

Travel safely with Sydney Ferries

Sydney Ferries is committed to providing a safe, reliable and comfortable ferry service for all customers.



Transport
Sydney Ferries



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Travel safely with Sydney Ferries

There are many safety considerations when travelling by water. Sydney Ferries' 28 vessels are constantly audited and updated to ensure they meet the highest safety standards. Our crews undertake emergency training drills every two months.

Safety is our number one priority at Sydney Ferries. Sydney Ferries encourage the 'if you see something, say something' policy. If you have any safety concerns or are affected by anti-social behaviour from other customers on your wharf or ferry please speak to a staff member.

This guide contains safety instructions and travel reminders for all customers. In addition, customers with large prams, wheelchairs and other mobility aids need to be aware of the safety considerations and restrictions detailed later in this guide.



Plan ahead for your journey

It's always important to plan ahead before travelling so you have plenty of time to purchase a ticket and board your service.

- Use the **Network Map** and **Wharf Guide** in this brochure to find accessibility, transport interchange and facilities information. If the wharf does not have the facilities you require, you will need to make alternative travel arrangements.
- Be aware that due to natural low tides in the shallow waters of the upper Parramatta River, some services between Parramatta and Rydalmere will be operated by buses. A monthly tidal calendar is published on the Sydney Ferries website www.sydneyferries.info
- Check if your travel plans may be affected by service interruptions, changes or wharf closures by calling Transport Info 131 500 or visiting www.131500.com.au
- Ferry tickets can be purchased from Sydney Ferries' ticket outlets at Circular Quay and Manly, ticket machines at Circular Quay and Darling Harbour Terminal, the cafe onboard the Manly Ferry, cashiers onboard the Parramatta River service and third party Pre-Pay ticket resellers.



Wharf safety

All wharves* serviced by Sydney Ferries are covered by a recorded 24 hour CCTV and are equipped with an Emergency Help Point and lifebuoys. An information Help Point and PA system provide up-to-date information about your service.

We encourage you to become familiar with the layout of your wharf, noting where there are seats, entry gates, walkways and ramps. You should also note the location of the Help Point and life saving devices.

- Please be on the wharf ready to board at least five minutes before the vessel is due to depart.
- Gates to the Manly Ferry service close two minutes before the scheduled departure time at both Circular Quay and Manly.
- Children should be assisted through ticket gates and families should use the wide gates.
- Closely supervise children on the wharf. Make sure they are away from the edge of the wharf or pontoon and hold their hand when boarding or alighting the ferry.
- Stand behind any yellow and black striped areas on the wharf.
- Do not climb on or over railings or the wharf structure.
- Keep a firm hold of your pram while on a wharf and apply the brakes.
- Customers travelling at night should stay in well lit areas, in sight of incoming vessels, and in the vicinity of the Help Point, PA speakers and CCTV cameras.
- Customers can use the Emergency Help Point on unstaffed wharves to alert trained security personnel to danger. If you press the Emergency Help Point on a wharf you are visible on CCTV and will be able to speak immediately to trained security personnel for assistance.
- If you see someone in the water requiring assistance please use the lifebuoy on the wharf to aid the rescue and immediately press the Emergency Help Point. You can also call **000** in an emergency.

**except Cockatoo Island and Garden Island*



Busy wharves

On some Family Funday Sundays, school holidays and special event days, services can reach capacity quickly and wharves can get crowded. Where possible, Sydney Ferries will provide additional vessels and/or suggest alternative transport arrangements.

Please listen out for wharf announcements or ask a staff member for advice.

As with all crowd situations it is vital that everyone is considerate of each other, particularly young children, the elderly and customers with special access needs.

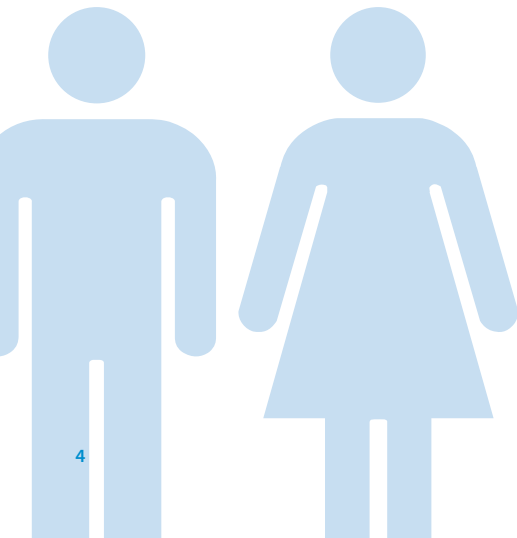
When your ferry arrives, please board in an orderly manner and follow any instructions given to you by staff.

