



JERVIS BAY WILD PORTSIDE CAFÉ CASE STUDY

The Portside Café

Situated along the Huskisson Wharf on the NSW South Coast, the Portside Cafe is a pleasant spot to grab a bite to eat. The café is frequented by disability service providers who take their clients on the adjacent wheelchair accessible cruises offered by Jervis Bay Wild.

Inclusive and accesible features

- A mobility parking spot nearby
- Accessible bathrooms located on site
- Tables which can be moved to accommodate wheelchairs
- Easy wheel on/off ramps with handrails
- The choice of inside and outside dining for all patrons
- Low customer service counter

When it comes to customer service, all of the Portside Café staff are friendly and accomodating. Staff are considerate of the extra time it might take for a person with particular disability to do or say something and are polite and patient when offering assistance.

“Customer service is very important to our business and we treat everyone who comes to the café the same way. Staff look and speak directly with the person with disability, rather than the people accompanying them. We don’t patronise or speak down to people with disability. Adults must be treated as adults.”
Elizabeth – Portside Café





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LGNSW acknowledges and thanks Jervis Bay Wild for contributing this case study.

