
Accessibility Policy

1.0 General

The following Policy has been developed with the kind assistance of the Human Rights and Equal Opportunity Commission.

2.0 Objectives of this Policy

The objectives of this policy and supporting policies, procedures and guidelines are to:

Ensure that Captain Cook Cruises (CCC) have taken all reasonable steps to ensure safe access to their vessels and cruises for customers who require wheelchair access, and that the extent to which our vessels, cruises and wharves are accessible is correctly communicated at all times with our customers.

The policy which has resulted from this objective has been developed to ensure that both companies comply with all relevant Government Legislation and Regulation Both companies are committed to continuous improvement in accessibility whether for existing or new vessels. In addition, the policy acknowledges that due to the design requirements and operational regulations which apply to some of the vessels in the fleet, access to some vessels and cruises for passengers who require wheelchair access is not possible.

In addition, it is the intention of this policy to ensure that all our customers are treated in the same way, with dignity and respect in their dealings with both companies at all times.

2.1 In order to achieve these objectives:

- Captain Cook Cruises will encourage an open, frank, approach to all its customers and stakeholders with regard to accessibility for people with disability, ensuring complete clarity as to what can be and cannot be offered to customers and passengers.
- All vessel crew will receive appropriate training in their HSE responsibilities in regard to passengers who require wheelchair access.
- All Customer Service personnel will be provided with comprehensive details on vessel, cruise and wharf availability in order to ensure customers receive full details of what services the company provides and what can be expected at destination points.

3.0 Policies

- CCC will always fully inform customers of the physical obstacles to boarding and disembarkation that exist either because of the design of the wharf or the constraints of the vessel.
- CCC crew will assist passengers who require wheelchair access, wherever necessary, up and down our gangways to ensure their safety.
- CCC will always ensure all passengers who require wheelchair access are advised of the accessibility of on-board toilets.
- All vessel gangways will be a minimum of 850 mm wide to allow access to all types of wheelchairs.
- CCC will ensure that all passengers who require wheelchair access understand that the company is responsible to safely board and unload them but cannot ensure their safety up or down a Step Wharf arrangement.
- Wherever we are accessing a Step Wharf we will inform the passenger who requires wheelchair access that they will need to either:
- Have a sufficient number of people assisting them to get them up or down the stairs to or from the wharf or

- Be able to navigate the stairs independently once they are safely unloaded at the wharf.
- Where a wheelchair must be lifted over a wash sill to gain entry to a vessel a minimum of 2 crew must be involved.

4.0 Vessel and Destination Accessibility Table

IMPORTANT - CCC always recommends people requiring wheelchair access take careful note of this policy and the accessibility issues of the pick-up and destination points before booking travel.

The following table summarises availability to the CCC fleet for passengers who require wheelchair access. Explanations of assisted and unassisted access and motorised and non motorised wheelchairs are contained below.

This table relates to boarding and unloading of vessels at PONTOON wharves only but does not include wharves which are sets of steps leading to the water (Step Wharves). Where vessels are accessing Step Wharves or non-pontoon wharves, the company cannot offer assistance to clients to manoeuvre wheelchairs down or upstairs which form part of the wharf and are not part of the vessel.

	Sydney 2000	Captain Cook 3	John Cadman 2	Matilda 3	Jillian Class Rockets Elizabeth Class rockets	Sydney Crystal	Nancy Wake	Inswiabon Tubbies
Un-assisted access for all wheelchairs including motorised and non-motorised					Yes			Yes
Un-assisted access for non-motorised wheelchairs					Yes		Yes	Yes
Assisted access for wheelchairs	Yes	Yes	Yes		Yes		Yes	Yes
Accessible to motorised wheelchairs	Yes	Yes	Yes		Yes			Yes
Accessible toilets available	Yes	Yes			Yes		Yes	
Toilets available on lower deck down stairs		Yes	Yes	Yes				
Toilets accessible to non-wheelchair bound persons only					Yes			

5.0 Definitions:

5.1 Unassisted Access

This means that the client will be able to push themselves up the gangway and into the ship without assistance. The gangways in these circumstances are at an angle no greater than 1 in 8.

5.2 Assisted Access

This means the client will require the help of another person or persons to manoeuvre the wheelchair over a storm sill or step at the threshold to the vessel. This step can be as high as 20 cm.

5.3 Motorised Wheelchairs

These are wheelchairs with an engine and batteries. They are typically 800mm + wide and can weigh 120 kgs.

5.4 Non Motorised wheelchairs

Typically are 750 mm wide and lightweight.

