



# MANDURAH CRAB FEST

A CITY OF MANDURAH EVENT



## Accessibility Guide 2026

# Welcome

The City of Mandurah is committed to creating a welcoming and enjoyable experience for every visitor to the Channel 7 Mandurah Crab Fest. This guide provides practical information to help you plan your visit and make the most of the event.

## Visual Story

A visual story is available for Crab Fest. It provides clear information about the event setting, activities and environment to help people understand what to expect at a large community event.

The visual story is intended for anyone who finds it helpful to know what will happen before attending and can support a more comfortable and predictable experience.



**Scan the QR code to access the  
Crab Fest visual story**



# Venue Accessibility and Pathway Access

Crab Fest offers a variety of activities and experiences across the Eastern and Western Foreshores, Smart Street Mall, Mandjar Square, and Keith Holmes Reserve, all connected by a network of pathways. While these pathways link key areas, some footpaths may include uneven surfaces.

Most areas of the event are wheelchair accessible, although assistance may be needed in grassy or uneven sections. The Spudshed Cooking Stage marquee includes priority seating for people using mobility devices. Accessible toilets and ACROD parking are available throughout the event.

Please note that ramp access from the Eastern Foreshore to the Mandurah Bridge is via Mandurah Terrace.

## Information Stations

Event volunteers will be available at three information stations located in Mandjar Square, at the southern end of the Eastern Foreshore (Crab Fest Van) and Keith Holmes Reserve. Volunteers have been briefed on the accessibility features of Crab Fest to ensure visitors feel supported and confident as they navigate the event.

The information stations and the Visitor Centre will have limited hard copies of the Accessibility Guide, General Event Program, General Event Map, and Communication Board to further enhance your visit.



# ACROD Parking

Thirty (30) temporary ACROD parking bays have been provided to ensure convenient access to the event. These bays are located behind the Mandurah Visitor Centre and can be accessed via Mandurah Terrace, near the Hackett Street roundabout.

Additional permanent ACROD parking bays can be found throughout the event in the following locations:

- Seven (7) bays at ManPAC (9 Ormsby Terrace, Mandurah)
- Two (2) bays behind the Stage Door Restaurant (9 James Service Place, Mandurah)
- Seven (7) bays at Mandurah Seniors and Community Centre (41 Ormsby Terrace, Mandurah)
- One (1) bay at Contemporary Art Spaces Mandurah (63 Ormsby Terrace, Mandurah)
- Two (2) bays at the City of Mandurah Administration Building (3 Peel Street, Mandurah)
- One (1) bay out the front of Council Chambers (83 Mandurah Terrace)
- Four (4) bays at Mewburn Centre (Sholl Street)
- Four (4) bays along Hackett Street
- Four (4) bays at Leslie Street All Day Parking
- Two (2) bays at Gibson Street public parking (corner of Sutton Street)
- Four (4) bays at Marco Polo public parking (corner of Vivaldi Drive)
- Two (2) bays at Keith Holmes Reserve

## Drop-off and Pick-up Locations

Drop-off and pick-up bays are available for people who need closer access to the event, including people who can only walk short distances. One bay is located at the front of the Mandurah Performing Arts Centre, and one bay is available at Keith Holmes Reserve.



# Shuttle Bus

A complimentary shuttle bus service will operate from 10am to 9.30pm on Saturday 14 March and 10am to 7pm on Sunday 15 March, providing easy transport to the event. Pick-up and drop-off locations include the Park and Ride location at John Tonkin College (off Tindale Street), Ormsby Terrace, Leslie Street, Keith Holmes Reserve and the Mandurah Train Station, which offers multistorey car parking. This service is a great choice for anyone travelling by train or bus, or parking at the train station.

The shuttle bus runs every 15 minutes, and a wheelchair accessible shuttle bus will run approximately every 45 minutes.

# Mobility Scooter Charging Stations

To support people using mobility devices, charging stations are available to help keep electric wheelchairs and mobility scooters powered throughout the day.

