

ATIC ACCESSIBILITY

TO SUPPORT THE ACCESSIBLE COMMUNITY IN MAKING INFORMED TRAVEL
DECISIONS FOR THEIR INDIVIDUAL NEEDS

This report prepared for:

Business name: Australia's South West

Address: Lot 830 Koombana Drive

Town: Bunbury

Date: 2023-06-28 16:40



**Quality
Tourism**
Framework

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.

Contents

OVERVIEW	3
GENERAL	5

OVERVIEW

Business Overview

Our business caters for the following disability types:

- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- 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: Responsibility of building - we are a tenant
- 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: Staff only
- The procedure for assisting guests who need assisted rescue is: Staff only

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

Images



Dolphin Discovery Centre, Bunbury

GENERAL

Pre-arrival, arrival and reception

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Seating available at reception
- Information and maps are available in written form
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:
N/A

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

Entry

- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Door jams/doors are of a contrasting colour to surrounding walls
- 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
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

Lifts

- The lifts have the following amenities in place

Lift Location: In gift shop at Dolphin Discovery Centre - our office is on Level 1

- This lift is available to all public floors
- The lift contains a visual method of identifying the floor level
- The lift doors contrast with the surrounding wall finishes
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm

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
- All corridors greater than 900mm

Public areas

- Seating

External Paths

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm

Steps

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

Public Toilets/Adult change facilities

- 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 of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

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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