



# Access and Inclusion Plan

## 2023 – 27



# Welcome to Wadandi Boodja

“Kaya, Nala Maat Kaya Noonduk (Hello, Our Family Welcomes You) to Wadandi Boodja (Saltwater People’s Country) – we all come together on Boodja (Country). Whilst on Wadandi Boodja we ask that you respect the land by walking softly and take the time to listen to Boodja as she Wongi (Talks).

We respect the presence of the Demmala Goomala (Ancestors) whose Djanga (Spirits) reside on Boodja and whose Djenna (feet) walk the land and whose Djanga Korda (heart spirit) flows through all creation.

Wooditjup (Margaret River) is the heart of Wadandi Boodja (country), a meeting place between land and sea, connecting us all with Wadandi Boodja.

The Wadandi Boodja (Motherland) reaches from Bunbury, along the coast of Geographe Bay, extending to Yallingup (Place of Holes) to Talinup, Augusta (Place of Reeds) inland to Nannup (The Stopping Place), taking in the region of Undalup (Busselton) The Wadan Boodja (Sea Country) is of great spiritual significance to the coastal Wadandi people.

Boodja – Land, Country, Mother Earth – is our most important resource. No matter what culture or religion – all of us rely on Nala Boodja, Our Country.

It is up to all of us to listen to the land, understand the connection to Country that we all have and realise how urgent it is to work together to make better decisions on how we can create that balance, ensuring sustainability for the generations to come, in order to protect and preserve the beauty of Boodja.

Whilst living, travelling, visiting and holidaying on Wadandi Boodja (Saltwater People’s Country) we ask that you respect the area and walk softly on the country, taking the time to listen to Boodja (Country) as she Wongi (Talks) of the Season, and leave nothing but footprints”.

**Wadandi Traditional Cultural Custodian Wayne “Wonitji” Webb.**

## Acknowledgement of Country

The Shire of Augusta Margaret River acknowledges we are on Wadandi and Pibelmen Boodja, whose ancestors and their descendants are the Traditional Owners of this country.

We acknowledge the Wadandi and Pibelmen have been custodians since the land was soft (creation times) and

continue to perform age old ceremonies of celebration, initiation and renewal. We acknowledge their living culture and their unique role in the life of this region.

The Shire is committed to Aboriginal Australians sharing fairly and equitably in the region’s cultural, social, environmental and economic future.



As part of NAIDOC Week celebrations, community members joined Wadandi Matriarch Vivian Brockman, Mitchella Hutchins and artist Elaine Clocherty to build a natural land art piece around the 'Bora'. Centred around djanga coombart 'family spirit'.



Locals come together to enjoy intercultural world music at the Shire's Margs Street Party.

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# Foreword

## We're delighted to share with you the Shire of Augusta Margaret River's 2023 - 2027 Access and Inclusion Plan.

This plan outlines the actions we'll be taking over the next five years to improve access and build more welcoming and vibrant communities throughout our shire.

The strategies within this plan have been developed in consultation with the community by connecting with people from all walks of life. They seek to build on past achievements to deliver meaningful and tangible outcomes in the future.

Responsibility for implementing this plan extends across the whole organisation. From communications, human resources, and administration, to buildings, parks and facilities, all Shire Officers play an integral role in improving access and inclusion outcomes.

The Shire of Augusta Margaret River is widely recognised as a leader in access and inclusion, and we're proud to have won a Most Accessible Communities WA (MACWA) Award in each of the four years they've been awarded. However, we know that there's more work to be done.

With a commitment to working in collaboration with the community, we're confident that the Shire will continue to celebrate diversity, drive sustainable change, and build more inclusive communities that can be enjoyed by everyone.

We look forward to sharing the achievements of this plan at the end of each year of its implementation.



A handwritten signature in blue ink that reads "Paula Cristoffanini".

**Paula Cristoffanini**  
Shire President



Shire President Paula Cristoffanini (far right) celebrates the announcement of grant funding for the construction of the region's first certified Changing Places adult change facility at the Margaret River Recreation Centre - Nala Waabi Mia, opening in 2023.