Two stations are located outside Mandurah Seniors Centre at 41 Ormsby Terrace and are operational during daylight hours. Another charging station is located south of the toilet block on the Eastern Foreshore, near the Tuckey Street roundabout.

These stations are equipped with standard GPO (General Power Outlet) connections. Please bring your own power cord, as these are not supplied.

# Universal Access Toilets

Universal Access Toilets (UATs) are located at several points along the Eastern Foreshore, with standard toilets also available at each location. UATs provide wheelchair access and grab rails and do not require a key to access.

- Adjacent to the Mandurah Visitor Centre (1)
- Centrally located toilet block on the Eastern Foreshore (2)
- Corner of Cooper Street and Mandurah Terrace (1 x portable accessible toilet)
- Corner of Gibson Street and Mandurah Terrace (1 x portable accessible toilet).

Other UATs are available nearby at:

- Keith Holmes Reserve (1)
- Dolphin Drive Car Park in Dolphin Quay (1)
- Western Foreshore (2).

# National Public Toilet Map

The National Public Toilet Map is a helpful resource for planning a trip to Crab Fest. It provides an overview of nearby public toilet locations, ensuring convenient access to facilities for a comfortable and enjoyable day at the event.



**Scan the QR code to access the  
National Public Toilet Map**

# Changing Places Facilities

Two Changing Places facilities are available within the Crab Fest event footprint to support people with disability who require assistance when using the bathroom. These are situated at 75 Mandurah Terrace, next to the Mandurah Visitor Centre, and in the ablution block on the Eastern Foreshore.

Each Changing Places facility is equipped with a ceiling hoist (please bring your own sling), an adult-sized change table, a Universal Access Toilet, a shower, and space for two support people. Access requires a Master Locksmiths Access Key (MLAK), and visitors are kindly reminded to bring their own, as loan keys are not available at these locations. To apply for an MLAK, email

[support@masterlocksmiths.com.au](mailto:support@masterlocksmiths.com.au).



**Scan the QR code for information about  
Changing Places in Mandurah**



# Sensory Access Map

The Sensory Access Map on the following page offers an overview of the event environment and identifies the locations of key accessibility facilities.

## General Event Map

A general event map has been created to assist people to plan their visit to the event showing locations of event activities. Accessible facilities have been added to the Sensory Access Map to ensure that they are easily identified.