Capacity on Sydney Ferries' vessels

Sydney Ferries' vessels are licensed to carry a set number of passengers. This number relates to the amount of life-saving equipment available, vessel survey requirements and the ability of staff to effectively manage emergency situations.

If a ferry reaches maximum capacity, the law prevents Sydney Ferries from allowing additional people onboard. This means vessels may not stop at your wharf or passengers may be left behind if the vessel is full.

Where possible, Sydney Ferries will provide a back-up vessel to pick up passengers or provide alternative transport advice.





Safe boarding and disembarking

- Stand back to allow customers to disembark safely onto the wharf prior to boarding. The deckhand holding the gangway will advise you when it is safe to board.
- Customers waiting to disembark must stand outside the yellow and black striped area on the vessel to allow the deckhand to safely secure the vessel and position the gangway. The deckhand holding the gangway will advise you when it is safe to disembark.
- The safest way to board and disembark is to hold onto the handrail and watch your footing as you walk over the gangway. Ensure your bags are secure.
- It is not safe to board or disembark while using the telephone.
- Closely supervise your young children when boarding and disembarking. Hold their hand or guide them to use the handrail.
- Prams wider than 74cm will not fit on gangways and need to be collapsed before boarding. For safety reasons, larger prams should also be collapsed before boarding for easy storage onboard.
- Allow elderly customers, customers and their carers with mobility aids, and customers with special access needs or assistance animals to board in front of you and provide them suitable space and time to board and disembark safely and comfortably.

Feeling unwell or need medical assistance?

If you are not feeling well at the wharf – please do not board the ferry. We can help you much quicker and easier if you remain on the wharf.

- Speak to a Sydney Ferries staff member who can assist you by contacting a Duty Manager or arranging medical assistance.
- In an emergency use the Emergency Help Point on the wharf to alert trained security personnel of the situation.



Onboard the vessel

- Customers must not stand in areas marked with yellow and black striped lines or on the upper deck of SuperCat (Watsons / Rose Bay) vessels.
- Stow luggage and prams away from aisles, steps, gangways and thoroughfares. If you have large items, please ask the crew for the safest place to stow your items. You will be expected to stay with your belongings during the journey.
- Where possible you should always remain seated during the journey as the vessel can move and sway if water conditions change.
- Closely supervise children onboard. The safest place for your children during the journey is seated beside you.
- It is extremely dangerous to sit on the bow or the side of the vessel, lean out of the windows, stand on seats, or sit children on the rails or on your shoulders.
- Customers should be aware that there is the possibility of getting wet from sea spray if you sit outdoors. Please ensure your belongings are protected from sea spray.
- Bike riders must secure their bicycles in the designated area on the Manly Ferries and follow the direction of the crew to stow bicycles on other vessels.
- Customers should make the crew aware of any safety concerns by:
 - Alerting the crew on deck patrol or
 - Using the red Help Point on the Manly Ferry (located in the middle of the vessel on both upper and lower decks) or
 - Knocking on the door of the wheelhouse on other vessels.

Locating life jackets and exits on vessels

- Sydney Ferries' 28 vessels differ in layouts so take a minute when you board to locate the exits and life jackets and read the donning instructions.
- In the event of an incident or emergency please listen to the crew who will direct you in safety procedures.



Customers with mobility aids or different access needs

This section details additional safety instructions and reminders for customers and their carers travelling with mobility aids such as:

- Large or double prams and strollers
- Manual or motorised wheelchairs and scooters which comply with the specifications listed in **Safe Boarding and Disembarking**
- Walking sticks or walking frames.



Let us know how we can help you

If you or someone in your group requires assistance on the wharf or to board the ferry, please make yourself known to staff near the wide gate entrance.

If your wharf is unstaffed please wait for your service in a safe position – away from the wharf edge and with any mobility aid secure and aligned sideways to rather than facing the water. Crew on board the ferry can then assist you.

Important note about mobility aids

Petrol run scooters (those similar to motorbikes), customers with large ride-on-scooters with a laden weight over 300 kg and all three-wheeled ride-on-scooters are not permitted on the wharf or ferry in any circumstance.

Sydney Ferries staff cannot operate mobility aids or lift or carry customers or their mobility aids. If you need assistance of this kind while travelling on the ferry, you will need to travel with a friend or carer.

Parramatta River service advice

When Parramatta River services are affected by tides, replacement buses will operate between Rydalmere and Parramatta wharves. Customers should be aware of accessibility information for both the ferry and the wheelchair accessible bus.