**Shire President Paula Cristoffanini with members of the Access and Inclusion Plan working group.**

Pictured from left to right: Matthew Wittorff (Enable WA), Shannon Walker (Shire of Augusta Margaret River), Anthony Pursell (Disabled Surfing WA), Paula Cristoffanini (Shire of Augusta Margaret River), Danelle Milward (Therapy Focus), Melinda Thomas (community member) and Rebecca Young (Shire of Augusta Margaret River). Absent: Stephen Beddington (community member).

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## Thank you!

We would like to acknowledge every person who contributed to the development of this plan by sharing their knowledge, insights and lived experiences.

Special thanks are also given to the members of the community who participated in the Access and Inclusion Plan working group and collaborated with us on every step of the plan's development. We are both grateful and thankful for their commitment, expertise and guidance.

# What is access and inclusion?

## Access

Access means that everybody can enjoy our public places, facilities, and natural environments. This includes buildings, recreational and leisure facilities, public amenities, footpaths, parks, playgrounds, nature trails and beaches, along with access to information, services, events and employment.

In accessible communities, people with disabilities can actively contribute and thrive.

## Inclusion

Inclusion means that everyone is welcomed in a connected community that celebrates the differences in all people.

In inclusive communities everybody is involved, belongs, and valued for exactly who they are.

# What is the purpose of this plan?

The purpose of this plan is to identify strategies and implement actions across the organisation that will improve access and inclusion throughout the region, to enhance the lives of everyone.

A community that celebrates its diversity and supports the contributions of all its members makes for a richer community life.



Local community group Artzability gift handmade mosaic flowerpots to the nominees of the Shire's annual Volunteer of the Year Awards.

# How did we develop this plan?

**This plan was developed in close consultation with an Access and Inclusion Plan working group, representing the Shire's broader reference group for access and inclusion (Inclusive Communities Advisory Network – ICAN).**

In collaboration with the AIP working group, a community engagement plan and community surveys were developed, including large font and easy read picture versions. The consultation period was open to all members of the public from April 30 to June 10, 2022.

The community surveys were promoted through several channels:

- The Shire's community reference group for access and inclusion along with other Shire community networks.
- Newspaper advertisements in the Augusta Margaret River Times and Augusta Pelican Post.
- A series of social media posts published on the Shire's Facebook page.
- Posters, flyers and hard copy surveys displayed in Shire facilities.
- An interview with the Shire President on Radio Margaret River.
- Email campaigns to Shire networks and community e-newsletters.
- Direct emails or telephone contact with primary stakeholders.
- Promotion on the Shire's Your Say website.
- Distribution to all Shire staff.

Due to Covid-19 concerns during the consultation period, it was agreed not to host workshops, but consult at small existing events where people felt safe and comfortable. This included:

- A Shire hosted lunch with members of Artzability, staff and carers.
- A Shire hosted morning tea with the audience of Young@HEART.
- A Youth Advisory Committee (YAC) weekly group meeting.
- An Advocacy WA Business Workshop, hosted at the Shire of Augusta Margaret River.
- The Shire's National Volunteer Week Big Breakfast.

The Shire received 90 completed Access and Inclusion community survey submissions.

32 surveys were received as hard copies and 58 surveys were completed online via the Shire's Your Say website.



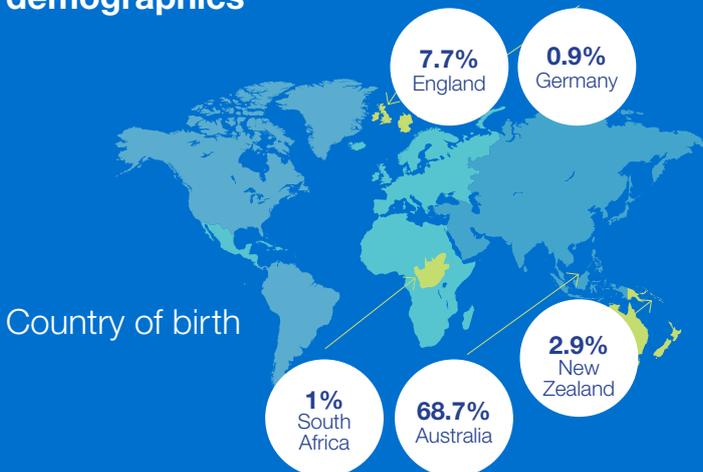
Community members complete surveys at the Shire's National Volunteer Week Big Breakfast.

