



MANDURAH

CRAB FEST

A CITY OF MANDURAH EVENT



ACCESSIBILITY GUIDE



WELCOME

The City of Mandurah is dedicated to creating the best possible experience for all visitors to the Channel 7 Mandurah Crab Fest. This guide is designed to assist people with disability, along with their families and supporters, plan a visit to Crab Fest.

In Australia, over 4.4 million people have a disability, with 90% having a non-visible disability. While ensuring physical access to events is crucial, it's also essential to address other accessibility needs to achieve greater inclusion. This guide outlines how the City of Mandurah is striving to improve access to Crab Fest for everyone.



VENUE ACCESSIBILITY AND PATHWAY ACCESS

Crab Fest offers a diverse array of activities and experiences spread across the Eastern Foreshore (Cooking Stage, Music Stage), Western Foreshore, Smart Street Mall, Mandjar Square (Children's Stage) and Keith Holmes Reserve.

The event area features mostly flat surfaces and connecting pathways, including flat grassy areas and concrete paths. While wheelchair access is provided, assistance may be required in certain areas due to the mixed surfaces. Some activities may be slightly off the pathways on the grassy areas. Convenient seating is available throughout the event for short breaks amidst the festivities.

The event provides pathway access from the Western Foreshore, over the Mandurah Bridge, along the Eastern Foreshore, through Mandjar Square, onto the rainbow pathway over to Keith Holmes Reserve and across the footbridge to Dolphin Quay. There may be some uneven surfaces along the footpaths.

Please note that ramp access from the Eastern Foreshore to the Mandurah Bridge is via Mandurah Terrace. Further accessibility provisions are detailed in the following pages.



ACROD PARKING

ACROD parking bays can be found in the following locations.

- 7 bays at ManPAC (9 Ormsby Terrace, Mandurah)
- 2 bays behind the Stage Door Restaurant (9 James Service Place, Mandurah)
- 7 bays at Mandurah Seniors and Community Centre (41 Ormsby Terrace, Mandurah)
- 1 bay at Contemporary Art Spaces Mandurah (63 Ormsby Terrace, Mandurah)
- 2 bays in the City of Mandurah administration customer parking (3 Peel Street, Mandurah)
- 1 bay out the front of Council Chambers (83 Mandurah Terrace)
- 4 bays next to the Mandurah Visitors Centre (in parking area of Mandurah Terrace, next to Council Chambers)

Additional ACROD parking can be found at:

- 60 bays at Mewburn Centre (Sholl St)
- 4 bays along Hackett Street
- 4 bays at Leslie Street All Day Parking

DROP-OFF BAY

This area is strictly for drop-off and pick-up purposes for people who cannot walk or move over long distances.

Location: Mandurah Performing Arts Car Park – James Service Place off Ormsby Terrace





SHUTTLE BUS

A complimentary shuttle bus service will be available throughout the weekend, offering pick-up points at John Tonkin Tindale Street Oval, Leslie Street Reserve, and Mandurah Train Station, where multistorey car parking is available. The wheelchair-accessible shuttle bus will operate approximately every 45 minutes.

MOBILITY SCOOTER CHARGING STATION

A mobility scooter recharge station is located at the southern end of the Eastern Foreshore, just before Smart Street Mall. Visitors can bring their own charging cord to plug into the recharge station to keep their mobility devices powered up and ready for exploring the event.

UNIVERSAL ACCESS TOILETS

Universal Access Toilets (UATs) will be located on the Eastern Foreshore in three locations:

1. Next to the Mandurah Visitors Centre
2. Southern end of the Eastern Foreshore
3. Additional portable accessible toilet south of the children's playground on Mandurah Terrace

UATs are also available at Keith Holmes Reserve (x1), Dolphin Drive Car Park in Dolphin Quay (x1) and on the Western Foreshore (x2). For more details on the UAT locations, please refer to the Sensory Access Map.



**SCAN THE QR CODE TO ACCESS THE
NATIONAL PUBLIC TOILET MAP**

CHANGING PLACES FACILITY

There is a Changing Places facility located within the footprint of the Channel 7 Mandurah Crab Fest event at **75 Mandurah Terrace, next to the Mandurah Visitor Centre.**

Changing Places are secure, clean facilities designed for people with disability who require assistance when using the bathroom while away from home and are equipped with a ceiling hoist, an adult-size change table, and room for two support people.

Access to Changing Places is via a Master Locksmith Access Key (MLAK), ensuring these facilities remain reserved for people who need them. Companion Card holders automatically qualify for a free MLAK. If you're not a cardholder, you may still be eligible. Contact National Disability Services at changingplaces@nds.org.au or call 1800 617 337.



**SCAN THE QR CODE HERE FOR INFORMATION
ABOUT CHANGING PLACES IN MANDURAH**



SENSORY ACCESS MAP

A Sensory Access Map has been created to help people plan their visit to Crab Fest. This map aims to make new environments easier to navigate by providing information about the surroundings and highlighting calmer, quieter areas. It also shows the locations of accessibility facilities at the event.

Refer to pages 8-9 of this guide.

GENERAL EVENT MAP

A general event map has been created to assist people to plan their visit to the event showing locations of the different Crab Fest activities. The accessible facilities have been added to the sensory map to ensure that the facilities are easily identified and not lost within the general event map.




