

# ATIC Accessibility

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



This report prepared for:

Business name:	Mandurah Houseboats – Houseboat Emily Louise
Address:	13a Dolphin Drive
Town:	Mandurah
Date:	2023-07-13 16:42

## 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**

- Houseboats / adventure

### **Our business caters for the following disability types:**

- Blind or low vision
- Limited mobility
- Wheelchairs or mobility scooters
- 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

## Emergency Management

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- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival

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

Exits are free of furniture, with clear sight lines, and are gated and accessible via ramp. The vessel's PEEP makes specific reference to keeping all exits free of obstruction and this is part of the hirer instruction at the start of the charter.

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

## Communications

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- An accessibility guide is available on the website

### **The business provides the following services for services animals:**

Service animals are welcomed aboard all our houseboats. We strive to work with guests to ensure that, where we are able, we provide all the support necessary for service animals to be comfortable and be able to undertake their service animal duties.

# 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:**

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms are available
- Information and maps are available in written form
- A familiarisation tour is undertaken for all guests
- A key to any accessible facilities that are locked
- Luggage assistance

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

This is addressed on a case-by-case basis by our staff. All houseboats hirers are allocated check-in and tuition times that allow us to allocate the appropriate staff and to, as far as possible, ensure that all hirers can begin their holiday as quickly as possible.

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in Word and other editable formats
- A space for parents and children on the Autism Spectrum

## Car Park and Access amenities

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**The business has the following Car Park and Access amenities**

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

Our office facilities are located adjacent to public parking facilities that feature disabled parking bays. We are able to provide ramps to facilitate the traversing of kerbs. Walkways to our office and our vessel moorings at Mandurah Ocean Marina are all accessible via ramps.

## Entry

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### **The business has the following amenities/systems in place for entry**

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Glass doors are fitted with a visual sighting strip
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

## Internal Spaces

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum

## Public areas

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### **The public areas have the following amenities in place**

- Even lighting
- Seating

## External Paths

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### **External paths of travel have the following amenities in place:**

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

## Ramps

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**Ramps have the following amenities in place:**

- There are ramps.
- All fixed ramps are 1:14 or less
- Long ramps (more than 10m) are 1:20 or less
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- Ramps have a raised edge of at least 100mm

## Public Toilets/Adult change facilities

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**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 toilet seat is 460mm above the floor
- There is 2000mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

# ADVENTURE ACTIVITIES

## Adventure activities

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**The houseboat adventure activities have the following facilities/amenities in place:**

- Our adventure activities cater for people with a disability

**The following activities are available to people with a disability:**

Houseboat holidays on a vessel purpose-built to be wheelchair accessible.

**The equipment utilised to make the activities available is:**

Ramp for entry/egress to the boat.

Wide corridor.

Helm station lowered for wheelchair users.

Toilet/shower facilities purpose-built for wheelchair users.

Low level light switches and air conditioning instrumentation.

Spacious aft deck allowing fishing/crabbing participation.

Spacious bedrooms.

**The following limitations apply to participation, including those activities that are not available to people with a disability:**

Wheelchair users must be accompanied by at least one able-bodied companion.

Adventure Activity Image(s)



Ramp access for wheelchairs.





Helm station at a height suitable for use by wheelchair users. **Error! Bookmark not defined.**



Wide corridors.

#### **Additional information:**

Emily Louise is Western Australia's first and only purpose-built commercial houseboat charter vessel specifically designed for disabled or mobility-restricted guests.

The range of features on Emily Louise include amongst other things, a ramp to ensure easy entry and egress, a wheelchair-friendly wide central corridor and a bathroom with a wheel-in shower. Importantly, the helm position has been specifically designed so that wheelchair users are not limited to being passengers but can actively participate and steer the boat.

The boat was recently included in the Accessible Mandurah project undertaken by not-for-profit Spinal Life Australia. This project is designed to focus advocacy efforts in the accessible tourism sector by providing reviews from disabled people and follows similar reviews undertaken by the organisation in Moreton Bay, Cairns and on the Sunshine Coast.

The final report from Spinal Life says of Emily Louise;

*"We are so lucky to experience this specially made accessible houseboat, all areas were made accessible.*

*What beautiful houseboat it was, it was like being in an accessible luxury apartment that could also drive down the river and fish on your back door. A once in a lifetime experience for us that we will never forget. I highly recommend adding this to your list of things to do..."*

## 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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