## Background of survey responders

- One third of responders were people living with disability, carers of people with disability or disability service providers, and two thirds of responders were interested community members.
- 68 people identified as female, 16 people identified as male, 3 people identified as non-binary, and 3 people preferred not to say.
- 68 people were Australian, 2 people were Aboriginal Australian and 19 people were from culturally and linguistically diverse backgrounds.
- 58 people lived in Margaret River, 25 people lived in other towns within the shire, and 7 people resided outside of the shire.
- 18 people were employed in full time work, 35 people were employed in part time work, 16 people were not seeking employment or unable to work, and 6 people were seeking employment. 15 people participated in volunteering.
- The ages of responders were evenly distributed, ranging from youth to over 75.

Shire officers also engaged in ongoing consultation with colleagues and Council.

## Community demographics



## Languages spoken at home

	People in our Shire	People in Australia
English only	<b>12,146</b> (85.3%)	72.7%
German	<b>113</b> (0.8%)	0.3%
Italian	<b>73</b> (0.5%)	1.2%
French	<b>84</b> (0.6%)	0.3%
Mandarin	<b>71</b> (0.5%)	2.5%



Female **50%**  
Male **50%**

**9.2%**

of people in the Shire provide unpaid care to a person with a disability, long term illness or old age.

## Population

**17,130**

## SEIFA Index of Disadvantage

Shire : WA  
**1025** : **1016**

**401 people**

in the Shire need assistance in their day-to-day lives due to disability.

**3.3%** Unemployment rate 2016

## Aboriginal People

Shire : Australia  
**1.4%** : **2.8%**

The proportion of people who experience discrimination was the same for the people in **the Shire (21%)** as in Western Australia and slightly higher than **Australia (19%)**.

## What we heard

### Examples of the community's feedback

"Be aware that not all can use or have access to computers."

"Make space for carers to attend events and advertise the fact that they're welcome. Make sure there is plenty of seating at outdoor events with close parking or drop off points."

"We moved here a year ago and started volunteering at the HEART. We've been made welcome from the start, and it certainly helped us get involved in the community straight away."

"My elderly mother feels some places in town are only for those able to walk up steps, which I feel is sad because as the business centre changes, she doesn't get to see the new shops and cafes."

"Make spaces for quiet or calm so I can regulate and then join in again."

"We need wheelchair access in every restaurant, at beaches and a taxi service."

"People assume I can access everything because I'm good at hiding my disability."

"I would like to see more inclusion of Noongar history and culture."



Shire officers consult with the participants of Artzability, to hear their thoughts and experiences of access and inclusion in the region.

Artzability  
participants  
perform The Lorax  
at the Margaret  
River HEART -  
Nala Bardip Mia.



# Outcomes and strategies

The following strategies have been developed in response to community feedback, to deliver tangible and meaningful actions across eight key outcome areas.

	Outcome one	<b>Events and services</b>
	Outcome two	<b>Buildings and facilities</b>
	Outcome three	<b>Accessible information</b>
	Outcome four	<b>Quality of service</b>
	Outcome five	<b>Feedback opportunities</b>
	Outcome six	<b>Public consultation</b>
	Outcome seven	<b>Employment</b>
	Outcome eight	<b>Capacity building</b>

The actions highlighted in the plan are examples taken from the Shire's internal AIP Implementation Plan, which outlines dozens of actions currently being implemented across the organisation to achieve our strategic goals.

If you would like to view a copy of the Shire's internal AIP Implementation Plan, please contact [communitydevelopment@amrshire.wa.gov.au](mailto:communitydevelopment@amrshire.wa.gov.au).

The Shire of Augusta Margaret River's Access and Inclusion Plan is a requirement of the Western Australian Disability Services Act 1993 (amended 2004). The Act states that public authorities must review their access and inclusion plans at a minimum of every five years.



