

Accessible Tourism in Port Stephens

This Guide will help you find appropriate accommodation, shopping and medical facilities suitable for visitors and residents with limits on their mobility, as well as suggestions for short easy walks, fishing, swimming, sightseeing, lookouts and adventures. The Port Stephens Visitor Information Centre can assist with tours and accommodation enquiries and reservations. Please phone us on 1800 808 900.

Additional information can be found on the Port Stephens Council website - <https://www.portstephens.nsw.gov.au/live/community/our-community/disability>

Accommodation Facilities

The following accommodation options have suitable facilities for guests with limits on their mobility.

- The Anchorage Port Stephens
- Shoal Bay Holiday Park
- Fingal Bay Holiday Park
- Bays Holiday Park
- The Oasis at One Mile Beach
- Ingenia Holidays Big 4 Soldiers Point
- Hotel Nelson
- Seabreeze Nelson Bay
- Ramada Resort Shoal Bay
- Marina Resort
- Halifax Holiday Park
- Ingenia Holidays One Mile Beach
- Seaside Holiday Resort Fingal Bay
- Thou Walla Sunset Retreat
- Big 4 Koala Shores Holiday Park
- Oaks Pacific Blue
- The Landmark
- Mercure Newcastle Airport

Things to see, do or visit

Port Stephens Walking Paths

Situated all-round the Port Stephens area are wide walking / cycle paths. These paths are easy walking and wheelchair accessible that cover our lovely coast line, offering great views of the bay. The one at the base of Tomaree Headland also takes in the remnants of the old Fort Tomaree torpedo tubes. All the walking paths are marked as black dotted lines on the free Port Stephens map.

Inner Light Tea Rooms / Heritage Museum

Follow the road from Little Beach Boat Ramp up to the top of the hill where you will find one of the most magnificent views in Port Stephens. Enjoy morning/afternoon tea or lunch on the alfresco terrace. After lunch why not check out the Hermitage Museum. Facility is wheelchair/pram friendly with a ramp from the carpark to the Rooms/Museum. 5A Lighthouse Rd, Nelson Bay. Ph: (02) 4984 2505.

Irukandji Shark & Ray Encounters

Irukandji is a unique, interactive aquarium. Experience the true nature of sharks, rays and the weird and wonderful world of the ocean. Irukandji is also home to Sea Shelter, a non-profit rescue and rehabilitation organisation. Irukandji is the perfect location for a picnic lunch; feel free to bring your own lunch. Snacks are also available at the attraction. Irukandji has a couple of wheelchairs available for use during your visit to their facility if required. 2 Jessie Rd, Anna Bay. Ph: (02) 4982 2476

Shark, Ray & All Creatures Rescue

The Shark, Ray & All Creatures Rescue Centre has created an unusual alliance with local commercial fishermen to rescue some very cool sharks and rays and a range of fish that have either been accidentally damaged in nets or were due to be sold as food. This includes eels, fish and octopus plus we are breeding seahorses and clownfish. Nearly all sharks, rays and fish are able to be safely touched and fed by visitors so they get used to people. Combine this with our latest addition, Tinny's Butterfly House and Underwater Café and you won't be disappointed. This facility actively welcomes people with access needs. 686 Marsh Rd, Bobs Farm. Ph: 0474 733 965

Oakvale Wildlife Park

Enjoy spending time at Oakvale Wildlife Park with free roaming animals, animal feeding shows and talks given by the wildlife keepers. Children will also enjoy Splash Bay Water Park on a hot day! Snacks and drinks are available to buy. 3 Oakvale Drive, Salt Ash Ph: (02) 4982 6222

Nelson Bay Cinema

Enjoy some popcorn and a movie at The Nelson Bay Cinemas. Wheelchair access is in cinema 3 only which is the largest screen in the complex. Cinema Mall, Stockton Street, Nelson Bay. Ph: (02) 4981 2320

Koala Sanctuary

The Port Stephens Koala Sanctuary is a partnership between Port Stephens Council and Port Stephens Koalas, a volunteer group that aims to provide best care to sick, injured and orphaned koalas in order to give them the best opportunity to be returned to the wild. The Sanctuary activities include a Story Walk, Koala Hospital, Skywalk, cafe and even the possibility to wake-up with a Koala! Facility is wheelchair and pram friendly.

