel Primary School is not accessible for wheelchairs, prams and is of poor design for people using mobility aids.

The crossing is the quickest way for people to cross the river without needing to go all the way back up to Weld Road to get to the main street."

"I am concerned with the Shire's continued colonial representation in public artworks, from my own review of 10 public artworks from Peppermint Grove Beach to Capel townsite I have observed only one representation of a woman (in a supporting role). NO representation of Aboriginal people and Torres Strait Islander people and NO representation of LGBTQIA+ people. The only representations are flora, fauna or male."

"More shade and seating at facilities, but you're doing better than other areas."

"Footpath on corner of Yeist Street and Norton Promenade - hard for strollers, bikes, kids. Very dangerous - bit of footpath needs finishing so people don't have to go out onto a busy road."

"Sheltered area with trees and grass around the Dalyellup Shopping Centre, plus benches."

"I think you're doing a great job with your pathways and parking etc."

"Rangers to stop people from parking on footpaths."



Outcome 2 - Buildings & Facilities

People of all abilities and from all walks of life are able to access all Shire buildings and facilities.

Community Feedback

"Need tall fences around playgrounds to stop children climbing over and running. Makes you want to go to facilities outside the Shire where facilities have high fences."

"I am very disappointed that there is no plan to allow people who are wheelchair dependent to be able to access the sea. I believe that the Peppermint Grove Beach Community Association obtained funding to purchase a beach wheelchair to allow the person freedom to experience the sea. However, there was a problem with access across the sand. The Shire was not able to provide a solution to this access problem."

"Fenced facilities for small children."

"Gelorup Hall is very accessible and playground has a high fence. Just needs accessible toilets."

"Have a page on our website that highlights accessible facilities."

"Capel IGA carpark is dangerous."

"Remember ambulant toilets in designs."

"It's difficult crossing Forrest Road with no medium strip."

"Parking issues at Shire facilities."



Outcome 2 - Buildings & Facilities

People of all abilities and from all walks of life are able to access all Shire buildings and facilities.

Feedback from Service Providers

"Would be awesome if the Shire could explore options for improving hearing in the Dalyellup Community Centre. We'd be happy to help finance it."
[Dalyellup Seniors' Association]

"Hooks on back of toilet doors to assist with changing catheters."
[South West Women's Health & Information Centre]

"Roundabout swings for people with mobility devices." [Wanslea]

"Tall fences around playgrounds."
[Wanslea]

"Wider slides so parents can go down the slide with their child." [Wanslea]

"Sensor lights outside Shire facilities." [South West Women's Health & Information Centre]

"Handrails are needed coming into the library and other facilities." [South West Women's Health & Information Centre]



Outcome 2 - Buildings & Facilities

People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Recommendations



Ensure Universal Design Principles are applied to all new buildings and upgrades to existing structures.



Investigate forming a Co Design Panel (CoDAP) for the Shire to provide advice based on lived experience for projects/initiatives. The panel will consist of people who have lived experience of disability as well as industry professionals and will assist the Shire with the design of its buildings, facilities and open spaces, and work together to provide advice and insights from an accessibility and inclusion perspective that may not necessarily be covered by the current Australian Standards.



Undertake a feasibility study to make beaches in Dalyellup and Peppermint Grove Beach accessible for people of all ages and abilities.



Investigate making the Boyanup and Capel river fronts more accessible.



Investigate replacing the staircase down to Central Lakes Park from Bibra Loop with an accessible ramp, when it's due to be replaced.



Investigate making the Jamieson Road Footbridge accessible when it's upgraded.



Investigate installing an accessible toilet at Gelorup Community Centre.



Conduct an audit of shaded seating outside Shire facilities.



Rangers to issue warnings and infringements to vehicles parked on footpaths.



Promote accessible Shire facilities on Shire website, Facebook page and new Destinations Website.



Outcome 2 - Buildings & Facilities Continued

People of all abilities and from all walks of life feel welcome and included at Shire events and services.

Recommendations Continued



Explore options for improving hearing at the Dalyellup Community Centre (Dalyellup Seniors' Association indicated they can help finance improvements).