## Outcome one: Events and services

**Vision:** Vibrant, welcoming, connected communities.

**Mission:** To improve accessibility and inclusiveness of community events and services.



Local youth celebrate the region's LGBTQIA+ community at the Shire's 2022 Loud and Proud Youth Week event in partnership with Margi Pride.

# WHAT DID WE HEAR?

Consultation with the community highlighted the importance of participating in diverse and inclusive community events, volunteering, and involvement in local community groups.

## Priority strategies:

### **Deliver and support community led events that engage and celebrate diverse communities.**

Example actions:

- Plan, promote and support events that celebrate diversity within our community.
- Engage the community in a diverse events program.

### **Improve inclusion at Shire led events.**

Example actions:

- Conduct an audit of parking and drop off bays at Shire venues.
- Conduct an independent review of the Shire's Inclusive Events Checklist.
- Increase the lead time on the promotion of Shire events.
- Promote opportunities for carers to attend events and provide complimentary tickets.
- Consideration of quiet spaces at Shire events.

### **Encourage inclusion at community led events.**

Example actions:

- Review and update the Shire's event permit application forms, to weave the principles of inclusion throughout the document.
- Develop and supply an inclusive events toolkit to all event permit holders and grant recipients, including marketing and promotion.
- Encourage events to be held at locations that offer accessible facilities and pathways and highlight where improvements are being made.

### **Strengthen volunteerism within the community.**

Example actions:

- Promote volunteer opportunities at Shire of Augusta Margaret River facilities.
- Promote and support volunteer opportunities within the region.

## Continuing strategies:

- Effective internal planning to incorporate and deliver accessible and inclusive events and services in the community.
- Applicants to consider diversity, access and inclusion when requesting Shire funding for community initiatives.
- All contracted services to adhere to access and inclusion requirements where possible.
- Continue to develop and deliver programs, initiatives and services that are equitable, accessible, and inclusive.
- Advocate for accessible and inclusive events and services in the community.
- Emergency management and response services are accessible and inclusive of all community members.



## Outcome two: Buildings and facilities

**Vision:** Accessible places and spaces enjoyed by everyone.

**Mission:** To improve access to Shire buildings and public spaces.

The Shire's new Hub for Entertainment, Art and Regional Tourism (Margaret River HEART - Nala Bardip Mia) is a flagship example of an accessible and inclusive building, including automatic entry doors, accessible unisex bathrooms, tactile and braille signage, a wheelchair lift to the main stage and more.

A new all-terrain beach wheelchair is available for free loan from the Shire's Turner Caravan Park in Augusta, providing users with access to natural environments and entry into shallow fresh or salt water.

# WHAT DID WE HEAR?

Improving access at local beaches was the strongest request from our community, followed by upgrades to pathways and road crossings, play spaces, sporting fields and public amenities including gender-inclusive signage.

## Priority strategies:

### Improved access to beaches throughout the region.

Example actions:

- Determine the scope for improvements to beach and water access at Flinders Bay, Augusta.
- Conduct an independent accessibility analysis of swimming locations around Prevelly, Gnarabup and Gracetown, to determine whether these beaches are suitable for access upgrades.
- Consider prioritisation of accessibility upgrades at suitable locations subject to the analysis, including whether additional beach wheelchairs are required in the region to support this access.

### Safe and accessible pathways and pedestrian crossings.

Example actions:

- Upgrade pathways within the centre of the Margaret River townsite.
- Install a pathway connection between Witchcliffe town centre and Redgate Reserve.
- Improve pedestrian access and implement traffic calming strategies around the River Precinct (Rotary Park and Old Settlement) in Margaret River.

### Accessible and inclusive play spaces and sporting fields.

Example actions:

- Implement designs for accessible play spaces at Riflebutts Reserve Prevelly and consider access and inclusion within playground renewals.
- Review and improve the connectivity of pathways at Gloucester Park.

- Consider accessibility and inclusion as part of all future play space upgrades including Cowaramup play spaces.
- Consideration of gated playgrounds in future play space upgrades.