562 Gan Gan Road, One Mile. Ph: (02) 4988 0800

Fighter World

Fighter World is a totally 'hands on' experience. Exhibited in two hangars, visitors can look into the cockpits of such famous aircraft as the Mirage III, Avon Sabre, Meteor, the first Vampire jet built in Australia and new in 2013 the mighty F-111. There is a Russian designed MiG-21 jet fighter, Hawker Hunter, WWII Spitfire replica, a Messerschmitt replica and much more. When you finish browsing the many displays you can enjoy the warm welcome, great food and friendly atmosphere of Cafe Fighter World - conveniently located adjacent to the main hangar.

49 Medowie Rd, Williamstown. Ph: (02) 4965 1810

Tea Gardens Ferry

The Tea Gardens Ferry Service runs daily ferry cruises 7 days a week between Nelson Bay and Tea Gardens utilising the Y-Knot Catamaran. The Y-Knot Catamaran has 3 steps to be negotiated upon boarding/disembarking. Once onboard, wheelchairs and other mobility restricted devices eg walkers, can be accommodated.

Ph: 0412 388 380

Wangi Queen

The Wangi Queen is an iconic 1922 heritage-listed timber ferry which now operates from Lemon Tree Passage.

Midday and sunset cruises, with optional BBQ lunch and dinner, depart from the Lemon Tree Passage Public Wharf Wednesday to Sunday. The Wangi Queen is mobility accessible for all devices except motorised wheelchairs.

Ph: 0412 388 380

Original Tea Gardens Ferry

The Original Tea Gardens Ferry runs daily ferry cruises 7 days a week between Nelson Bay and Tea Gardens utilising the iconic "old girls" - MV Tea Gardens, MV Wallamba and MV Jesse. Wheelchair access is only available on MV Tea Gardens – please check before booking.

Ph: 0412 682 117

Moonshadow – TQC Cruises

Moonshadow-TQC Cruises specialise in dolphin watching, whale watching and dinner cruises. There are a number of different dolphin cruises that run daily all year long, as well as whale watching cruises (during the annual whale migration season). All the Moonshadow – TQC Cruises vessels offer only limited mobility access. The vessels have 6 steps that need to be negotiated for boarding/disembarking onto the main level. Toilet facilities are another 10 steps down to the lower deck. Due to WHS regulations, crew members are unable to assist with the stair negotiation. Passengers with mobility issues or concerns regarding movement around their vessels should contact their office directly.

Ph: (02) 24984 9388.

Imagine Cruises

Imagine Cruises offer dolphin watching, whale watching, speciality cruises, swim with the wild dolphins (through Dolphin Swim Australia) and are available for charter. The Imagine vessels offer only limited mobility access. They cater to guests with limited mobility who are able to independently climb 6 stairs. Passengers with mobility issues or concerns regarding movement around their vessels should contact their office directly.

Ph: (02) 4984 9000

Medowie Macadamia Farm

Medowie Macadamia Farm is family owned and operated and is open seven days a week from 9am - 5pm. We pride ourselves on friendly service and quality produce. Enjoy breakfast, lunch, cake and coffee in the Plantation Restaurant and buy direct from the grower. The farm is constantly working on new products for you to take home such as chilli flavoured macadamia nuts and brittle. They sell raw nuts and cracking tools while they also have a large range of beauty supplies, oils and gifts.

272 Medowie Rd, Medowie. Ph: (02) 4982 8888

Gan Gan Lookout

With Wheelchair Access, Gan Gan Lookout is an iconic tourist attraction in Port Stephens and a "must see" for any visitor to the area. Panoramic views extend to Newcastle in the south, Tea Gardens to the north, the mountains to the west and Pacific Ocean to the east.