**SCAN THE QR CODE HERE TO VIEW
THE GENERAL EVENT MAP**



SENSORY ACCESS MAP



- | | | | | | |
|--|---|--|---|--|---|
|  Information Tent |  ACROD Parking |  General Toilets |  Changing Places |  Chill Out Zone |  Guide Dog Toileting Area |
|  Hearing Loop |  General Parking |  Accessible Toilets |  First Aid tent |  Seating |  Mobility Scooter Recharge Point |

CHILL OUT ZONE

A Chill Out Zone will be available at the event to support people who experience sensory challenges in unfamiliar environments. This designated area offers a quiet, calming space for people of all ages to regulate their sensory needs before returning to enjoy the event.

Situated along the Eastern Foreshore, the Chill Out Zone will feature bean bags, seats, noise reduction earmuffs, mindful colouring activities, and sensory tools.

This Chill Out Zone is delivered in partnership with Midway and will be open between 10am to 7pm on the Saturday and Sunday.

Children visiting this area must have a guardian present at all times, as supervision will not be provided by volunteers.



CHILL OUT KITS

Discover our Chill Out Kits, containing three fidget toys, hand sanitiser and disposable ear plugs in a belt bag, available to borrow whilst at the event from the Chill Out Zone. These kits are ideal for supporting sensory needs during the event. Please kindly return the kits before leaving so we can sanitise them for others to use.

A limited number of kits will be available at the Constable Care tent from 6pm to 9pm on Saturday.

Noise reduction earmuffs are available to borrow during the event from the Chill Out Zone, enabling you to block out unwanted sounds.



COMMUNICATION BOARD

A communication board is a visual tool used by people who have difficulty with verbal communication. It contains symbols, pictures, or words that people can point to in order to convey their messages.

A Crab Fest-specific communication board is available to download for printing or digital use.



**SCAN THE QR CODE HERE FOR A CRAB
FEST COMMUNICATION BOARD**



HIDDEN DISABILITY SUNFLOWER

The Hidden Disability Sunflower is a discreet symbol indicating that the wearer has a hidden disability. It alerts staff or volunteers that the wearer may need extra assistance, understanding, or patience, improving accessibility and interactions at events.

Midway team members facilitating the Chill Out Zone have undergone training on the Hidden Disability Sunflower (HDS) and will be wearing supporter lanyards or wristbands.

INFORMATION TENTS

Three information tents will be set up with event volunteers who are available to answer questions. Event volunteers have undergone an event accessibility briefing.

Limited hard copies of the Crab Fest Accessibility Guide, Event Guide, and communication board will be available from the information tents.

Locations:

- Mandjar Square
- Eastern Foreshore – Northern and Southern ends



SOCIAL STORY™

A Social Story™ explains new experiences and environments to people who are autistic or have sensory sensitivities. It can be helpful for anyone who experiences nervousness when attending a place or event for the first time.



SCAN QR CODE HERE TO ACCESS THE CRAB FEST SOCIAL STORY™

ASSISTANCE ANIMAL TOILETING AREA

Crab Fest is a dog free event, however, Assistance Animals are welcomed with their identification vest.

The Disability Discrimination Act 1992 (DDA) recognises suitably trained Assistance Animals as necessary supports for people with disability to engage in their community. Assistance Animals are permitted in all public spaces under the DDA, with the exception of some zoo enclosures and operating theatres.

A toileting zone for Assistance Animals has been allocated near Administration Bay behind the Visitors Centre. Please use the grass area.

Drink fountains with dog water bowls are located throughout the event including Mandjar Square and the Eastern Foreshore.



HEARING LOOP

A hearing loop is a system that assists people who are hard of hearing by providing clearer sound directly to compatible hearing aids or cochlear implants.

A hearing loop will be available in the Cooking Stage tent throughout the event. To use it, simply switch on the T-coil setting on your hearing aid or use a compatible app on your phone.



**SCAN THE QR CODE TO WATCH A VIDEO
ABOUT HOW A HEARING LOOP WORKS.**



CRAB FEST ACCESSIBILITY FEEDBACK

The City of Mandurah is committed to enhancing the experience of all Crab Fest patrons. If you have suggestions on how to improve the accessibility for people with disability, or need information in another format, please contact us at cdo@mandurah.wa.gov.au.

USEFUL LINKS

- If you require additional information, please contact the City of Mandurah on 08 9550 3777 or council@mandurah.wa.gov.au.
- General Crab Fest event information <https://www.crabfest.com.au/>.
- Further information about access and inclusion at the City of Mandurah <https://www.mandurah.wa.gov.au/community/programs-and-activities/access-and-inclusion>.
- The E-Bike Kiosk offers e-bikes, scooters, three-wheelers, and an electric wheelchair for hire. It is located next to the Mandurah Visitors Centre. <https://thebikekiosk.com.au/mandurah>
- Explore a range of accessible accommodation and activities on the Visit Mandurah website: <https://visitmandurah.com/accessibility-in-mandurah/>.
- Information about the Changing Places network across Australia, and information on how to request a Master Locksmith Access Key <https://changingplaces.org.au/>.





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City of Mandurah

PO Box 210, Mandurah WA 6210

council@mandurah.wa.gov.au

mandurah.wa.gov.au

6550 3777

If you need help to speak or listen on the phone you
can use the National Relay Service on 1300 555 727

For more information visit: relayservice.gov.au



Scan code for more information about access
and inclusion at the City of Mandurah.