### Upgraded public amenities.

Example actions:

- Complete the construction of a certified Changing Places facility at the Margaret River Recreation Centre - Nala Waabi Mia.
- Progress upgrades or renewal of public amenities throughout the region incorporating universal accessibility within designs.
- Consideration of adult changing facilities in public amenity upgrades within Shire facilities where staff are present.
- Consideration of gender inclusive signage in accordance with the public amenities program.

## Continuing strategies:

- All new or redeveloped Shire facilities to support a universally accessible community.
- Accessible parking bays in the shire are of a high standard and used appropriately.
- All contractors work in accordance with the Shire's Access and Inclusion Plan.
- Tactile Ground Surface Indicators (TGSIs) in the shire comply with current standards.
- Encourage developers of non-Shire buildings to consider access and inclusion through application processes and approvals.

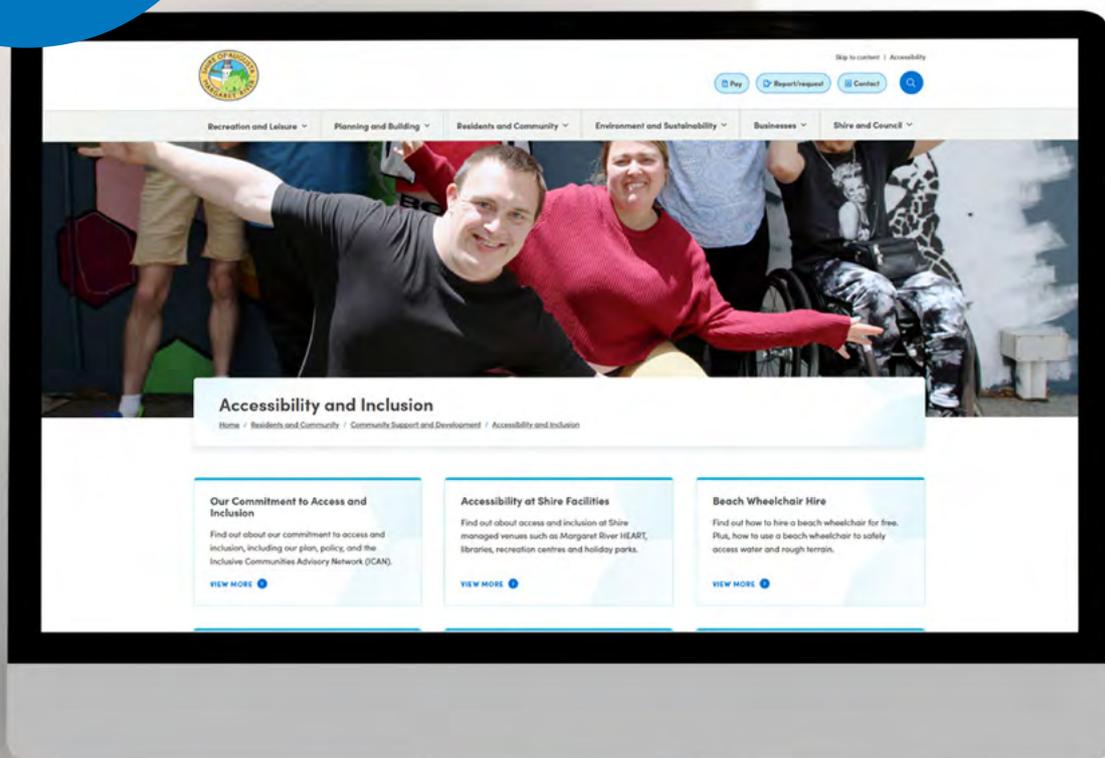


## Outcome three: Accessible information

**Vision:** Informed, engaged, involved communities.

**Mission:** To improve access to information for all community members.

The Shire's new website has been built to comply with WCAG 2.1 Level AA standard of accessibility and should be easily navigable for anyone using assistive technologies.



# WHAT DID WE HEAR?

Over one third of people consulted did not find it easy to access information in the shire. Requests included enhancing the promotion of events, accessible icons, hard copy materials and an Instagram page, along with greater inclusion of Wadandi and Pibelmen histories and cultures.

## Priority strategies:

### Provide greater information on Wadandi and Pibelmen histories, cultures and languages, in line with the Shire's Walking Together Plan.