Lily Hill Rd, Nelson Bay.

B Farm by Murray's

B Farm by Murray's is home to Murray's Craft Brewing Co and, since 2022, has evolved to encompass so much more – B Farm Cellar Door, William Bar & Grill, Agnes High Tea Pavilion, Picnic at B Farm, Murray's Beer Garden and Murray's Craft Brewery Co.

3443 Nelson Bay Rd, Bobs Farm. Ph: 1300 755 268

Cookabarra Restaurant and Fish Farm

Cookabarra has a modern Australian/Mediterranean cuisine with a twist, as the Restaurant is attached to our very own Barramundi and hydroponic vegetable farm, growing fresh produce onsite. Enjoy a great meal, take a tour of our world leading Barramundi farm. The kids will love feeding the fish that live in the moat ponds surrounding the Restaurant.. Open from 9.30am - 3.30 pm daily except Tuesdays. Very informative and detailed guided tours of the Barramundi farm operation twice on each of the 6 open days at 11:00am and 2:00pm.

476c Marsh Road, Bobs Farm. Ph: (02) 4982 6740

Companion Card

The NSW Companion Card program is for people with significant and permanent disability who have a lifelong need for a high level of care to participate in community events and activities. The NSW Companion Card allows a person's carer free entry into the following Port Stephens' venues and events:

- Port Stephens Koala Sanctuary
- Irukandji Shark & Ray Encounters
- Oakvale Wildlife Park
- Shark, Ray & All Creatures Rescue

The NSW Companion Card allows a person's carer discounted entry into the following Port Stephens' venues and events:

- Moonshadow – TQC Cruises
- Wangi Queen
- Imagine Cruises
- Tea Gardens Ferry
- Port Stephens 4WD Tours
- Original Tea Gardens Ferry

Beach Access Wheelchairs Information

Style of Wheelchair	Description	Location	Cost	Available times
Little Beach Jetty Wheelchair	<ul style="list-style-type: none">• Has normal wheels and adjustable arm and foot rests• For use on Little Beach jetty to the swim platform only• Not for sand use• Not water submersible	<ul style="list-style-type: none">• <i>Little Beach Amenities</i> block. Accessible by MLAK key	<ul style="list-style-type: none">• Free	<ul style="list-style-type: none">• All year round
Sandcruiser / Davinci Beach Wheelchair	<ul style="list-style-type: none">• Has inflated wheels for use on sand only• Not water submersible	<ul style="list-style-type: none">• <i>Little Beach Amenities</i> block. Accessible by MLAK key• <i>Fingal Bay Holiday Park</i> - Qty 1 (*For use by PS Council owned holiday park occupants).• <i>Fingal Beach</i> – Surf Life Saving Club. Qty 2.	<ul style="list-style-type: none">• Free• Free• Free	<ul style="list-style-type: none">• All year round• All year round• Surf Lifeguard season only (start of Sep school holidays to end of Apr school holidays. No bookings required see Lifeguards for use.
Mobi-Chair Floating Beach Chair	<ul style="list-style-type: none">• Has large wheels and large arms rests which enable floatation in water	<ul style="list-style-type: none">• <i>Fingal Beach</i> – Surf Life Saving Club. Qty 1.	<ul style="list-style-type: none">• Free	<ul style="list-style-type: none">• Surf Lifeguard season only (start of Sep school holidays to end of April school holidays). No booking required, see Lifeguards for use.

Mobi-Mat Beach Access Mat	• Non-slip roll-out pathway for use by ordinary wheelchairs, strollers etc	• <i>Fingal Beach</i> – Surf Life Saving Club.	• Free	• All year round
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*Users of the *Sandcruiser Beach Wheelchair* and the *Mobi-Chair Floating Beach Wheelchair* must:

1. Read and understand the "*User Guide and Conditions of Use*" for the relevant Beach Wheelchair being loaned.
2. Complete the "*Sandcruiser Beach Wheelchair and Mobi-Chair Floating Beach Wheelchair Loan and Indemnity Agreement*".
3. Complete the "*Sandcruiser Beach Wheelchair and Mobi-Chair Floating Beach Wheelchair Booking In/Out Sheet*" upon taking the chair out and also upon its return (to the place it was loaned from).