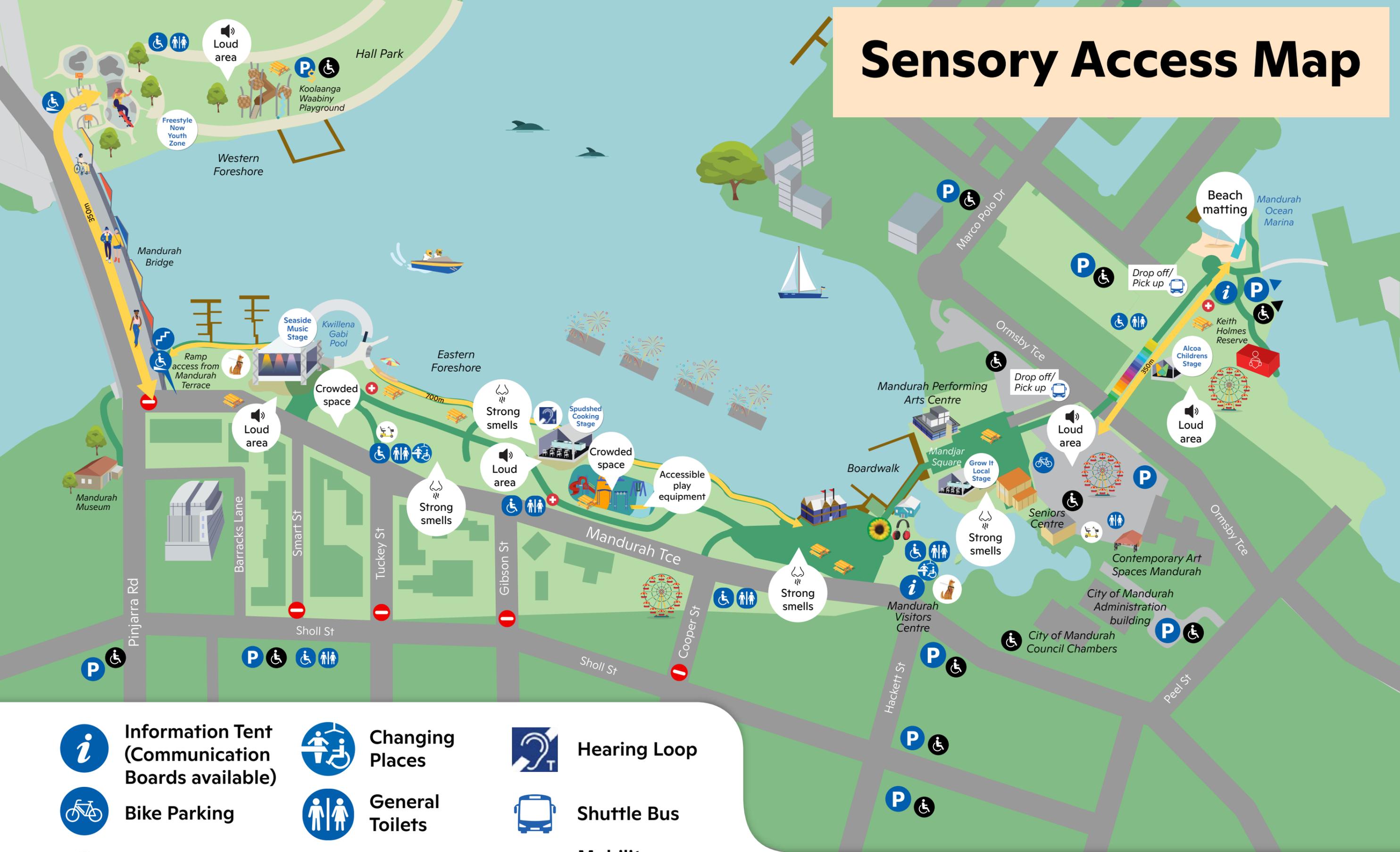
General event maps are included in the event program and can be collected from information stations or the Mandurah Visitor Centre before and during the event.



Scan the QR code to view the  
general event map



# Sensory Access Map



- |  |   |  |  |
|--|---|--|--|
|  <b>Information Tent (Communication Boards available)</b> |  <b>Changing Places</b>    |  <b>Hearing Loop</b>                    |  <b>Chill Out Zone</b>                |
|  <b>Bike Parking</b>                                      |  <b>General Toilets</b>    |  <b>Shuttle Bus</b>                     |  <b>Sensory Container</b>             |
|  <b>ACROD Parking</b>                                     |  <b>Accessible Toilets</b> |  <b>Mobility Scooter Recharge Point</b> |  <b>Distance indicator</b>            |
|  <b>General Parking</b>                                   |  <b>First Aid tent</b>     |  <b>Seating</b>                         |  |
|  |   |  <b>Hidden Disabilities Sunflower</b>   |  <b>Assistance Animal Relief Area</b> |

# Chill Out Zone and Sensory Container

The Chill Out Zone is designed to support people of all ages who find busy or unfamiliar environments overwhelming. It provides a calm space where people of all ages can take a break before returning to enjoy the event.

Located in a marquee next to Simmo's Ice Creamery at the Boardwalk end of the Eastern Foreshore, the Chill Out Zone offers bean bags, seating, noise-reduction earmuffs, mindful colouring and sensory tools. Children must be supervised by a parent or guardian, as staff supervision is not provided. The Chill Out Zone will be open from 10am to 5pm on both Saturday and Sunday.

A Sensory Container is located within the Children's Zone at Keith Holmes Reserve. It provides a quieter environment with ramped access, sensory tools and simple activities to support sensory needs during the event.

The Sensory Container is particularly suited to children and young teens. The Sensory Container will be open from 10am to 5pm on Saturday and Sunday.