Use the Seniors' Link newsletter to promote google apps like Live Transcribe and Sound Notifications, which make everyday conversations and surrounding sounds more accessible among people who are hard of hearing, using their smart phone or device.



Install an accessible parking bay at Central Lakes Park, Dalyellup.



Install hooks on back of public toilet doors to assist with changing catheters and other medical devices.



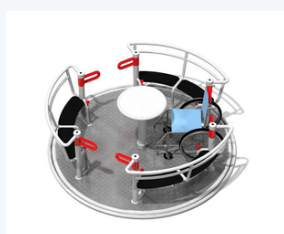
Endeavour to install all abilities play equipment in playgrounds.



Investigate installing handrails at entrances to Shire facilities.



Develop a Master Plan for the Waste Transfer Station that includes access and inclusion requirements.



Outcome 3 - Information

People of all abilities and from all walks of life are able to receive information from the Shire in a format that will enable them to assess the information.

Community Feedback

"More information flyers distributed widely."

"Your new website is very good."

"Large font for seniors in printed information."

"More online information."

"More presence on social media platforms."

"Attending information meetings can be a challenge. Shire personnel need to be aware of the legal requirements for captioning & subtitling on ALL public-facing video material."

"Higher contrast fonts on surveys and websites for vision impaired people."

Recommendations



Increase online information and presence on social media platforms.



Continue to develop a database of people with disability, stating their preferred method of communication in order to keep them informed. Have cards to hand out at community events so people can provide preferred contact details.



Continue to display Shire information in high traffic areas, including the reception area of the Shire Administration Building and Shire libraries.



Continue utilising community newsletters and notice boards to share information and promote initiatives.



Use large font in printed information, higher contrast fonts on websites and printed information and captioning and subtitles on video material.



Implement a new Accessibility Widget on the Shire's Corporate, Libraries & Tourism Websites. User Way powers digital accessibility compliance on websites and provides instant accommodations for common disability profiles from vision impairments to dyslexia and beyond.

Outcome 4 - Quality of Service

People of all abilities and from all walks of life receive a high level of service from the staff at the Shire of Capel.

Community Feedback

"Giving access to National Relay Online Services, interpreters for appointments, and easy read version of documents." [Wanslea]

"Have someone available to help people with forms and online services via the libraries and customer service." [South West Aboriginal Medical Services (SWAMS)]

"It's not always easy to know who to speak to regarding access and inclusion. This should be advertised on the website, so that comments are directed straight to the correct person."

"Need someone with lived experience in the role as Access & Inclusion Officer at the Shire."

Recommendations



Allocate funds in the budget to provide inclusion training to staff every two years.



Work with internal teams to assist and promote National Relay Service awareness to the public.



Review form templates to include Easy Read requirements.



Invite people with disability into the reception meeting room, if required, so they can sit down and receive service in a quiet and private environment.



Include the name and contact details of the employee responsible for access and inclusion on the Shire website.



Ensure there is representation on the Shire's Access & Inclusion Reference Group of people living with diverse abilities, backgrounds, and experiences of marginalisation.



Library staff to continue helping people with forms and online services.

Outcome 5 - Opportunities for Feedback

People of all abilities and from all walks of life have the opportunity to make complaints or provide feedback to the Shire.

Community Feedback

"Providing feedback to the Shire is difficult if folk are not internet-savvy or mobile. I.e. house-bound and non-social as a result. How about a radio-station talk-back session, as I guess everyone has a phone these days."

"Have polls on social media in areas of interest/concern."

"Use Snap & Solve for providing feedback to the Shire."

"There is no platform or community group which is based on inclusive conversation between community members. Currently only have a questions to Council platform, which does not encourage dialogue."

Recommendations



Investigate community engagement platforms, that include dialogue with Councilors and polls on areas of interest.



Implement the Coffee with a Councillor initiative.



Promote the Shire's 'Report It' link on the Shire's website.



Outcome 6 - Public Consultation

People of all abilities and from all walks of life have the opportunity to participate in any public consultation undertaken by the Shire.