The above forms can be accessed via:

1. Port Stephens Visitors Information Centre.
2. Fingal Beach Holiday Park.
3. Fingal Beach Surf Club website - <https://www.fingalbeachslsc.com/inclusive> .

For additional information please see: <https://accessiblebeaches.com/directory#accessible-beach-directory>

All Access Beach – Fingal Beach

Fingal Beach is an all access beach with a mobi-mat beach access mat which allows access for all wheeled chairs including ordinary wheelchairs, strollers and the like. Fingal Beach also has beach wheelchairs which can be loaned out (free) – see Beach Access Wheelchair Information paragraph above.

Water Wheelchair and Beach Access Ramp – Little Beach

Council offers a mobility access ramp at Little Beach, Nelson Bay which provides access to the water via a water wheelchair. The beach boasts lovely golden sand and mobility play equipment, making this a perfect spot for families to enjoy the Bay.

Soldiers Point Boat Ramp: Views of Middle Island, One Tree Island, sailboats, moored boats, pelicans and dolphins. Large level area, bitumen and concrete surface.

Fishing

While the majority of Port Stephens is a marine sanctuary, there are a number of fishing spots:

- Shoal Bay Wharf on Shoal Bay Rd Opposite Ramada Resort
- Little Beach Wharf (only from either the swimming ramp and jetty, outside this area is a marine sanctuary)
- Nelson Bay break wall near co op

Lakeside Leisure Centre Raymond Terrace

Enjoy a Swim in a heated indoor pool with Wheelchair Access.

3 Leisure Way Raymond Ph. (02) 4987 2039

Tomaree Aquatic Centre

The heated outdoor pool is wheelchair accessible with a ramp leading into the pool. Additionally, chairs are available to get you into the water. Accessible toilets and change facilities are also available.

3 Aquatic Close, Salamander Bay. Ph: (02) 4981 2848

Please note: All above activities state that they are wheelchair friendly, but please note that activities can depend on the size of the Wheelchair.

Restaurants, clubs and cafés

Many of the larger accommodation houses feature an in-house restaurant suitable for access. Within the Nelson Bay CBD there are a few cafes and restaurants on ground level, including sidewalk cafes and waterfront cafes. While there is an extensive list below, it is not exhaustive as there are other businesses with suitable access:

- West Nelson Bay
- Nice Café
- Little Beach Boathouse
- Nelson Bay Bowling Club
- Fingal Bay Bowls, Sports and Recreation Club
- The Deck, Soldiers Point Marina
- McDonalds Salamander Bay
- Anna Bay Tavern
- Shoal Bay Country Club
- D'Albora Marinas Nelson Bay
- The Inner Light Tea Rooms, Little Beach
- Nelson Bay Golf Club
- Soldiers Point Bowling Club
- Salamander Shopping Centre
- B Farm by Murray's

Pubs, Clubs, restaurants, other places with accessible toilets

- Fingal Bay Bowls, Sports and Recreation Club
- Nelson Bay Bowling Club
- Soldiers Point Bowling Club
- Tomaree Library - Salamander Bay
- McDonalds Salamander Bay
- Nelson Bay Golf Club
- Shoal Bay Country Club
- West Nelson Bay
- Ramada Resort
- Salamander Shopping Centre
- Neighbourhood Centre- Salamander Bay
- B Farm by Murray's
- Anna Bay Tavern

Accessible Public Toilets

Master Locksmiths Association Key (MLAK) is available from any MLA Locksmith (for a cost). Appropriate identification will be required before the key is issued.

