

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:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by: Regularly inspect and maintain clear pathways leading to exit doors and remove any obstructions that could block or hinder evacuation routes.

- Exits and access to exists are greater than 900mm

- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by: Pre-arrival communication: Prior to guests' arrival, our team proactively communicates with guests to inquire about any special requirements or assistance they may need during their stay.

The procedure for assisting guests who need assisted rescue is: When an emergency occurs, promptly activate the emergency response protocols, alerting emergency personnel, and notifying on-site staffs. Assign specific staff members the responsibility of assisting guests who require assisted rescue.

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

Other Information

- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals: As a pet-friendly resort, we warmly welcome dogs and service animals. Our rooms are equipped with a special pet package including a bed, blankets, and water/feeding bowls.

GENERAL

Pre-arrival, arrival and reception

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

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Luggage assistance

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: At our resort, we prioritise efficient check-in processes to minimize waiting times for our guests. However, in the event of any unexpected wait times, we strive to make their experience as enjoyable as possible. Our staff will promptly guide guests to our comfortable lounge area where they can relax and unwind. We offer complimentary drinks to ensure their comfort while they wait to complete the check-in process.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- 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
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- Kerb ramps are in place where a pavement or walkway needs to be crossed

Entry

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

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- 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.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum

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

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm

We don't have paths with steps or slopes

- In addition, the following further information can assist guests:

We don't have paths with steps or slopes

Ramps

Ramps have the following amenities are in place

- There are ramps.
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- Ramps have a raised edge of at least 100mm

Public Toilets/Adult change facilities

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- ❖ There is 1400 mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

ACCOMMODATION

Bedrooms

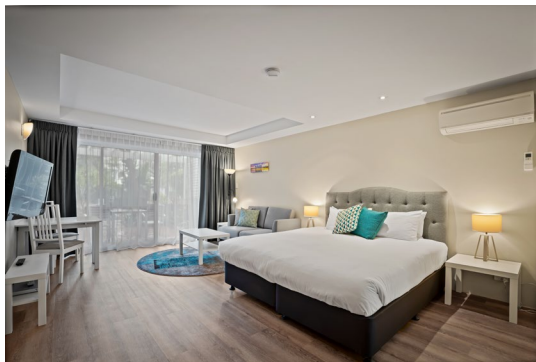
The bedrooms have the following facilities/amenities in place

- ❖ There are 5 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

The following bed types are available in wheelchair accessible rooms

- One double/queen bed/king bed
- Two single beds

Layout of room Image(s)



Resort Room Hero - Copy

Room Amenities

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: We do not have visual evacuation guides.

- Televisions are equipped with closed captioning capability
- There is a clear path through the room
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- The bedside lamp switch is easy to reach from the bed

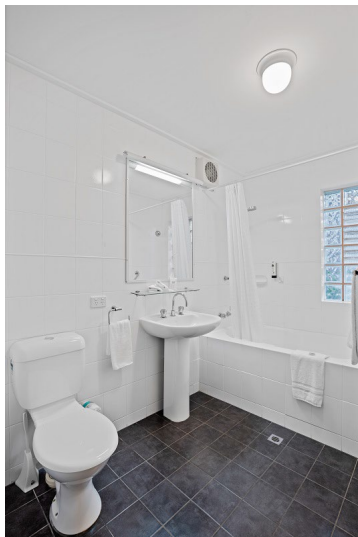
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor

Bathrooms

The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- ❖ The width of the door is 720.
- ❖ The width beside the toilet is 350.
- ❖ There is 1000 mm of clear space in front of the toilet
- ❖ The actual height of the toilet seat is 410.

Bathroom Image(s)



Resort Room Bathroom small

COMMON AREAS

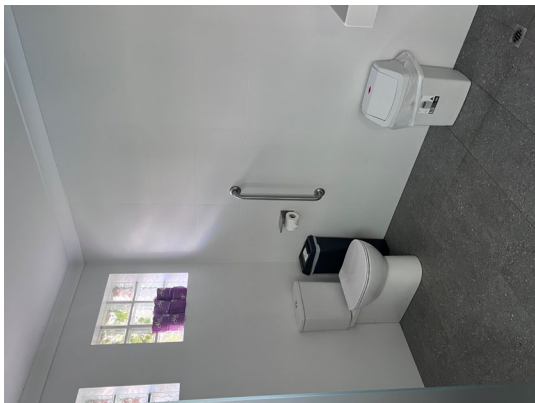
Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet

Pool Access Image(s)



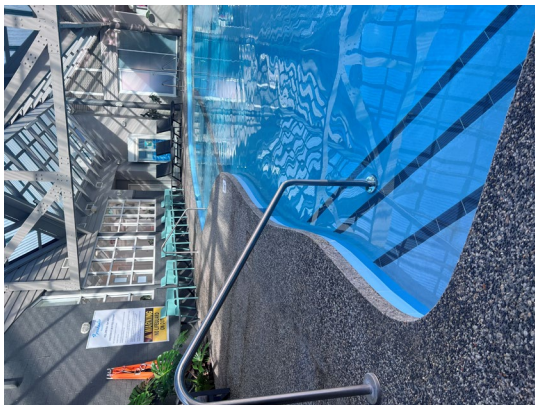
Accessible toilet



Change Room Female



Change Room Male



Pool Entry with rail



Resort Reception



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.

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