Example actions:

- Celebrate NAIDOC Week and support local Wadandi and Pibelmen driven festivals and events.
- Share Wadandi and Pibelmen heritage of the region through naming and interpretative signage.
- Engage Wadandi and Pibelmen stories and visual arts within the Shire's public art collection, libraries, historical societies, and other appropriate places.

### Enhance the promotion of Shire and community led events.

Example actions:

- Develop and supply an inclusive events toolkit to all event permit holders and grant recipients, including inclusive event marketing and promotion.
- Investigate methods to promote events and opportunities to the wider public through displays of information.
- Review the Shire's use of social media platforms.

### Improve information on accessible facilities within the shire.

Example actions:

- Review and supply information on accessibility features in all Shire facilities.
- Provide greater online information on accessible places, spaces, equipment, services and facilities in the shire via the website, to support the local community, new residents and accessible tourism.
- Review the use of accessible icons on Shire signage and communications.

## Continuing strategies:

- All Shire information is available in alternative formats upon request.
- Shire marketing is consistent with accessibility standards for information.
- Shire communications and information regarding services, facilities and feedback is in an appropriate format using clear and concise language.
- Information is maintained on the website and in accessible formats.

The Smart Business booklet provides information on how to attract more customers by providing better access for everyone.





## Outcome four: Quality of service

**Vision:** All Shire customers are welcomed, supported, and valued.

**Mission:** To strengthen the quality of service delivered by Shire staff.

### WHAT DID WE HEAR?



While three quarters of community members consulted felt supported by Shire staff, one quarter felt only somewhat supported. Areas for improvement included consideration of invisible disabilities, language barriers, elderly customers, and customer privacy.

#### Priority strategies:

##### Enhance understanding, knowledge, and skills of Shire employees.

Example actions:

- Provide ongoing access and inclusion training and education opportunities for staff at all levels.
- Review and update employee access and inclusion inductions.

##### Improve the customer's experience in Shire facilities.

Example actions:

- Investigate the feasibility of a private space at the administration front counter.
- Investigate ways to improve comfort for elderly customers such as seating in queues.

#### Continuing strategies:

- All Shire staff to undergo comprehensive access and inclusion inductions.
- Information and resources on access and inclusion are readily available to staff.
- Promote the Shire's access and inclusion achievements to all employees.



Shire Libraries - Nala Kaatajin Mia have strengthened services with a c-pen, dyslexia friendly and large font book range, digital assistance workshops for seniors, quiet spaces and sensory zones, along with an Auslan chat group and Uno Club for young adults with disabilities and their carers.



## Outcome five:

# Opportunities for feedback

**Vision:** All community members are empowered to provide feedback.

**Mission:** To ensure that all people have the same opportunity to provide feedback or make complaints.

## WHAT DID WE HEAR?

Improving response rates to customer queries, phone calls and emails was noted by the community, along with enhancing communication skills to encourage community members to feel comfortable expressing feedback.

### Priority strategies:

#### Improve response rates to queries and complaints.

Example actions:

- Improve staff communications to encourage community feedback.
- Strengthen staff knowledge of complaints procedures.
- Review the Shire's complaints procedure and customer service charter.
- Actively engage with people with disability and diverse backgrounds to obtain feedback on a regular basis.
- Encourage the use of Google Translate by Shire staff, to help overcome language barriers.

### Continuing strategies:

- Promote and encourage feedback through the Shire's Your Say website.
- Grievance mechanisms are accessible for all our community.
- Monitor complaints and feedback received to identify areas for improving accessibility.

Residents provide feedback on access and inclusion via hard copy feedback forms that were available at all Shire facilities.



## Outcome six: Public consultation

**Vision:** An active and esteemed community reference group.

**Mission:** To improve opportunities for all community members to participate in public consultation undertaken by the Shire.

### WHAT DID WE HEAR?

Two thirds of community members consulted were unaware of the Shire's community reference group for access and inclusion.

#### Priority strategies:

**Strengthen the Shire's community reference group for access and inclusion.**

Example actions:

- Ensure representation of people living with diverse abilities, backgrounds and experiences of marginalisation.
- Refresh the group to greater support the principles of inclusion.
- Promote the role of the group and opportunities for involvement.
- Welcome new members to the group with adequate support and information.
- Ensure group members feel involved and valued for their contributions.
- Promote opportunities for people outside the organisation to consult with the group.

