

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**



This report prepared for:

Business name:	SeaLink WA
Address:	Pier 3
Town:	Perth
Date:	2023-06-30 15:21

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

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
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes

Emergency Management

- 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 exists 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

The business identifies guests who need additional assistance should an emergency occur by:

We have dedicated seating areas on our main deck near our exists on board our vessels for guests with accessibility requirements

The procedure for assisting guests who need assisted rescue is:

Currently we do not have a procedure in place that directly addresses assisted rescue.

Communications

- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)

Other Information

- 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

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

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication

We do not have a reception - We have a booking counter. 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

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:

Long wait times do not apply to our services.

However, on board our vessel every passenger is provided with comfortable seat.

- In addition, the following further information can assist guests:

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

- A drop off zone
- Designated disabled parking bays
- 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
- In addition, the following further information can assist guests:

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

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm

Steps

Steps have 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:

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

Ramps have the following amenities are in place

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

Our Sealink Rottneest Ferries have handrails fitted and a raised edge for boarding.

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

Public Toilets/Adult change facilities have 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: 430.
- In addition, the following further information can assist guests:

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

TOUR OPERATORS

Tour/Transport Services

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

- Busses/Coaches
- Our three SeaLink Rottneest vessels have ramp access. For our river services it varies based on the vessel in operation. Our buses do not have ramp access. vehicles have wheelchair lifts or ramps
- Our three Rottneest vessel shave full ramp facilities. vehicles have low floors with ramped entry

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 sub titles

Route Planning

- The tour route includes stops with accessible toilet facilities
- 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\(s\)](#)



Rottneest Service - Quokka 2 Accessible toilet **Error! Bookmark not defined.**

- In addition, the following further information can assist guests:

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

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

Guides

- Use of clear/simple English
- Correct pronunciation for lip readers
- Marine
- Marine craft are wheelchair accessible
- Length (cm) 200cm.
- Width (cm) 93cm.
- Height (cm) 200cm.
- Weight (kg) 150kg.
- Accessibility is tide dependent

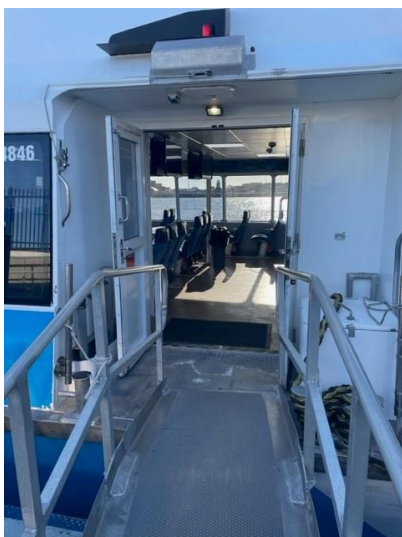
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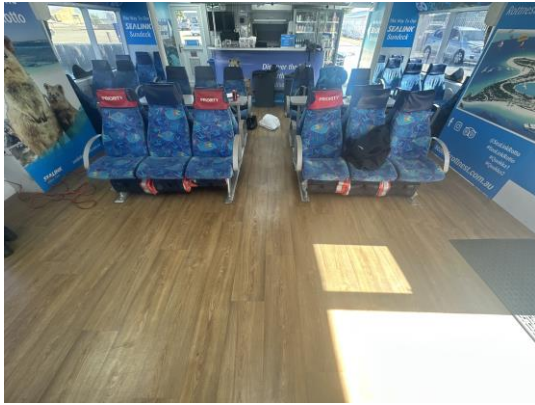
Accessible Seating Rottnest Vessel Quokka 1 & 2 **Error! Bookmark not defined.**



Boarding Ramp to our Rottnest Vessels - at Rottnest **Error! Bookmark not defined.**



Boarding Ramp to Rottnest Vessel - Fremantle **Error! Bookmark not defined.**



Priority Seating Rottneest Vessel Quokka 2 **Error! Bookmark not defined.**

- In addition, the following further information can assist guests:

Our Swan Valley Tours bus services include (or may include) stops at Sandalford Wines, Mandon Estate, Lancaster Wines, Margaret River Chocolate Company dependant on the tour.

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

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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