



ACCESSIBILITY GUIDE

Everyone deserves to experience the joy of paddle boarding



SUP SHELLHARBOUR: YOUR GATEWAY TO UNFORGETTABLE EXPERIENCES

At Stand Up Paddle Boarding Shellharbour we believe adventures should be welcoming, enjoyable and accessible to everyone, whenever possible.

Our experienced instructors tailor every session to individual needs, abilities and confidence levels. We encourage anyone with accessibility requirements to contact us before booking so we can discuss the most suitable location, equipment and experience.

We understand that every person's needs are different and are committed to providing honest information so you can decide whether our experiences are suitable for you.

OUR COMMITMENT	OUR EXPERIENCES	WHAT TO EXPECT
Welcome guests of all ages and abilities.	Private lessons Small group lessons	Our instructors will: - help carry equipment where

Treat every guest with dignity, respect and patience.

Adapt our instruction wherever it is safe to do so.

Provide extra time for demonstrations and practice.

Encourage carers, support workers and family members to participate.

Family sessions

Corporate experiences

Monster SUP experiences

SUP Yoga

Cultural paddle experiences

Night SUP tours

possible

- select calm water locations whenever suitable

- allow additional rest breaks

- adapt teaching techniques

- focus on enjoyment rather than performance

Before you book

We recommend contacting us before booking if you:



SUP

SHELLHARBOUR

welcomes you

- use a wheelchair or mobility aid
- have high level mobility impairment/balance
- have vision impairment
- have high level hearing impairment
- have autism or sensory sensitivities
- have an intellectual disability
- require assistance transferring
- have a medical condition that may affect participation
- have any questions about accessibility.

Experiences can often be modified depending on participant requirements.

Together we can discuss the most appropriate experience, location and weather conditions.

COMMUNICATION

WITH SAFETY IN MIND



VERBAL



STEP-BY-STEP



VISUAL



HANDS ON



1-ON-1



SIMPLE

MOBILITY AND PHYSICAL ACCESS

Participants may paddle standing, kneeling, sitting on the board and/or lying on the board if appropriate.

Our large "Monster SUP" provides excellent stability and is often suitable for guests who benefit from additional support from family, carers or instructors.

ACCESSIBLE FACILITIES

At most of our locations, visitors have access to accessible parking, accessible pathways, accessible public toilets, accessible change rooms, and outdoor showers.

The eastern end of Reddall Reserve provides recently upgraded accessible amenities including accessible toilets, change rooms & pathways. We also have an MLAK for the locked accessible toilet.



YOUR NEEDS ARE IMPORTANT TO US



Vision Impairment

Instruction includes:

- detailed verbal descriptions
- tactile demonstrations where appropriate
- close instructor support
- additional orientation before entering the water.
- guide dogs are welcome

Hearing Impairment

Our instructors can:

- demonstrate skills visually
- communicate face-to-face
 - use gestures
- provide demonstrations before entering the water
- confirm understanding throughout the experience.

Autism/Sensory Needs

We can often provide:

- private sessions
 - quieter times of day
 - additional preparation
 - flexible pacing
 - reduced group sizes where possible.
-

Participation Limitations

While we aim to include as many people as possible, paddle boarding is an adventure activity and may not be suitable for everyone.

Participation may be limited where a person:

- cannot safely wear a lifejacket
- cannot follow essential safety instructions (independently or with support)
- has medical conditions that make participation unsafe
- requires lifting or transfers beyond the capability of our staff
- would place themselves, instructors or others at unacceptable risk.

We are always happy to discuss alternative options before booking.

Accessible Transport

Local taxi service

[Illawarra Taxi Network](#)

(Ph 42542111)

Local bus service

[Premier Illawarra](#)

(Ph 42711322)

Local Airport

[Shellharbour Airport](#)

(Ph 1300851269)

Continuous Improvement

We continually review our accessibility practices through customer feedback, staff training, consultation with guests, ongoing improvements to equipment and communication, Quality Tourism Framework accreditation, Accessible & Inclusive Host training.

Contact us

Stand Up Paddle Boarding Shellharbour

Phone: 0427 667 938

Email: supshellharbour@bigpond.com

Website: <https://www.supshellharbour.com>

Accessibility information: <https://www.supshellharbour.com/accessibility>

AMAZING IMAGERY & COMPLIMENTARY DIGITAL PHOTOGRAPHS



This Accessibility Guide was prepared in line with ATIC's Quality Tourism Framework and our commitment to inclusive adventure tourism and sustainability.