



Access Key

Jewel Cave
Accessibility Guide



CAPES
FOUNDATION

JEWEL
CAVE

Contents

3	Accessibility at Jewel Cave
4	Getting Here
5	Entry and Ticketing
5	Carer and Companion Card Holders
6	Assistance Animals
7	General Access
8	Cave Access
9	Toilets
10	Clothing and Weather
10	Sensory Considerations
11	Vision and Hearing Accessibility
12	Safety and Emergency
13	Contact and Support

Accessibility at Jewel Cave

Jewel Cave is committed to providing an inclusive, meaningful and safe experience for all visitors.

Our team is here to support you in planning a comfortable and enjoyable visit.

Need Assistance?

If you have any questions about access or would like to talk through your visit in advance, our team is happy to help.



Phone: (+61 8) 9757 7411



Email: info@capesfoundation.org.au



Getting Here

Jewel Cave is located within Leeuwin-Naturaliste National Park, approximately 15 minutes by car from Augusta. The site is self-drive only.

- Address: Jewel Caves Rd, Deepdene, WA
- Drop-off zone available close to the main entrance
- ACROD parking bays are available near the building
- Flat, hard-surfaced paths connect the parking, entrance and facilities.



Entry and Ticketing

Visitors will find the entrance area accessible and clearly signed, with helpful staff available to assist.

- Step-free and slip-resistant access
- Wide doors and wheelchair-accessible counters
- Clear signage with high contrast and easy-to-read fonts
- Bookings are essential and can be made online, by phone or by email

Carer and Companion Card Holders

Capes Foundation welcomes and accepts the national Companion Card. We offer no-cost admission to a carer/companion of an individual with a Companion Card.



Assistance Animals

Accredited assistance dogs are welcome across the Jewel Cave site. As the cave is located within Leeuwin-Naturaliste National Park, general pet access is restricted under WA Parks and Wildlife Service regulations.

- For more information, visit [Pets in Parks – Department of Biodiversity, Conservation and Attractions](#)
- Please call ahead to discuss your visit and present certification on the day
- Assistance animals must wear a harness or vest
- Shaded rest areas are available onsite
- Assistance animals may not be able to accompany visitors into the cave due to narrow stairs and confined pathways—our team can help discuss alternative arrangements



General Access

Jewel Cave includes a forested entry area, visitor facilities and a fully guided underground cave experience.

Above-ground

- Step-free access to the ticket office, café, shop and toilets
- Accessible toilets are located inside the ticket office
- Accessible unisex toilets with baby change facilities
- Wide paved and boardwalk pathways with rest stops throughout the site
- Ramps in place across key visitor areas with compliant gradients and handrails



Cave Access

- Guided tours include 250 steps divided into sections with rest platforms
- Moderate fitness and mobility required
- The cave is not accessible for wheelchairs or prams
- The entry path to the cave includes stairs and handrails
- Visitors can discuss suitability with staff ahead of time





Toilets

Accessible toilets are located inside the ticket office and café.



- Step-free entry and wide door access
- Accessible toilets with grab rails and sufficient turning space
- Baby change tables are located within accessible toilet facilities
- Facilities are clearly signed and easily located



Clothing and Weather

We recommend dressing for outdoor and cave environments.

- Flat-soled, enclosed shoes are recommended
- The cave remains around 17°C year-round
- Sun protection and insect repellent are recommended for above-ground areas
- Weather conditions can vary—please check the forecast and bring suitable clothing



Sensory Considerations

Jewel Cave offers a peaceful natural environment and low-light cave setting. We aim to support a comfortable visit for guests with sensory sensitivities.

- Rest stops are available throughout the tour
- Above-ground areas offer quiet seating and low-stimulation spaces
- A Social Story is in development to support pre-visit planning

Vision and Hearing Accessibility

We are working to support visitors with low vision or hearing impairment through inclusive design and interpretation.

For visitors who are blind or have low vision:

- Large-font, high-contrast signage throughout
- Low-sheen finishes used on interior surfaces
- Verbal storytelling and interpretation included on tours

For visitors who are deaf or hard of hearing:

- Tours are delivered verbally in groups
- Visual interpretation is available in the Interpretive Centre



Safety and Emergency

The site has clear emergency procedures in place and is equipped to support visitors with access needs. While ground-level evacuation routes are step-free, please note that the cave can only be accessed via stairs.

- Ground-level evacuation routes are at least 900mm wide and step-free
- Exits are clearly signed with visual and tactile markers
- Audible and visual evacuation alarms are installed
- Staff are trained in evacuation support and first aid
- A defibrillator and first aid kit are available on-site
- Visitors who may require assistance are encouraged to advise staff on arrival
- Note: The cave environment includes 325 steps and confined spaces; independent mobility is required in case of emergency

Contact and Support

If you have any questions about access, would like to discuss your visit in advance, or need assistance during your visit, we're here to help.

During your visit, our staff are available at the ticket office and happy to assist at any stage.



Phone: (+61 8) 9757 7411



Email: info@capesfoundation.org.au