

# ATIC Accessibility

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



This report prepared for:

Business name: Old Coach Road Estate

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Address: 103 Old Coach Road

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Town: Hindmarsh Valley

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Date: 2023-06-28 01:33

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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

- Accommodation

Our business caters for the following disability types:

- Limited mobility
- Food allergies or intolerances
- An accessibility guide is available on the website at <https://oldcoachroadestate.com.au/accessibility/>

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training
- The business has an emergency management and evacuation plan for guests with a disability
- 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 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
- Bowls, bedding, etc. are provided for service animals

- The business provides the following services for services animals: Service dogs are able to be accommodated throughout the villa and a dog bed, food and water bowls are available.



# 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
- 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
- Booking information and websites are compatible with screen readers
- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: There are no wait times as the villa is only booked by a single group at any one time.

## Car Park and Access amenities

- A drop off zone
- 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
- In addition, the following further information can assist guests:
  - There is ample room for a vehicle transporting a guest in a wheelchair to park immediately in front of the deck leading to the entrance. There is no need to have a designated car park as both of the car parks are accessible.

## 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
- The entry door is a minimum of 850mm wide
- 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:
  - All living is on a single level.

## 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
- The width of the smallest corridor is: 700mm
- There is a quiet space for parents and children on the Autism Spectrum

## Public areas

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- 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
- There 3 successive steps or less on any path or at any doorway
- In addition, the following further information can assist guests:
  - No steps inside the house.

## Public Toilets/Adult change facilities

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is 400 mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- There is 1500 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

## ACCOMMODATION

### Bedrooms

- There is 1 room available to guests who use a wheelchair (Master Bedroom)
- Bedroom furniture can be re-arranged on request

The following bed types are available in wheelchair accessible rooms

- One king bed



Master bedroom **Error! Bookmark not defined.**

- Lower hanging rails are in wardrobes
- For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: Guests with a hearing



impairment will need to be accompanied by another person of normal hearing.

- Televisions are equipped with closed captioning capability
- 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
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- 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
- In addition, the following further information can assist guests:
  - If a guest advises that they have an allergy to specific cleaning products we will only use non-allergenic products.

## Bathrooms

- 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
- The width beside the toilet is 400.
- 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
- A door is fitted to the shower

- A door is fitted to the showers with an outward swing at minimum width of 900 mm



Shower rail



Toilet and hand rail **Error! Bookmark not defined.**

## COMMON AREAS

### Parks and gardens

- The following parks and gardens amenities are available

### Carport **Error! Bookmark not defined.**

- In addition, the following further information can assist guests:
  - Our outdoor paths and nature walks are, unfortunately, unsuitable for guests with mobility problems.



Deck Railing

## **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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