A monthly tidal calendar is published on the Sydney Ferries website www.sydneyferries.info and accessibility information for Sydney Buses can be found at www.sydneybuses.info



Wharf safety

Whilst all vessels can be accessed by essential mobility aids, there are several older-style wharves with steps that prevent access.

Wharves listed as 'wheelchair accessible' have level or ramped access suitable for independent access by a person using a manual wheelchair or walking aid. They are also accessible by customers in a motorised wheelchair or scooter, or for customers travelling with help of a friend or carer.

Please note there are some wharves that are not accessible when tides are low as the gradient of the gangway ramp is too steep for safe boarding and disembarking.

- See the **Wharf Guide** at the back of this publication for an overview of wharf facilities.
- For your safety, do not attempt to manoeuvre your mobility aid down steps or steep ramps on non-wheelchair accessible wharves.
- Use the wide gate to enter and exit at larger gated terminals like Circular Quay, Manly and Darling Harbour Terminal.
- Keep clear of the edges of the wharf. Secure your mobility aid so you are side along rather than facing the water and apply the brakes when waiting on the wharf.
- Make yourself known to gate, wharf or vessel staff if you need assistance.

Capacity on Sydney Ferries' vessels

Masters with a fully loaded ferry are not able to pick up a passenger simply because he or she is using a mobility aid. Where possible, Sydney Ferries will provide an additional vessel to pick up passengers and/ or provide alternative transport advice or arrangements.



Safe boarding and disembarking

Sydney Ferries aims to give priority boarding to customers with disabilities and their carers or those using mobility aids. If you require priority boarding make yourself known to a staff member on the wharf.

- The Manly Ferry gangway ramps can carry mobility aids up to 80cm wide and 130cm long, with a combined weight less than 300kg. This includes you, the aid and anyone required to assist you to cross the gangway.
- All other vessels and gangways are designed to carry mobility aids up to 74cm wide and 130cm long, with a combined weight less than 300kg. This includes you, the aid and anyone required to assist you to cross the gangway.
- Your mobility aid should be capable of turning 180 degrees within a space no more that 154cm wide by 207cm long to ensure safe access on wharves, gangways and onboard the vessel.
- Your mobility aid should have an effective braking system and be able to withstand the acceleration, deceleration and pitching of the ferry.
- Strollers wider than 74cm will not fit on some gangways (other than the Manly Ferry) and should be collapsed before boarding.
- Where possible, parents and carers should fold larger strollers during the trip and place their child securely on their laps or on a seat beside them. For safety reasons larger strollers should not block aisles or walkways.
- If you are boarding with a walking stick, you should use a free hand to safely hold on to the handrail and watch you footing as you walk over the gangway.





Onboard the vessel

If you are unsure where to position your mobility aid, please ask staff onboard your vessel and they will guide you to the safest place to secure your mobility aid during your journey.

Mobility aids need to have an effective braking system. This should be applied at all times when waiting at wharves and when onboard the vessel.

Assistance animals

Customers are welcome aboard Sydney Ferries' services with their assistance animal according to some simple rules.

- Assistance animals must be under the control of the registered handler at all times.
- Guide and hearing dogs must wear a harness or medallion of registration. Interstate and internationally certified guide and hearing dogs are also recognised. All other assistance animals must be certified as a trained assistance animal.
- You need a valid ticket or pass for your trip. However, your assistance animal travels for free and you are responsible for the conduct, care, feeding and toileting of your assistance animal.
- Customers travelling with assistance animals should use the wide gate to enter and exit at larger gated terminals at Circular Quay, Manly and Darling Harbour Terminal.

Assistance Animal Permit

Customers travelling regularly on Sydney Ferries' services with an assistance animal may apply for an Assistance Animal Permit free of charge. The Permits are available from the Passes and Concession office at RailCorp, phone **02 9379 4441** or passes&concessions@railcorp.nsw.gov.au

The Permit enables a person with disabilities to travel on public transport with a certified assistance animal. Customers can show the Permit to Sydney Ferries' staff when travelling with their assistance animal.



Wharf Facilities Guide



Wheelchair access (ramp grade varies depending on tide).



Assisted access may be required at very low tide.