Community Feedback

"Have shorter surveys."

"Not as many questions in this survey."

"This survey is rather inaccessible to those who truly need adjustments made to include them. They may find the large amount of questions asked here overwhelming."

Recommendations



Investigate community engagement platforms, that include a range of engagement tools.



Endeavour to have diverse representation of our community on all Shire committees.



Incorporate access and inclusion requirements into Community Engagement Strategy.



Utilise the created database of people with disability to keep them informed of upcoming public consultation.



Outcome 7 - Employment

People of all abilities and from all walks of life have the opportunity to obtain employment and develop career pathways with the Shire.

Community Feedback

"I've never been successful with applying for jobs at the Shire but your process is good."

"Job carving should be considered. Split full-time roles between 3 people or 8-15 hours a week. Need to be more flexible. Examples of work could be: office cleaning; data entry & records, gardenng, cleaning fleet cars, newsletter folding." [Forrest Personnel]

"A priority area for improving accessibility in the Shire is partnering with employment service providers. Disability Employment Services (DES) can assist with workplace modifications under the Work Assist Program (6 month program). Can also utilise the Work Assist Program to modify workplaces for employees who've had an injury." [Forrest Personnel]

"Appears limited diversity in Shire staff."

Recommendations



Promote employment opportunities to Disability Employment Services (DES) and investigate the Work Assist Program.



Engage Disability Employment Services to see how we can be more flexible with employing people with disability.



Promote the diversity of Shire staff to the community via social media and Shire websites, and encourage a diverse range of staff to attend community events/information sessions.

How Will This Plan be Implemented?

The implementation of this plan extends across the whole organisation.

Each department within the Shire will be accountable for implementing the recommendations outlined in the Strategy, and consulting regularly with the Shire's Access & Inclusion Reference Group.

At the conclusion of each financial year, the Community Development Coordinator will undertake an internal review with each department to obtain an update on their progress in implementing the recommendations.

The key outcomes from the internal review will be featured in the Shire's Annual Report and the annual Progress Report that is submitted to the Department of Communities.

Notable achievements may subsequently be highlighted in the Department's report to the Minister of Disability Services, alongside accomplishments from other public authorities.





info@capel.wa.gov.au
www.capel.wa.gov.au

Alternative Formats

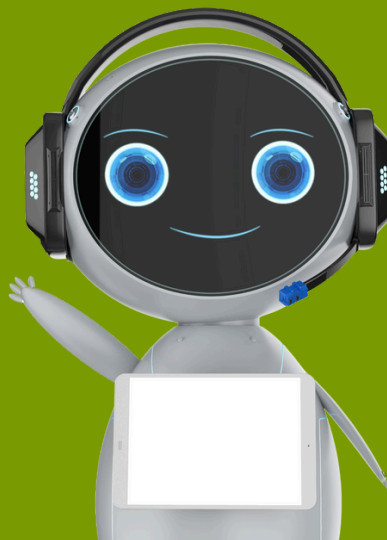
The information in this document is available in alternative formats, including large print, or electronically by email. Please contact the Shire's Community Development Coordinator, Donna Sims, via dsims@capel.wa.gov.au

Language Assistance

The Shire of Capel is home to many different cultures. If you require assistance, translation services for 150 languages are available through the Translating and Interpreting Service (TIS). To use this service, please phone TIS on 13 14 50 or ask the Shire of Capel's customer service team for assistance.

The National Relay Services (NRS)

If you are deaf, or have a hearing impairment or speech impairment, the NRS can contact the Shire of Capel on your behalf:
TTY users phone 133 677 then ask for 08 9727 0222
Speak and Listen users phone 1300 555 727 then ask for 08 9727 0222
Internet relay users connect to the NRS www.relayservice.com.au then ask for 08 9727 0222
SMS relay 0423 677 767 and ask for 08 9727 0222



Shire of Capel

31 Forrest Road (PO Box 369) Capel WA, 6271
08 9727 0222

Office Hours - Mondays, Tuesdays, Wednesdays & Fridays, 8.30am to 4.30pm
Thursdays 9am to 4.30pm