

ATIC Accessibility

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



This report prepared for:

Business name:	Koopalanda Dreaming
Address:	338B Jetty Rd
Town:	Vivonne Bay
Date:	2023-07-27 00:46

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
- Web portal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- There are Audible device/s to alert occupants to evacuate with instructions on how 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:

No storage or furniture to obstruct exits

- 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:

Accommodation is self contained, so guests with access needs/disabilities would be accompanied by an attendant.

The procedure for assisting guests who need assisted rescue is:

Their attendant would assist them.

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

Communications

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)

The business provides the following services for services animals:

Self contained accommodation, guests with Service animals would provide their own bowls, bedding etc, Dogs would be toileted outside on the house block, and would be securely inside with the guests.

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
- Information and maps are available in written form
- A step free map/guide
- A key to any accessible facilities that are locked
- Keys are available for each guest

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:

As they are the only guests, there are no waiting times.

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
- 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
- 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
- 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
- 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 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
- 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
- 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

Public areas

The public areas have the following amenities in place

- Even lighting

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
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

Its a self contained house, facilities are only available to booked guests, rather than the general public.

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are Whole house with 2 bedrooms 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

Room Amenities

- Lower hanging rails are in wardrobes

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation:

Self contained accommodation.

- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirting, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- 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
- 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
- There is at least 850mm clear space beside 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:

Guests would have their own mobile phones, to provide alarms etc

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 hot water is thermostatically controlled to 41 degrees
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- A range of non-allergenic toiletries are available
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

Bathroom Image(s)



Access toilet



Powder room



Access bathroom

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

Shower is 1500 mm wide without door or shower curtain. Has concealed drain at the rear of the cubicle.

COMMON AREAS

Parks and gardens

- Handrails and stairs are built as per state/territory building code.
- Slip resistance surfaces are used.
- A handrail is available and at 865-965mm in height.
- The handrail is continuously graspable along entire length at least one side.

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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