# Sensory Resources

To support sensory needs during the event, Chill Out Kits are available to borrow from the Chill Out Zone on the Eastern Foreshore between 10am and 5pm. Each kit includes fidget toys, hand sanitiser, and disposable earplugs, neatly packed in a convenient belt or carry bag. Noise-reduction earmuffs are also available to borrow to help reduce unwanted sounds.

Visitors are welcome to bring their own sensory resources. Borrowed items should be returned to the Chill Out Zone before leaving, helping to minimise waste, support environmental sustainability, and ensure the kits and earmuffs are cleaned and ready for others to enjoy.



# Communication Board

A communication board is a valuable tool for people who may find it difficult to communicate verbally. It includes symbols, pictures, or words that can be pointed to, making it easier to share messages and express needs.

A custom communication board has been created for Crab Fest. The PDF is available to download or print. Complimentary copies are available from the Information Stations and Chill Out Zone.



**Scan the QR code for a Crab Fest Communication Board**



**Scan the QR code to watch a video on supporting someone to use a communication board**

## Key Word Sign

Key Word Sign (KWS) uses hand signs alongside spoken words to support understanding. Only key words are signed, while the full sentence is spoken. A Crab Fest specific KWS resource is available as a downloadable PDF to support inclusive communication at the event. For optimal viewing of the line drawings, the resource is best printed at A3 size.



**Scan the QR code for a Crab Fest Key Word Sign sheet**



## Hidden Disabilities Sunflower

The Hidden Disabilities Sunflower (HDS) is a discreet symbol that indicates the wearer has a hidden disability. It helps staff and volunteers recognise that the individual may appreciate extra assistance, understanding, or patience, ensuring a more inclusive and supportive experience during the event.

Visitors with a hidden disability can request a complimentary green sunflower lanyard from the Chill Out Zone on the Eastern Foreshore. Lanyards are available in limited quantities, with one provided per person while supplies last. For additional lanyards please visit the Hidden Disabilities website: <https://hdsunflower.com/au/>



