



ROTTNEST IS

ATTACHMENT 03 - FAQ FREQUENTLY ASKED QUESTIONS

1. **I will need to use the Changing Place on Rottnest. What do I do when I arrive?**
When arriving at Rottnest go to the Visitor Centre and advise them you have arrived. Provide your name, mobile phone number and advise where you will be staying.
2. **What happens if I forget my key, have not received one yet or I have an overseas key?**
The Visitor Centre at the end of the main jetty has spare keys. Contact them on (+ 61 8) **9372 9730** for advice or go to the Visitor Centre reception on arrival.
3. **What do I do in an emergency?**
Call 000 Advise them if you need medical (ambulance), fire or police assistance. Your address is the 'Changing Place' on Bedford Avenue, Rottnest Island, Western Australia. Respond to their questions. Try to remain calm.
Emergency call number and a number for other assistance is displayed in the facility.
4. **What happens if the power goes off?**
The emergency light in the middle of the room will come on.
The door will operate normally for several hours from a battery back-up.
The hoist will lower by pulling the red cord, but it will not raise again.
The smoke detector will operate normally from a battery back-up.
5. **Can the door be opened from outside if it's locked from inside?**
It can be opened with a key (MLAK) even if the red 'lock' button is on.
This is to allow emergency personnel to get in.
6. **Are there any spare slings at Rottnest?**
No. Each person is required to bring their own harness. The Department of Disability Services does not recommend spares are kept. Harnesses are normally fitted to each person.
7. **Why is there no emergency call button inside the room?**
There is no requirement for a call button in Western Australia. Some overseas facilities have them. Carers should have a mobile phone and register at the Visitor Centre on arrival.

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