

ATIC Accessibility

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

The business has the following products/services available.

- Tour & Transport services
- SeaLink's main operations is to connect our guests to unique island destinations. For Western Australia this is Rottnest Island, and we work with third part operators to package their experiences. *This guide outlines SeaLink's services only.*

Our business caters for the following disability types:

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

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Website booking platform
- Our forms have high contrast boxes and submit boxes.

Emergency Management

- Emergency and evacuation procedures are explained onboard the vessel via an safety video demonstration on our onboard television screens, which is visually demonstrated, spoken and in subtitles.
 - There are audible device/s to alert occupants to evacuate, with vocal instructions provided by the Master of the vessel in an emergency
 - There are visual device/s to alert occupants to evacuate – This is through signage marketing emergency exists, walkways and muster stations.
 - Exit signs are clear and easy to see.
 - Exit access is free and clear at all times, and we ensure exit access is free and clear at all times through our compliance to Marine Orders. 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

Our business offers the following alternative communication methods:

- Plain English
- Easy to read signage and information (e.g. menus and emergency information)

Other Information

- The business accepts the companion card.
- Service animals are accepted on board our vessel, however 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 can provide water on request.
 - Note: Service animals do require a permit for Rottnest Island.

General

Pre-arrival, arrival and reception

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

- 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.
- We do not lock our accessible facilities on board our vessel.

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 in blue.

Car park and access amenities

The business has the following car park and access amenities available at the destinations we operate our vessels from.

- 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 1300 786 552 (1300 QUOKKA).

External Paths

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

For steps, the following amenities are in place:

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- 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:

Ramps

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.
- Ferries have handrails fitted and a raised edge for boarding.

Public Toilets/Adult change facilities

For public toilets/adult change facilities, the following amenities are in place:

- There is an accessible toilet for public use.
 - The door is at least 850mm wide.
 - There is a minimum of 850mm beside the toilet.
 - Handrails are fitted.
 - The height of the toilet seat is: 430mm.
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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 1300 786 552 (1300 QUOKKA).

Tour Operators

Tour/Transport Services

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

- Our three SeaLink Rottneest vessels have ramp access

The maximum wheelchair capacity available in the fleet is:

Our Rottneest Island vessels will take a maximum of four wheelchairs comfortably.

- Audio visual displays are subtitled.

Route Planning

- There is an accessible toilet on-board for public use.
- The door is at least 850mm wide.
- There is a minimum of 850mm beside the toilet.
- Handrails are fitted.
- The height of the toilet seat is 430mm.

Accessible Toilet Image(s)



Rottnest Service - Quokka 2 Accessible toilet.

Accessible toilets vary dependant on the vessel in use for the Rottnest Island operations.

- Quokka 1 & 3 - Toilets are within the main cabin of the vessel
- Quokka 2 – Toilets are located externally on the back deck of the vessel through a door from the main cabin.

Guides

- Use clear/simple English
 - Use correct pronunciation for lip readers.
 - Marine crafts are wheelchair accessible.
 - Length (cm) 200cm.
 - Width (cm) 93cm.
 - Height (cm) 200cm.
 - Weight (kg) 150kg.
 - Accessibility is tide dependent.
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Image(s):



Accessible Seating Rottnest Vessel
Quokka 1 & 3



Boarding Ramp to our Rottnest
Vessels - at Rottnest



Boarding Ramp to Rottnest Vessel -
Fremantle



Priority Seating Rottnest Vessel Quokka
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Report Disclaimer

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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