

ATIC Accessibility

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



This report prepared for:

Business name:	Amaroo Retreat & spa
Address:	1200 Alison Street
Town:	Mount Helena
Date:	2023-06-30 17:14

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
- Food and Drink

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- 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:
Preventing blockages to exit locations and checking them daily.
- 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:

If any guest requires assistance for mobility purposes, they are booked in the chalet closest to reception at the time of booking, which is completely accessible. If there is a guest on site during an emergency who requires assistance, there will be an individual member of staff responsible for going to assist that guest specifically.

The procedure for assisting guests who need assisted rescue is:

This is dependent on the situation and circumstances. There is always a member of staff on site who is qualified in first aid - they would be the first person called to assist and then it would be escalated from there depending on the situation.

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

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

The business provides the following services for service animals:

If our guests are staying in a chalet and have a service animal required to accompany them, we will rearrange their room to fit their belongings in for the care of their animal.

We are situated on a large property in the Perth Hills and have plenty of space around the accessible chalet in which the animal can use for toilet areas and water sources. Our staff are always available to make the animal comfortable.

GENERAL

Pre-arrival, arrival and reception

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

- There is a reception/public entry way.
- Seating available at reception
- A lower counter at reception
- A clipboard to allow check-in whilst seated
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A familiarisation tour
- We don't have any specific facilities that require a key for accessible guests.
- Keys are available for each guest when they check in to a room
- 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:
This is not a situation that we've had occur before, however If this were to occur we would endeavour to assist the guest as soon as possible and adjust our procedures accordingly.

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

Our retreat has been designed so that guests with mobility impairments can enjoy our facilities easily and comfortably.

We have flat footpaths leading from the accessible chalet to reception and the restaurant, and we will assist anyone that requires it to access the day spa and pool areas.

Will have done previously assisted guests in wheelchairs and walkers with specific requirements that can be discussed at the time of booking.

Cognitive Impairment Support

- 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

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

Public areas

The public areas have the following amenities in place

- Seating

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)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- Step free routes clearly signed
- In addition, the following further information can assist guests:
The only steps on site are between the main reception and the day spa, and the swimming pool and the restaurant, and 3 steps from the carpark up to the restaurant as well as a ramp.

These areas are all accessible with assistance.

Steps

Steps have the following amenities are in place

- There are steps.
- 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
- In addition, the following further information can assist guests:

There are 4 steps leading from the pool area up to the restaurant.

There are 2 steps leading to the day spa.

There are 2 steps leading to restaurant from the car park.

There are alternative routes to both of these areas and assistance is offered to guests who have mobility issues who would like to use these facilities.

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted

- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

There is 1 ramp leading to the accessible chalet and there is a complete flat surface leading to the restaurant from this chalet that avoids the stairs.

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
- There are no adult change facilities available
- 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
- The width in front of the toilet in the accessible chalet exceeds 1400mm, the width in front of the accessible toilet in the restaurant has 1400mm 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
- In addition, the following further information can assist guests:

The accessible chalet has a toilet suited to guests who require assistance using the bathroom and has more than 1400mm of free space in front of it.

There is an accessible toilet located at the restaurant for guests to use as well, there is 1400mm of free space between the toilet and the hand basin.

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There is 1 room 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

Layout of room Image(s)

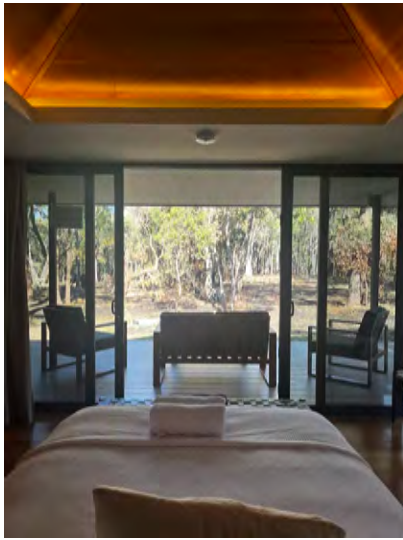


Accessible Chalet Room View Left



Accessible Chalet Room View Right

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Accessible Chalet View from bed **Error! Bookmark not defined.**

Room Amenities

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

We would have a member of staff go up to the guests room and alert them to any emergency that is occurring.

- Televisions are equipped with closed captioning capability
- Room phones have volume control
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- 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
- In addition, the following further information can assist guests:

There is a luggage bench and an additional side table and chairs in the room - we can move these around, or remove them completely from the chalet to accommodate guests if required.

The outdoor furniture can also be moved to create more space for entering and exiting the chalet.

Bathrooms

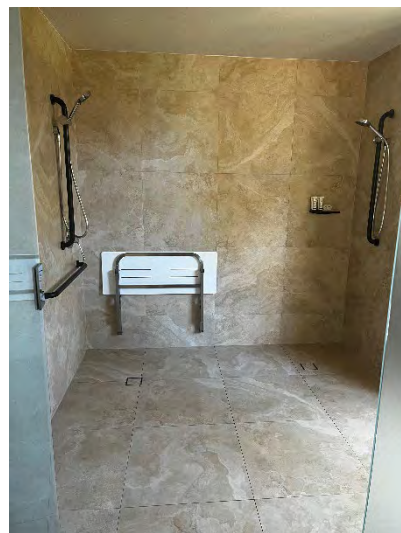
The bathrooms have the following facilities/amenities in place

- 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 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
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose
- A door is fitted to the shower
- A door is fitted to the showers with an outward swing at minimum width of 900 mm

Bathroom Image(s)