6.0 Wharves:

In most cases CCC have no control over the design of the wharf structures the vessels operate to. Neither CCC owns the wharf structures. These are controlled by a range of government and council organisations including NSW Maritime Authority, NSW Dept of Environment and Conservation, Sydney Harbour Foreshore Authority and a number of local councils. There are 2 types of wharves on Sydney Harbour:

- Pontoon Wharves
- Step Wharves

6.1 Pontoon Wharves

Generally, safe wheelchair access is only available at Pontoon wharfs. Pontoon wharves generally allow for wheelchair access as the height of the pontoon generally matches the height of the freeboard of the vessel.

6.2 Step Wharves

Step Wharves are fixed arrangement wharves where a set of stairs leads to the water from a landing. Generally these wharves provide extremely difficult access for wheelchairs due to the fact that a person who requires wheelchair access may have to be lifted up or down up to 10 steps to the position of the gangway.

Pontoon Wharves (Allow access for wheelchairs)	Owner	Step Wharves or Non Pontoon (Very difficult access for wheelchairs)	Owner
Wharf 6, Circular Quay	NSW Maritime	Harbourmasters Steps, Circular Quay	NSW Maritime
Man O' War Steps	NSW Maritime	Commissioners Steps, Circular Quay	NSW Maritime
ICC Wharf, Darling Harbour	SHFA	Pier 26, Darling Harbour	SHFA
King Street (all wharves)	NSW Maritime	Jeffrey St	NSW Maritime
Taronga Zoo	NSW Maritime	Shark Island	NSW DEAC
Luna Park	NSW Maritime	Fort Denison	NSW DEAC
		Watson's Bay	NSW Maritime
		Manly Wharf #3	NSW Maritime

7.0 Cruise Accessibility

7.1 Accessibility difficulties

The following cruises are generally not recommended for customers who require wheelchair access due to the difficulty of the boarding process. In most cases this is due to the type of wharf which the cruise is accessing. In one case – MC Sailing Cruises – accessibility is constrained by the design of the vessel.

Cruise	Comment for the customer
Ferry Services	All wharves accessed on this cruise are Step Wharves (see definition above) with the exception of Taronga Zoo. Clients will need to have their own assistants to assist them up the wharf steps and onto land or alternatively be able to climb the stairs themselves. The vessel is wheelchair accessible.
Hop On Hop Off	All wharves accessed on this cruise are Step Wharves (see definition above) with the exception of Taronga Zoo. Therefore, if passengers wish to disembark, they will need to have their own assistants to assist them up the wharf steps and onto land or alternatively be able to navigate the stairs themselves. The vessel is wheelchair accessible.

7.2 Fully Accessible Destinations

The following cruises are generally accessible to customers who require wheelchair access with a range of conditions, which have been identified in the table.

IMPORTANT - CCC always recommends people requiring wheelchair access take careful note of this policy and the accessibility issues of the pick-up and destination points before booking travel.

Cruise	Comment for the customer
Sydney 2000 - Lunch, High Tea, Highlights & Dinner cruises	Sydney 2000 has full wheelchair access. The gangway angle is however quite steep; approximately 1 in 5. Customers have independent access to the lower deck (Show Deck) only. Accessible toilets are located on Show Deck. Due to HSE regulations, CCC staff cannot physically assist any passengers to the upper decks. This includes customers who require wheelchair access, the elderly, the infirm or people with prams or strollers.
Harbour Story	John Cadman 2, has restricted wheelchair access requiring some assistance from crew to gain entry over storm sills at the entrance to the vessel. Gangway angle is approximately 1 in 6. Customers who require wheelchair access have access to the lower deck only. Toilets are located below the main deck. There is no accessible toilet. Due to HSE regulations, CCC staff cannot physically assist any passengers to the upper decks. This includes customers who require wheelchair access, the elderly, the infirm or people with prams or strollers.

Zoo Express	The Rockets used on this run are wheelchair accessible. Both Wharf 6 Circular Quay and Taronga Zoo wharves are pontoon wharves and so permit good wheelchair access to guests. Gangway angle is approximately 1 in 8.
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8.0 Important Additional Information:

8.1 Health, Safety and Environment

Due to HSE regulations, CCC Staff can only assist passengers who require wheelchair access where it is sufficiently safe to ensure that no injury to the staff member results from the action. Attempting to lift electrically powered wheelchairs should not be attempted unless under the direct supervision of the Wharf Manager or GM.

It is essential that our crew assist all passengers to make safe transit to and from the vessel. Should it be necessary to lift a customer in their wheelchair, this must only be attempted with a minimum of 2 staff, and must be conducted in a manner which will ensure both the safety of the crew and the absolute safety of the customer.

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