Train station nearby



Bus connection



Taxi rank nearby



PA system for announcements and service updates



24 hour recorded CCTV in use



Tickets available to purchase



Emergency Help Point



Accessible toilet



131 500 Information Help Point



































































Abbotsford	
Balmain	
Balmain East	
Balmain West	
Bayview Park	
Birchgrove	
Cabarita	
Chiswick	
Circular Quay Terminal	
Cockatoo Island	<p>Cockatoo Island is not formally classed as wheelchair accessible as tidal conditions can make the access ramp on the wharf quite steep. Cockatoo Island has information about accessibility on their website.</p>
Cremorne Point	
Darling Harbour Terminal	

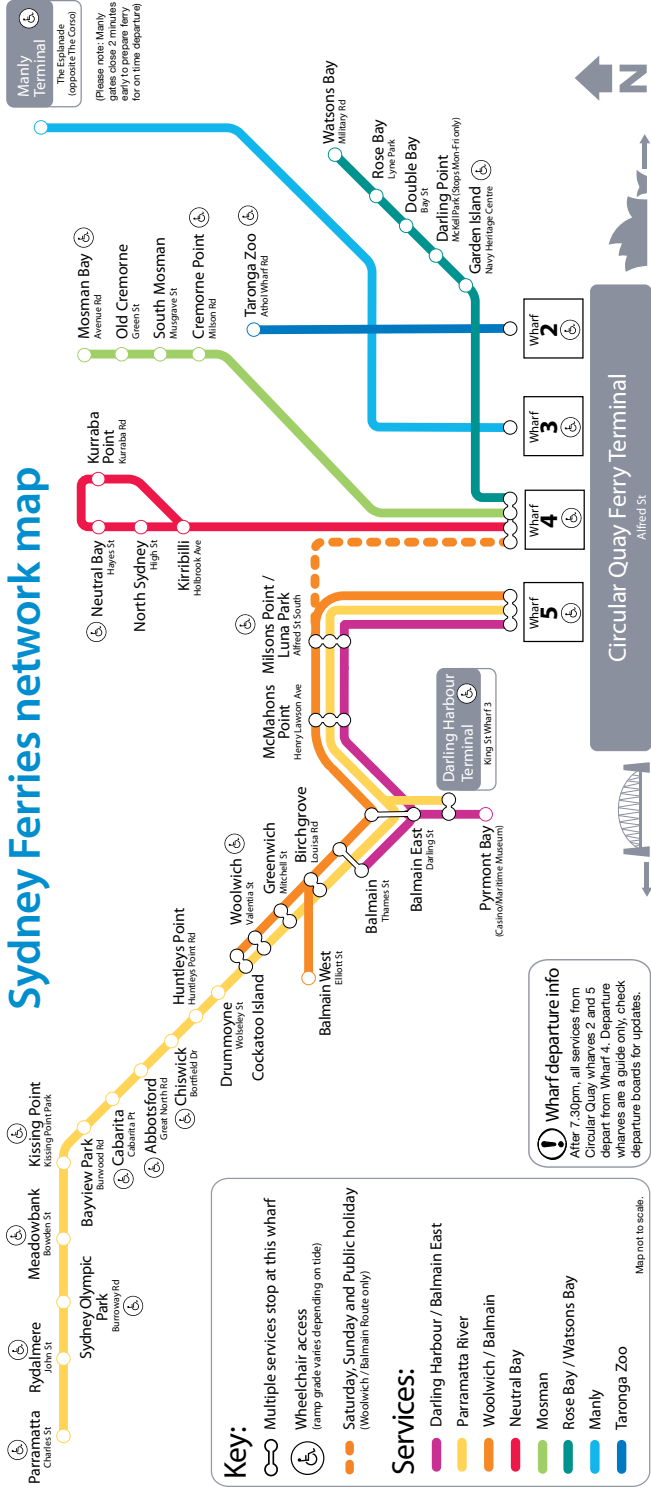


Darling Point	
Double Bay	
Drummoyne	
Huntleys Point	
Garden Island	
Greenwich Point	
Kirribilli	
Kissing Point	
Kurraba Point	
Manly Terminal	
McMahons Point	
Meadowbank	
Milsons Point / Luna Park	
Mosman Bay	



Neutral Bay	     
North Sydney	   
Old Cremorne	   
Parramatta	       
Pyrmont Bay	   
Rose Bay	    
Rydalmere	    
South Mosman	    
Sydney Olympic Park	     
Taronga Zoo	     
Watsons Bay	    
Woolwich	     

Sydney Ferries network map



Map not to scale.



Contact us

Feedback and questions

www.131500.com.au

or call

131 500 Transport Info

Customer Feedback Form

(from ticket windows at Circular Quay or Manly)

Post to:

Sydney Ferries

PO Box R1799

Royal Exchange

NSW 1225

Service, timetable and fare information

www.131500.com.au

or call

131 500 Transport Info

TTY (Teletypewriter services for hearing and speech impaired customers only)

1800 637 500

Non-English speaking customers (to arrange a three-way conversation with an interpreter)

13 12 30

Request a large print timetable

131 500 Transport Info



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