Accessible Chalet Toilet & Basin **Error! Bookmark defined.**



not

Accessible Chalet Twin Shower

COMMON AREAS

Swimming Pool

The following swimming pools, spas and waterparks amenities are available

- Swimming pool only

The following accessible entry methods are available to the pools and spas:

- Accessible pool stairs (hand rails both sides)

Pool Access Image(s)



Direct pool access **Error! Bookmark not defined.****Error! Bookmark not defined.**



Stair case up and down to pool area from restaurant **Error! Bookmark not defined.**

Parks and gardens

- The following parks and gardens amenities are available
- Seats are provided at regular intervals

Parks and Gardens Access/Entry Image(s)



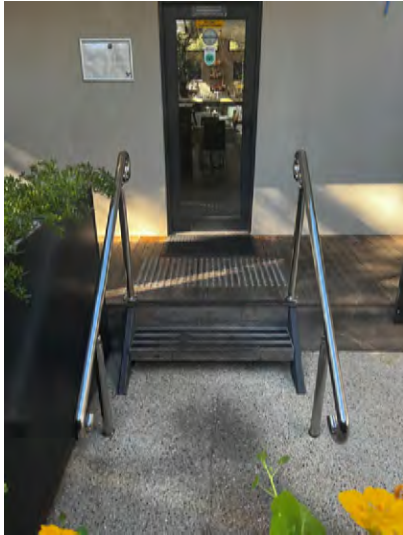
Accessible foot path with benches towards the main reception building.**Error! Bookmark not defined.**



Accessible foot path with bench and foot path entrance from main car park.

- 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.

Parks and Gardens Stair entry and exit Image(s)



Stair access to restaurant **Error! Bookmark not defined.**

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

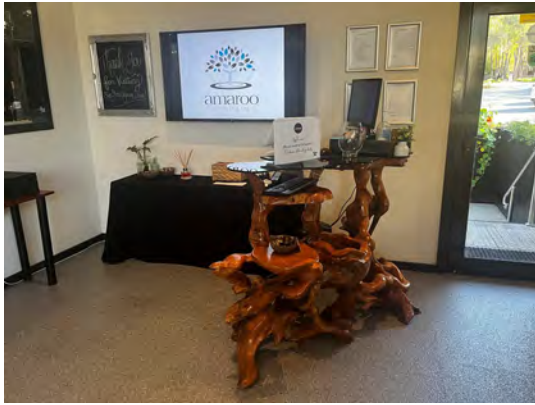
- Gluten free (celiac)
- Lactose free (dairy free)
- Vegetarian
- Vegan

There are procedures in place to avoid cross-contamination of food products but we do request that all guests who have dietary needs advise us prior to their arrival too so we are aware of the requirement before they arrive.

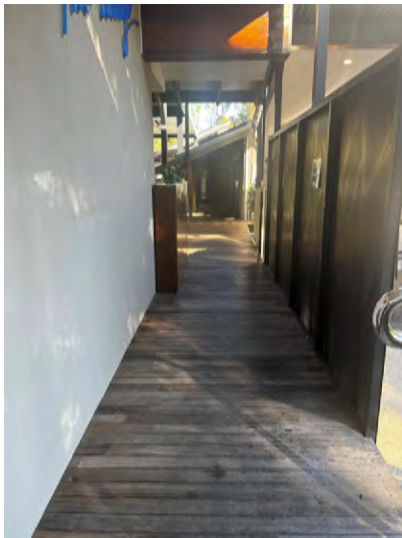
Food and Beverage Image(s)



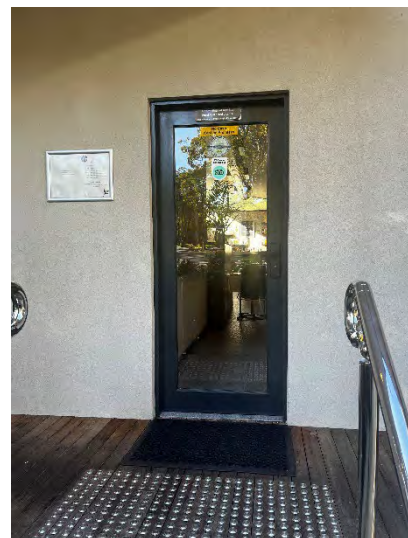
Bar in restaurant **Error! Bookmark not defined.**



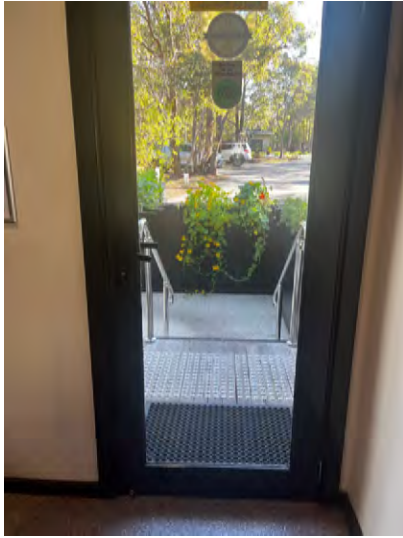
Counter in restaurant **Error! Bookmark not defined.**



Foot path adjacent to restaurant towards ramp access
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Main entrance outside view **Error!**



Main entrance to restaurant balcony **Error! Bookmark not defined.**



Sliding door access to

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

Our restaurant is completely table service. There is no need for any guest to have to go up to the bar or the counter to pay for their food and drink - we can do all of this from the table.

There is stair access, as well as ramp access to the restaurant.

We have sliding glass door access at both end of the restaurant to allow wheelchair accessibility inside the restaurant and on the balcony.

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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