# Assistance Animal Relief Area

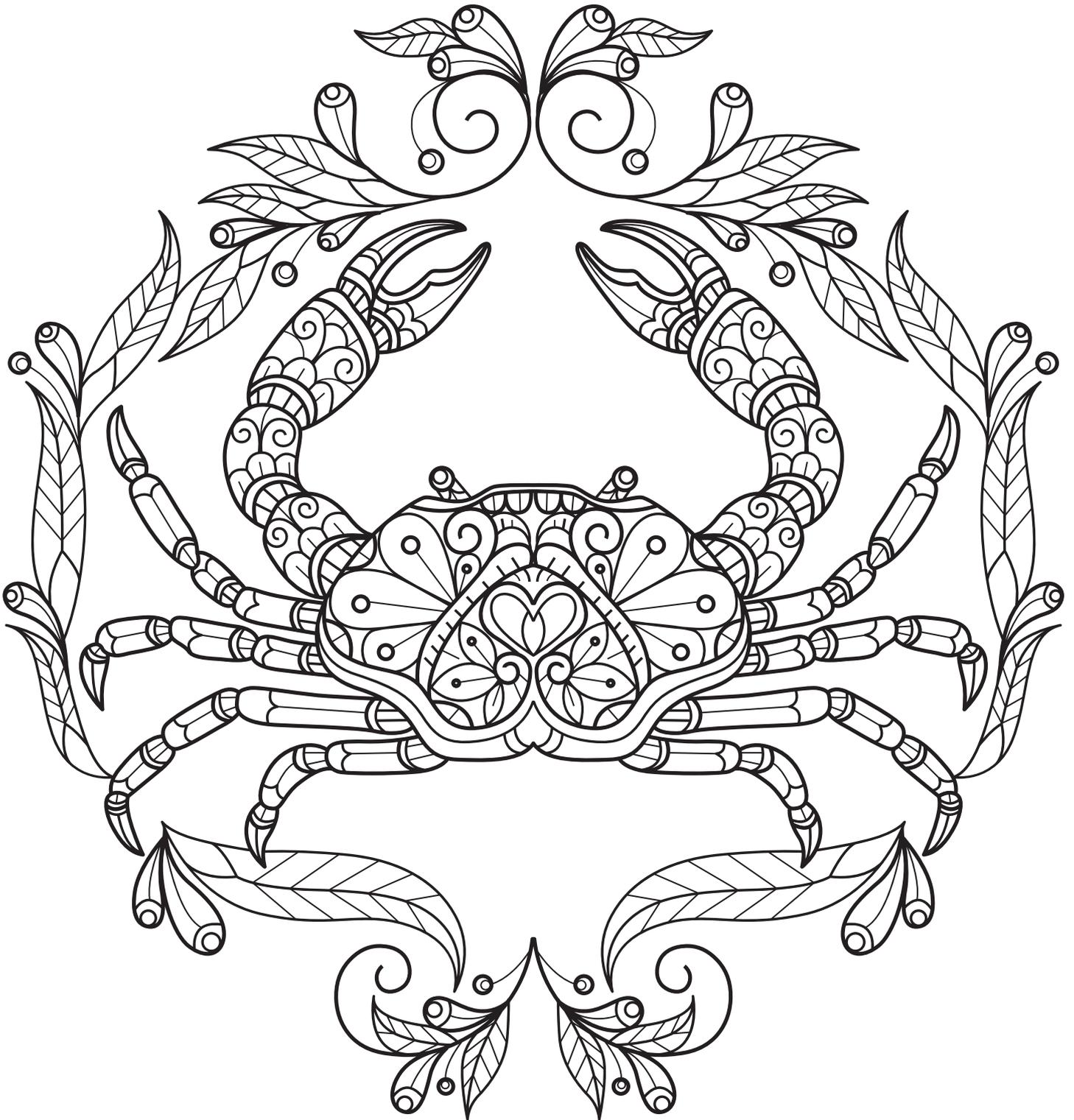
While Crab Fest is a dog-free event, Assistance Animals are welcomed when identifiable by their vest. Assistance Animals are permitted in all public spaces under the Disability Discrimination Act 1992.

Assistance Animal relief areas are available near Administration Bay behind the Mandurah Visitor Centre and behind Betty's Burgers on the grass next to the estuary on Mandurah Terrace. Please use the grass areas provided.

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



# Chill Out, Relax and Colour-In



Visit the Chill Out Zone on the Eastern Foreshore from 10am to 5pm on Saturday and Sunday to pick up a hard copy of this colouring sheet, or use the version in this guide anytime. Colouring pens and pencils are available in the Chill Out Zone for a quiet moment to relax.

# Hearing Loop

A hearing loop enhances sound clarity for people who are hard of hearing by transmitting audio directly to compatible hearing aids or cochlear implants.

A hearing loop will be available in the Spudshed Cooking Stage marquee. To access the service, simply activate the T-coil setting on your hearing aid or use a compatible app on your smartphone. If you're unsure how to use this feature, consider meeting with your audiologist before the event to ensure your device is set up and ready to use.

# Event Feedback

The City of Mandurah is committed to ensuring every visitor enjoys their Crab Fest experience. We welcome your feedback on how we can further improve accessibility for people with disability. If you have suggestions or require information in an alternative format, please contact us at [council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au).



**Scan the QR code to complete the event survey**

# Useful Links

- General Crab Fest event information <https://www.crabfest.com.au/>.
- 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/>.
- Explore a range of accessible accommodation and activities on the Visit Mandurah website: <https://visitmandurah.com/accessibility-in-mandurah/>.
- Transperth Journey Planner <https://www.transperth.wa.gov.au/Journey-Planner>.





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**City of Mandurah**

PO Box 210, Mandurah WA 6210

[council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au)

[mandurah.wa.gov.au](http://mandurah.wa.gov.au)

9550 3777

The National Relay Service (NRS) assists people who are Deaf or have difficulty hearing or speaking on the phone, offering various call services tailored to different needs and preferences.

For more information visit: [accesshub.gov.au](http://accesshub.gov.au)



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