#### Continuing strategies:

- People of all backgrounds and abilities in our community can comment on facilities, services, events, strategies, policies and plans.
- Diverse representation of our community on all Shire committees.



Members of the Shire's community reference group for access and inclusion discuss Shire plans and activities at a quarterly meeting.



## Outcome seven: Employment

**Vision:** A dynamic and diverse workforce that welcomes everybody.

**Mission:** To increase opportunities for people of diverse abilities and backgrounds to obtain employment and develop career pathways with the Shire.

### WHAT DID WE HEAR?



The Shire was recognised for providing employment for people with disability, however we acknowledge that more improvements can be made to increase opportunities for people of all abilities and backgrounds to obtain meaningful employment pathways.

#### Priority strategies:

##### Increase employment opportunities for people of all abilities.

Example actions:

- Review Shire job vacancy advertisements and platforms for potential barriers to applying for Shire positions.
- Promote employment opportunities to disability employment agencies.
- Investigate the feasibility of a traineeship/modified roles that support people with disability to gain new skills to enter or return to the workforce.

##### Ensure Shire worksites are welcoming and inclusive of diverse abilities and backgrounds.

Example actions:

- Accessibility audit of Shire worksites.
- Review gender inclusive amenities at Shire worksites.
- Workplace diversity and inclusion training opportunities for all employees.

#### Continuing strategies:

- Promote and provide volunteering opportunities with the Shire that are inclusive and accessible.
- Maintain effective relationships with local disability employment agencies to facilitate recruitment of people with all abilities.

Shire employee Brooke McQueen celebrates the end of the year and International Day of People with Disability with colleagues at the Margaret River Recreation Centre - Nala Waabi Mia.





## Outcome eight: Capacity building

**Vision:** A community that's supported and empowered to achieve access and inclusion outcomes.

**Mission:** To improve the community's understanding, knowledge, and ability to achieve access and inclusion outcomes.

Building community capacity is a new outcome area introduced in this Access and Inclusion Plan.

### Priority strategies:

#### Improve accessibility within local businesses.

Example actions:

- Provide workshops and training opportunities for local business owners and staff.
- Partner with local chambers and business networks on appropriate capacity building events.
- Encourage considerations for access through Shire permits and approvals.
- Investigate the feasibility of an Access and Inclusion Business Award and/or an Employee Award.

#### Increase the community's capacity to build more accessible and inclusive communities.

Example action:

- Provide workshops and training opportunities for community members, sporting clubs and community groups.

Staff take part in accessibility training at an all-staff meeting. All new Shire employees complete comprehensive access and inclusion inductions.

# How will this plan be implemented?

**The implementation of this plan extends across the whole organisation.**

Each business unit within the Shire will be responsible for developing, delivering, and reporting on individual implementation plans and consulting regularly with the Shire's community reference group for access and inclusion.

Individual plans will combine to form an all of Shire implementation plan, listing dozens of strategies and actions being rolled out across the organisation.

At the end of each financial year, a Community Development Officer will conduct an internal review with each business unit, to gain an update on their progress.

The key outcomes identified across the organisation will be presented in the Shire's Annual Report as well as in an annual report to the Department of Communities. Key achievements may then be included in the Department's report to the Minister of Disability Services, along with achievements from other public authorities.

The Shire will also ensure that agents and contractors undertaking work with the community on our behalf report annually on how they have implemented the principles of this plan.

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If you would like a copy of the Shire's internal Access and Inclusion Implementation Plan, past reports or contractor reports, please contact the Community Development Team by calling **08 9780 5255** or by emailing **[communitydevelopment@amrshire.wa.gov.au](mailto:communitydevelopment@amrshire.wa.gov.au)**.



The Access and Inclusion Plan working group review feedback and develop strategies to be implemented in this plan.

# Community Vision

Augusta Margaret River Sustainable, inclusive, connected to place and respecting Boodja

## Alignment to the Strategic Community Plan 2040

### ENVIRONMENT

We will protect and enhance the unique natural environment and biodiversity of the region through climate action and informed decision making.

