
Accessibility Policy

1.0 General

The following Policy has been developed to assist customers and give them an understanding and awareness of accessibility throughout all of our vessels that operate on Sydney Harbour. This is to be used as a guide only; please visit our website or phone our team on 02 9206 1111 for further information.

2.0 Policies

- Captain Cook Cruises (CCC) will always fully inform customers of the physical obstacles to boarding and disembarkation
- CCC crew will assist (if safe to do so) passengers who require wheelchair access, wherever necessary on 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.
- 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.

3.0 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.

*The gangway angle can be quite steep due to the tide. However, our crew is ready and willing to assist you onboard.

	Sydney 2000	The Jackson	Starship Sydney	Starship Aqua	Captain Cook 3	Sydney Crystal	1 st Generation Rockets	2 nd Generation Rockets	Jackson Flyer
Un-assisted access for all wheelchairs, including motorised							Yes	Yes	
Un-assisted access for non-motorised wheelchairs							Yes	Yes	Yes
Assisted access for wheelchairs	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes
Accessible to motorised wheelchairs	Yes	Yes			Yes		Yes	Yes	
Toilets onboard the vessel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Accessible toilets located on the main deck	Yes	Yes	No*		Yes			Yes	
Toilets located on the lower deck downstairs			Yes	Yes	Yes				
Toilets accessible to non-wheelchair-bound persons only				Yes		Yes	Yes		

*An assisted lift machine is used to take Guests down to the accessible bathroom.

4.0 Definitions:

4.1 Unassisted Access

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

4.2 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.

4.3 Motorised Wheelchairs

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

4.4 Non Motorised wheelchairs

Typically are 750 mm wide and lightweight.

5.0 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

5.1 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.

5.2 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	Step Wharves or Non-Pontoon
Wharf 6, Circular Quay	Harbourmasters Steps, Circular Quay
Man O' War Steps	Commissioners Steps, Circular Quay
ICC Wharf, Darling Harbour	Jeffrey St
King Street (all wharves)	Shark Island
Taronga Zoo	Fort Denison
Luna Park	Watson's Bay
	Manly Wharf #3
	Clifton Gardens

8.0 Guests with Visual Impairments

Approved assistance animals are welcome onboard our Ferries and Dining vessels.

Our crew may ask for reasonable proof that the companion animal is a genuine assistance animal.

This proof means:

- that they have a disability;
- that the animal has been trained to alleviate the effect of the disability; and
- that the animal has been trained to meet standards of hygiene and behaviour appropriate for an animal in a public place
- As is always the case with genuine assistance animals they must be under the control of the registered handler at all times. The handler is responsible for the conduct, care, feeding and toileting of the animal.

9.0 Important Additional Information:

9.1 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.

DOCUMENT CONTROL – Uncontrolled When Printed				
Document Name:	Document Controller:	Approved By:	Version:	Date:
Accessibility Policy	HSE Officer	General Manager	1.4	23-May-24
REVISION CONTROL				
Date	Amendment/s			
01/05/2018	Revision control implemented			
12/03/2019	JC3 removed and CC3 accessibility updated			
30/04/2019	Luna Park accessibility added			
16/05/2024	Boats & Wharves updated. Visual Impairment section added. Removal of irrelevant content.			
23/05/2024	Accessibility & Toilet table updated.			