

# ATIC Accessibility

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**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

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The business has the following products/services available

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters



## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Evacuation plan displayed

## Communications

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## Other Information

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

## Guide Dog and Service Animals

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- The business provides a secure area with shade and water for service animals

The business provides the following services for services animals:

Built in animal water bowl

# GENERAL

## Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- 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 complete all bookings

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

comfortable seating provided

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

## Car Park and Access amenities

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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 provided

## Entry

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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
- 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 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

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- 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

The width of the smallest corridor is:

N/A

## Public areas

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The public areas have the following amenities in place

- Even lighting
- Seating

## External Paths

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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

No steps

- Step free routes clearly signed

## Public Toilets/Adult change facilities

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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 is 460mm above the floor



# COMMON AREAS

## Parks and gardens

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- 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)



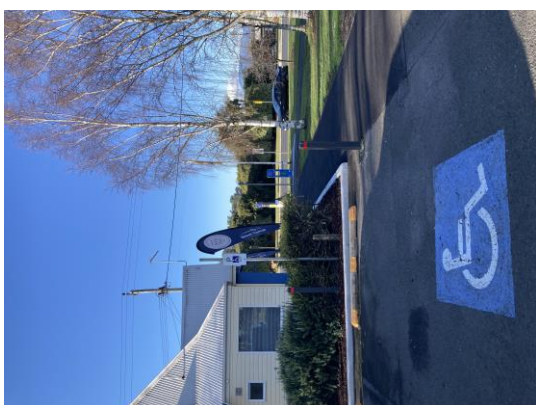
Visitor Centre access no steps



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:

Flat access into building, no steps

[Parks and Gardens Stair entry and exit Image\(s\)](#)



Visitor Centre access no steps



## Report Disclaimer

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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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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