#### We will focus on:

- **Outcome EN.1:** Ecology and biodiversity protection
- **Outcome EN.2:** Healthy waterways, foreshores and natural landscapes
- **Outcome EN.3:** Collective climate action
- **Outcome EN.4:** Sustainable resource and waste management

### PEOPLE

We will support and strengthen our diverse, resilient, welcoming, safe and connected community through our services and advocacy.

#### We will focus on:

- **Outcome PE.1:** Diverse cultural values are respected and adopted
- **Outcome PE.2:** Equal opportunities for all
- **Outcome PE.3:** Active, healthy and fulfilling lifestyles
- **Outcome PE.4:** Safe and resilient communities

### PLACE

We will responsibly develop vibrant, sustainable places which maintain their distinctive characters, and which supports a local economy that is resilient, equitable and sustainable.

#### We will focus on:

- **Outcome PL.1:** Diverse, sustainable and well-designed places
- **Outcome PL.2:** Infrastructure which caters to need
- **Outcome PL.3:** Sustainable agriculture and thriving rural community
- **Outcome PL.4:** Resilient circular local economy

### PERFORMANCE

We will deliver quality governance, service and value with integrity and transparency.

#### We will focus on:

- **Outcome PF.1:** Responsible planning and ownership of outcomes
- **Outcome PF.2:** Community and customer focus
- **Outcome PF.3:** High performing and engaged people
- **Outcome PF.4:** A culture of innovation, quality and continuous improvement

# How does this plan support the Shire's strategic goals?

**Building a more accessible and inclusive community is integral to the Shire achieving its long-term strategic goals.**

## **Strategic Community Plan 2040**

### **Community Vision:**

Augusta Margaret River - Sustainable, inclusive, connected to place and respecting Boodja.

### **Purpose:**

The Shire of Augusta Margaret River exists to provide, facilitate and advocate for services, facilities and Boodja, to improve quality of life for everyone in our community.

### **Future Focus Area - People:**

We will support and strengthen our diverse, resilient, welcoming, safe and connected community through our services and advocates.

### **Core Principles:**

Community belonging, compassion, kindness, and equity.

## **Strengthening Community Capacity Policy**

Each community member has knowledge and skills which are valued. Partnerships and active empowerment are central to how we celebrate and respect our community.



The Shire celebrates Harmony Week with complimentary Middle Eastern morning tea and free tickets to an award-winning Iranian movie.



amrshire@amrshire.wa.gov.au  
[amrshire.wa.gov.au](http://amrshire.wa.gov.au)

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### **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 Team at [communitydevelopment@amrshire.wa.gov.au](mailto:communitydevelopment@amrshire.wa.gov.au) or visit the Shires website at [www.amrshire.wa.gov.au](http://www.amrshire.wa.gov.au).

### **The National Relay Service (NRS)**

The NRS can contact the Shire of Augusta Margaret River on your behalf:

- TTY/voice calls 133 677
- Speak and Listen 1300 555 727
- SMS relay 0423 677 767

### **Language assistance**

The Shire of Augusta Margaret River is home to many people from across the world, who have access to our assistance for non-English speaking residents.

Translation services for 160 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 Augusta Margaret River's customer service team for assistance.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 08 9780 5255
  - Speak and Listen users phone 1300 555 727 then ask for 08 9780 5255
  - Internet relay users connect to the NRS [www.relay-service.com.au](http://www.relay-service.com.au) then ask for 08 9780 5255
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### **Margaret River**

41 Wallcliffe Rd (PO Box 61) Margaret River WA, 6285

**T** 08 9780 5255

**F** 08 9757 2512

#### **Office Hours**

Mon to Fri, 9am – 4pm

#### **Phone enquiries**

8.30am – 4.30pm

### **Augusta**

66 Allnut Tce, Augusta WA, 6290

**T** 08 9780 5255

**F** 08 9757 2512

#### **Office Hours**

Tue to Thu 9am – 12pm, 1pm – 4pm

#### **Phone enquiries**

8.30am – 4.30pm