

Access and Inclusion Statement

Our Commitment to Access and Inclusion

At Waterbikes Australia, we believe that the joy and freedom of gliding across the water should be an experience accessible to everyone. We are passionately committed to creating unique, safe and inclusive water adventures that connect people of all ages and abilities with the beauty of nature. As a proudly NDIS Registered Provider, we actively work to remove barriers and provide supportive, memorable experiences on Melbourne's Yarra River and the stunning waters of the Mornington Peninsula.

We are dedicated to fostering an environment where all individuals feel welcome, respected and supported. Our team strives to understand and cater to diverse needs, ensuring that everyone can participate in our waterbiking tours with confidence and enjoyment.

Planning Your Waterbiking Experience

We encourage open communication to ensure we can provide you with the best possible experience. If you or a member of your group have any access needs, specific requirements, or questions, please contact us in advance. Our friendly team is here to:

- Discuss your individual needs and how we can best support you.
- Provide detailed information about our waterbikes, tour locations, and what to expect.
- Assist with NDIS planning and bookings.

Our Waterbikes and Equipment

Our waterbikes are designed to be stable, safe, and remarkably easy to use, making them suitable for beginners and those with no prior cycling experience. Key features include:

- **Stability:** The catamaran design of our waterbikes provides excellent stability, making them almost impossible to capsize.
- **Ease of Use:** Pedalling is intuitive and no balancing skills are required. If you can pedal a bike, you can operate a waterbike.
- **Low Impact:** Waterbiking is a low-impact activity, gentle on the joints, making it suitable for a wide range of fitness levels and physical abilities.

- **Recumbent Waterbikes:** We offer recumbent models that provide enhanced back support and a comfortable, stable riding position, which can be particularly beneficial for individuals with certain mobility needs.
- **Tandem Waterbikes:** For those who may require assistance or prefer to share the experience, our tandem waterbikes allow a support person or companion to ride along and assist with steering and pedalling if needed.
- **Adjustable Setup:** Seats and handlebars can be adjusted to ensure an optimal and comfortable fit.
- **Safety Equipment:** We provide all necessary safety equipment, including life jackets, and our team delivers a comprehensive safety briefing before each tour.

Accessibility at Our Locations

Waterbikes Australia operates at iconic locations including Melbourne's Yarra River and various spots across the Mornington Peninsula (such as Sorrento and Frankston). While the natural environment of waterways can present inherent access challenges, we strive to:

- Select launch sites that offer the best possible accessibility.
- Provide clear instructions on meeting points and access.

Offer assistance where possible for embarking and disembarking.

We recommend contacting us directly to discuss the specific accessibility features of your chosen tour location, including information on pathways, parking, and nearby facilities.

NDIS Participants

Waterbikes Australia is a proud NDIS Registered Provider. We are experienced in working with self-managed and plan-managed NDIS participants to facilitate community participation and provide assistive equipment for recreation. Our waterbiking experiences can offer numerous benefits, including:

- Low-impact physical exercise.
- Improved balance, coordination, and strength.
- Cognitive engagement and spatial awareness.
- Stress reduction and enhanced emotional wellbeing.
- Social interaction and community engagement.

Please contact us to discuss how our services can align with your NDIS plan and goals.

Companion Card

Waterbikes Australia supports the Companion Card program. If you have a disability and a lifelong need for 'attendant care support' to participate in community activities, your companion can accompany you free of charge on our tours. Please inform us at the time of booking that you will be using a Companion Card.

Our Team

Our team is dedicated to providing a welcoming and supportive environment. We aim to be attentive to the needs of all our guests and are committed to ongoing learning in how to best facilitate inclusive experiences.

Feedback and Continuous Improvement

Waterbikes Australia is committed to continually improving our accessibility and inclusivity. We welcome your feedback on your experience and any suggestions you may have on how we can better serve our diverse community.

Please feel free to share your thoughts with our team on-site or contact us directly.