A MLAK Key is also available (for a cost) upon presentation of a doctor's certificate, disabled drivers licence or parking permit to the Port Stephens Visitor Information Centre at no cost to the applicant.

Public MLAK Accessible toilets

Port Stephens area has a number of public MLAK accessible toilets. The website below contains a complete list <https://www.portstephens.nsw.gov.au/live/community/our-community/disability>. Some of the Nelson Bay general area ones are below:

- Port Stephens Visitor Information Centre, 60 Victoria Parade Nelson Bay
- Nelson Bay beach next to the Cruise Booking Office, Victoria Parade, Nelson Bay
- Little Beach, Dixon Street
- Corlette - on the beach near corner of Foreshore Drive and Sandy Point Road
- Anna Bay Shops
- Fingal Bay Rugby Club
- Bagnalls Beach
- Roy Wood Reserve, Corlette

Toilets in Nelson Bay CBD

- Donald Street: Situated in the car park across the road from Woolworths. No key required.
- Nelson Bay Cinema: Entry via Stockton Street or from the ramp at the rear of the theatre parking lot. No key required.
- D'Albora Marina: Near Public Wharf.
- D'albora Marina: Near the car park in Teramby Road.

Medical and Health Centres

- Nelson Bay Medical Group, 39 Stockton St, Nelson Bay
- Tomaree Community Hospital / Nelson Bay Polyclinic, 2 Trevally Street, Nelson Bay
 - 24 hour Emergency Department
- Bay Medical Group (Salamander Medical Centre), Suite 1/6 Central Ave, Salamander Bay
- Bay Medical Group (Soldiers Point Medical Centre), 253 Soldiers Point Rd, Soldiers Point
- My Medical Services Port Stephens, 2 Keel Street, Salamander Bay
- Nelson Plaza Clinic, 29 Stockton St, Nelson Bay
- Providence Medical (Shoal Bay), 5 Government Rd, Shoal Bay
- Providence Medical (Anna Bay), 125 Gan Gan Rd, Anna Bay

General Information

Borrowing a Wheelchair

Salamander Shopping Centre: wheelchair can be borrowed for shopping and is available from the Central office. 02 4982 0066

Home Health Care Aids Equipment Mobility Hire:

The following businesses have a range of home health care aids eg: mobility (walking canes, scooters etc), bathroom (shower stools etc) and household (lift chair, wheelchair etc), that can be purchased or hired on a short term or long term basis:

- Terry White Chemmart, 18 Stockton St, Nelson Bay. (02) 4984 2245
- Bay Mobility Service, 1/23 Shearwater Dr, Taylors Beach. (02) 4919 0455
- Terry White Chemmart, 26 William St, Raymond Terrace. Ph (02) 4987 2492 *(NB wheelchairs and crutches hire only)*

Chemists

There are a number of chemists available in the Port Stephens area – too numerous to list here.

Taxi

A special purpose taxi is available daily Monday to Friday and Friday and Saturday evenings. Advance bookings are recommended. Ph: (02) 4984 6699.

Useful Contacts

A number of useful contacts are listed below:

- Tomaree Neighbourhood Centre. Ph: (02) 4984 6220
- Integrated Living Australia. Ph: (02) 4980 3200
- Uniting Community Care. Ph: 1 800 486 484 or (02) 4967 5172
- The Community Transport Group. (Use of wheelchair modified bus). Ph: (02) 4984 7911
- Endeavour Industries Limited. Ph: (02) 4990 2600
- Riding for the Disabled. Ph: (02) 4987 1402
- Nelson Bay Voluntary Carers Group. Ph: (02) 4981 3592
- Ngioka Centre, Horticulture Therapy, sensory trail. Ph: (02) 4984 3487.
Email: ngioka@portstephens.nsw.gov.au
- Disability Support Services. Ph: (02) 4983 1786
- Tomaree Nursing Service. Ph: (02) 4981 4404
- Para Quad Association, Newcastle. Practical advice and help for persons who choose a wheelchair for mobility. Ph: (02) 4969 6388.