



The following pages provide visitors with information on Busselton Jetty's facilities and amenities which aim to support the visitor in making an informed decision on whether the Busselton Jetty is suitable for their individual needs.

Busselton Jetty caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs/mobility aids
- Food allergies or intolerance
- Cognitive or people on the Autism Spectrum

For more information, visit [here](#).



Busselton Jetty offers the following methods for bookings & enquiries:

- Phone: +61 08 9754 0900
- Email: bookings@busseltonjetty.com.au
- Website: www.busseltonjetty.com.au (website supports screen readers)



General Accessibility

- Website meets WCAG 2.0 Accessibility Standards
- Pre-touring email, including directions, parking, weather gear requirements, and tour information sent upon booking with Busselton Jetty.
- Strong WIFI signal.
- Accepts Companion Cards.
- Ticket booking system allows input from customers regarding accessibility / inclusivity requirements.
- Welcome assistance animals.
- 24/7 live underwater feed from the Underwater Observatory (UWO) available on the website, [here](#).
- Jetty and its buildings are signposted with adequate lighting.
- City of Busselton ratepayers can purchase a \$5 Jetty walk pass annually (usually \$50 per year).
- Busselton Jetty staff have graduated from the Australian Governments "Disability Awareness" Training.
- Defibrillator located in IC, UWO and along Jetty structure.



General Accessibility Continued

- Light refreshments available at Interpretive Centre (IC) and UWO.
- Free water available.
- Dietary requirements met for all BJI-delivered events.
- Baby change facilities in IC and UWO.



Visitor Safety

- Audible devices to alert visitors to evacuate.
- Visual devices to alert visitors to evacuate.
- Exit signs are clear and easy to see.
- Exit access is always free and clear as per Busselton Jetty's "Emergency Evacuation Policy & Procedure", including lift in UWO.
- Exits and access accommodate mobility aids.
- Exit doors are able to be opened by all visitors.
- Evacuation point is clearly marked by a sign.
- Busselton Jetty identifies guests who need additional assistance should an emergency occur.
- Visitors who need assisted rescue are prioritised in the UWO lift as well as Jetty Train, for example. UWO has evacuation chair lift.
- Exceeds Code of Conduct for staff first-aid training ratios/maintains medical equipment at high standard.
- Cancels tours during adverse weather for visitor safety.
- Doorways, ramps, service counters, and toilets meet AS1428 standards (building requirements to enable access for people with disabilities).



Visitor Health

- Provide soap that is chemical/fragrance-free.
- Use organic cleaning products, in fact, BJI use Wirrpanda Foundation cleaning products, where 3% of profits from purchase go to the Waalitj Foundation, which supports indigenous communities.
- Hand-sanitiser available.



Physical Limitations

- Low bookings counter catering for people with mobility aids.
- Seating available along Jetty structure & within/adjacent to buildings.
- ACROD parking bays.
- Internal buildings are free from clutter to assist ease of flow for mobility aids.
- UWO and IC entry doors accommodate mobility aids.
- Jetty train accommodates mobility aids.
- Lift in UWO to bypass stairs accommodates mobility aids.
- Universal Access Toilets (AS1428 compliant) at IC and UWO with braille/tactile signage on doors.
- UWO steps have handrails, and top and bottom steps easily distinguished.
- External ramps assist entry/egress from Train. Ramps meet AS1428 standards. Temporary ramp kept on the train in case of an emergency stop.
- Universal Access Platform for fishing and diving.
- Wheelchair use at the Jetty video available, [Wheelchair Video](#).



Lift in Underwater Observatory

- Lift available to take visitors to the seafloor, where visitors can hear the entire tour commentary.
- Contains visual methods of identifying floor levels.
- There is a breakdown procedure for the lift when containing visitors.
- Lift has a tactile emergency button.
- Lift is operated by staff only, so there is always someone available to assist visitors.



Culture & Language

- Documents available in plain English for people with cognitive impairment.
- Individual Tour Guides are proficient in Polish, Russian, French, and Welsh.



Not all Sharks are
ary! Horn sharks such as
Jackson and Wobbegong
often seen resting amongst
jetty rubble and lying low
in seagrass. Large Smooth
grays, Shoebone Rays,
smaller Stingrays are
regularly seen cruising by.



Culture & Language Continued

- UWO tour translations available in 12 languages (in the UWO and online), including Chinese simplified and traditional, Polish, Russian, French, German, Korean, Japanese, Italian, Indonesian, and Dutch. Available, [here](#).
- Virtual tours available, [here](#). Subtitles can be used.
- Safety warning translations for people entering the water in multiple languages, available [here](#).
- Auslan tour video available upon request.
- Braille on Universal Access Toilet doors.



Guide Dogs & Service Animals

- Welcomed on Jetty Train, Jetty Structure and in UWO.
- Areas with shade and water available.



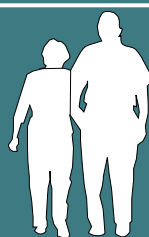
Hearing Impairment

- Several staff have undergone basic Auslan training.
- Hearing Loops available
- Auslan UWO Tour video available on request.



Visual Impairment

- Large digital display (86 inch) screen in IC, features live train and tour availability, pricing, F&Q - in English & Chinese.
- Audio walking tour - Find the Fun App
- Train audio tour highlighting significant points of interest/history of the Jetty on each train tour.
- Virtual tours online act as audio tours.
- Large font size interpretation in UWO and IC.



Seniors

- Staff-operated mules (Jetty electric buggies) available to transport visitors - particularly useful on Cruise Ship days.
- Seniors' week 9th - 16th of November
- Seating available along the Jetty structure & within/adjacent to buildings.



	<p>Intellectual Capability & Cognitive Constraints</p>	<ul style="list-style-type: none"> • Several staff have undergone Autism Awareness training. • Headphones available in UWO for hypersensitive people. • Quiet space areas available along the Jetty structure. • Make accommodations on tours for visitors, e.g. specific seating on train away from crying babies, letting visitors start ahead of tour groups. • Early opening times in Summer when bookings are quieter - reduced stimuli.
	<p>Entry to Busselton Jetty & Underwater Observatory</p>	<ul style="list-style-type: none"> • Path of access to the IC (bookings office) and UWO is clear of obstruction. • Entry doors accommodate mobility aids. • Entrance/exit clearly signed and visually noticeable. Instructions on locating the Jetty included in booking information. • All areas are well lit, including at night.
	<p>Underwater Observatory Steps</p>	<p>There are steps in the UWO connecting each level.</p> <ul style="list-style-type: none"> • Top and bottom steps are easily distinguished. • The underside of stairs are protected to a height of at least 2 metres. • Handrails fitted to all open sets of stairs. • Resting platforms between each level. • Lift available.

Don't forget to speak to one of our friendly staff regarding your accessibility requirements prior to arrival.

If you book online, please provide as much information as possible, so we can accommodate your specific requirements to make your Busselton Jetty experience enjoyable.