

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**

This report prepared for:

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ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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OVERVIEW

Business Overview

The business has the following products/services available

- Accommodation

Our business caters for the following disability types:

- Deaf or low hearing



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- There are visual device/s to alert occupants to evacuate.
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

We don't have furniture in front of them, the two exists are the main access to the building, therefore they are not blocked at any time.

- Exit doors are able to be opened by all occupants

The business identifies guests who need additional assistance should an emergency occur by:

Remote self-contained accommodation, we are unable to identify guests who need additional assistance as we are not onsite.

The procedure for assisting guests who need assisted rescue is:

This is up to emergency services to decide.

Communications

- Our website meets WCAG 2.0 accessibility standards

Guide Dog and Service Animals

The business provides the following services for services animals:

Not specified

GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- Information and maps are available in written form
- In addition, the following further information can assist guests:

We only accommodate the one booking at a time. Access to the pod is via a key lock box, the access code is emailed out to guests one day before their stay.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Tableware/glassware contrast with the table surface or table cloth
- Seating is available for guests unable to stand for long periods

The width of the smallest corridor is:

870mm

- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

Main bedroom and studio bedroom are both quiet spaces for parents and children. The main bedroom has a sliding door to enclose the room and the studio bedroom has a privacy blind to close it off.

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating

External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

Steps

Steps have the following amenities are in place

- There are steps.

- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

There are two steps.

ACCOMMODATION

Room Amenities

- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- Wardrobe handles are a contrasting colour to the doors and draws
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- The bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

All our cleaning products are eco friendly.

Bathrooms

The bathrooms have the following facilities/amenities in place

- All shower, bath and basin taps are clearly differentiated between hot and cold
- The door is at least 850mm wide
- The width beside the toilet is NA.
- There is 1000mm mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The actual height of the toilet seat is 410mm.
- There is a portable shower head on flexible hose

COMMON AREAS

Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

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