

# ATIC Accessibility

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Proudly supporting the accessible community in making informed travel decisions for individual needs.

Report generated by:



# ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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# Overview

## Business Overview

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The business has the following products/services available.

- Tour/Transport

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters – on application
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes.

## Emergency Management

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- Emergency and evacuation procedures are explained on arrival.
- There are audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see.
- Exit access is free and clear at all times.

We ensure exit access is free and clear at all times by:

Our compliance to Marine Order pertains that exits must be kept clear. This is controlled by our onboard Safety Management System.

- Exits and access to exists are greater than 900mm.
  - Exit doors are able to be opened by all occupants.
  - The evacuation point is clearly marked by a sign.
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The business identifies guests who need additional assistance should an emergency occur by:

- Having dedicated priority seating areas on our main deck at our entry and exist points on board our vessels for guests with accessibility requirements

The procedure for assisting guests who need assisted rescue is:

- Though crew maintaining a lookout over our guests at all times. If in the event of an emergency, our crew are trained in emergency response and should an evacuation be required, will muster passengers according to our safety management system (SMS), address passenger needs and work together to ensure the safety of our guests.

## Communications

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- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)

## Other Information

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- The business accepts the companion card.

The business provides the following services for services animals:

- The nature of our business as a transport operator doesn't allow us the space to provide a dedicated area for service animals. However, we do accommodate them on our vessels and can provide water on request.

# General

## Pre-arrival, arrival and reception

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The business has the following in place to support guests during pre-arrival, arrival and reception:

- We have a booking counter at the same departure area as our SeaLink services
- There is a booking counter/public entry way accessible for all our guests.
- All guests are provided with a bar code for check in and can go straight to our vessels where there is a Jetty Hand available to assist with any questions
- A clipboard to allow check-in/ticket purchase whilst seated.
- There are public seats located nearby at each of our booking locations, and at our departure locations.
- Information and maps are available in written form on our website and also at our reservations counters and on board our vessels.

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:

- There is seating at our departure locations.
- We have priority boarding available for our guests.
- While on board our vessels, every passenger is provided with a comfortable seat.

For any concerns relating to your experience with us, please do not hesitate to reach out to our friendly crew.

## Car park and access amenities

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The business has the following Car park and access amenities.

- A drop off zone in both Fremantle and Perth.
- Access to designated disabled parking bays in public car park areas
- Level or ramped access from the car park to the entrance
- Kerb ramps are in place where a pavement or walkway needs to be crossed.

For any concerns relating to access to our reservations and departure locations, please do not hesitate to reach out to our friendly team on (08) 9325 3341.

## External Paths

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For external paths of travel, the following amenities are in place.

- Surfaces are concrete, asphalt, smooth paving, cobble stones and wooden boards due to the build of the public areas we operate our services from.
- Pathways are wider than 900mm.

## Steps

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For steps, the following amenities are in place.

- There are steps.
- All steps or staircases have enclosed risers.
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps.
- Handrails extend 300mm beyond the top and bottom step.
- In addition, the following further information can assist guests:

Please note: Due to the build design and year of build, the toilets on the James Stirling are located on a lower deck and guests are required to traverse a flight of stairs.

## Ramps

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For ramps, the following amenities are in place.

- There are ramps.
- All fixed ramps are 1:14 or less.
- Handrails are fitted.
- Ramps have a raised edge of at least 100mm.
- In addition, the following further information can assist guests:

For exact information on our river vessels with Captain Cook Cruises, please contact our friendly reservations team on (08) 9325 3341, as accessibility varies depending on the vessel in operation.

## Public Toilets/Adult change facilities

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Accessibility access to public toilet facilities does vary by service and vessel. For exact information please contact our friendly reservations team on (08) 9325 3341.

Please note: Due to the build design and year of build, the toilets on the James Stirling are located on a lower deck and guests are required to traverse a flight of stairs

# Tour Operators

## Tour/Transport Services

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The tour/transport services have the following facilities/amenities in place:

- For our river services it varies based on the vessel in operation.
- Audio visual displays are subtitled.

## Route Planning

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We apologise, we do not have wheelchair accessible bathrooms on board our river services due to the build of the vessels.

- Lunch stop venues are accessible.
- Sightseeing and photo opportunity stops are step free.

Please contact our reservations team on (08) 9325 3341 for exact information relevant to your tour



## Report Disclaimer

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Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

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