

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

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
- Our website supports Screen Readers
- Staff have undergone disability awareness and training

Emergency Management

Evacuation plan displayed onsite and it is a single footprint accessible to the public for evacuation.

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

Communications

- An accessibility guide is available on the website

https://static1.squarespace.com/static/5ae7f1cef93fd4eaa629a55e/t/6a433b8535ad25643af6c6c9/1782791046604/ATIAccessibilityPublic-2026-06-30+13_27.pdf

- Our website meets WCAG 2.0 accessibility standards

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair

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:

Animal water drinking bowl is incorporated at the water filter station installed onsite, front door mat area available to service dogs. We are not a food premises.

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

Visitor Centre staff can complete all bookings on behalf of visitors, computer is accessible to visitors where communication can be facilitated between visitor and staff.

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

comfortable and varied seating provided, visitor can be serviced throughout the entire Centre as it is a single room small footprint.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats

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

- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Bus timetables are provided with staff giving instructions and maps on where the bus stop is located in our town

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

this is a public free to enter car park

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
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- The entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There is 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
- In addition, the following further information can assist guests:

our door is a self opening door which opens to the exterior. Identified as an area for improvement.

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

this is a single floor footprint and does not require a lift for any purpose.

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

- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

this is a single room footprint, there is a quieter corner towards the rear of the building with lower lighting and seating suitable for children. There is an ability to lower noises in the Centre upon entry as required.

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating
- In addition, the following further information can assist guests:

The hearing loop has been identified as an area of improvement.

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

No steps as this is a single story flat/level entry premises

- Step free routes clearly signed

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 850mm mm beside the toilet
- Handrails are fitted

- The toilet seat is 460mm above the floor
- There is 1400mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm above the floor

COMMON AREAS

Parks and gardens

- The following parks and gardens amenities are available
- Accessible toilets
- Seats are provided at regular intervals
- Accessible picnic tables
- Accessible drinking fountains
- Accessible BBQs

Parks and Gardens Access/Entry Image(s)



Visitor Centre access no steps



Visit Centre gardens and paths



Visitor Centre parking



Visitor Centre parking 2



Visitor Centre picnic areas

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

We have a no step, we have a level, flat entry into the building which extends from our carpark area. Therefore we do not require handrails at any height or length for this property entry. Our paved exterior paths meet non-slip/ slip resistant standards for public areas. Attached is a visual of our level entry.

Parks and Gardens Stair entry and exit Image(s)



Visitor Centre access no steps

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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