

# ATIC Accessibility

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

Please note that if you have included images in your assessment, you may need to review the image size/layout and reformat to ensure readability, and ensure the image name/title describes the image.

DELETE THIS TEXT BOX PRIOR TO MAKING THE DOCUMENT PUBLIC



This report prepared for:

Business name:	Experience Lancelin Holiday Park
Address:	4 Hopkins Street
Town:	Lancelin
Date:	2023-06-30 15:53

## 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

- Accommodation

Our business caters for the following disability types:

- Blind or low vision
- Limited mobility
- Wheelchairs or mobility scooters

## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contrast boxes and submit boxes

## Emergency Management

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- 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:

Roads and footpaths with no obstructions

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

guest would advise upon arrival

The procedure for assisting guests who need assisted rescue is:

Staff member will assist

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

## Communications

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## Other Information

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- The business accepts the companion card

## 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 a toilet area for service animals

The business provides the following services for services animals:

We have accommodation with shade & water that service animals use as we have caravan sites that guests can bring there animals too.

# 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.
- 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
- Large print information sheets and registration forms

NA

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

When the guests arrive they have already prepaid and pre filled in all there information that is required so when they arrive all they have to do is drive up to our express checkin window, get directions to there caravan or tent sites or accommodation.

## 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
- Kerb ramps are in place where a pavement or walkway needs to be crossed

## 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
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Signage is written in a contrasting colour
- 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

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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
- All corridors greater than 900mm

## Public areas

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- 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)
- 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

## Steps

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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
- Where steps are present are there three steps or less

## Ramps

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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

## 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 a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- There is 2500mm 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
- There is a registered changing places facility



# ACCOMMODATION

## Room Amenities

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

We are a tourist park and you bring your own caravan/tent.

- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- 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
- The bedside lamp switch is easy to reach from the bed
- The bed height is no higher than 680mm from the floor
- Non-allergenic cleaning products are used

## Bathrooms

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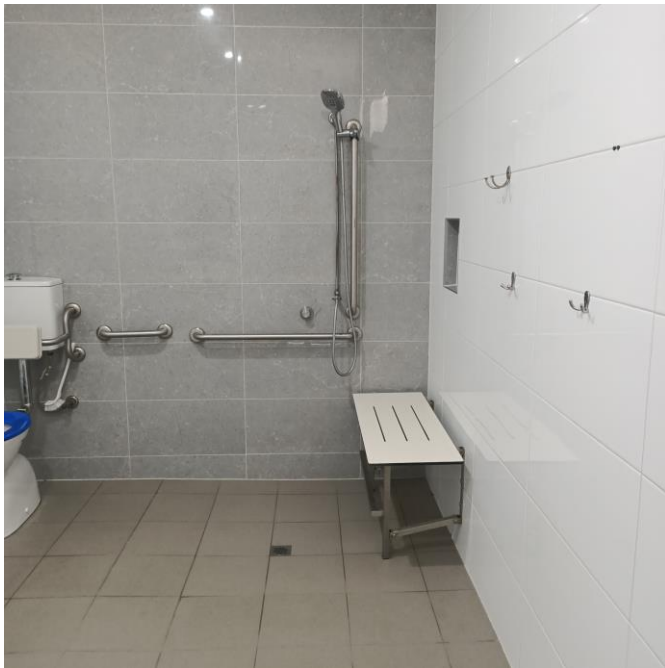
The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- Fixtures and fittings have rounded edges
- The door is at least 850mm wide
- The width beside the toilet is NA.
- There is NA mm of clear space in front of the toilet
- The actual height of the toilet seat is NA.

[Bathroom Image\(s\)](#)



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# COMMON AREAS

## Play Spaces

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- Level access is provided to play spaces
- Seating is provided in or around the play space

Image(s)



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Pool area **Error! Bookmark not defined.**



pool foot paths **Error! Bookmark not defined.**

## Swimming pools, spas and waterparks

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- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet

- The park map includes a step free route

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

- Sloped/level entry

Pool Access Image(s)



accessible toilets near pool **Error! Bookmark not defined.**



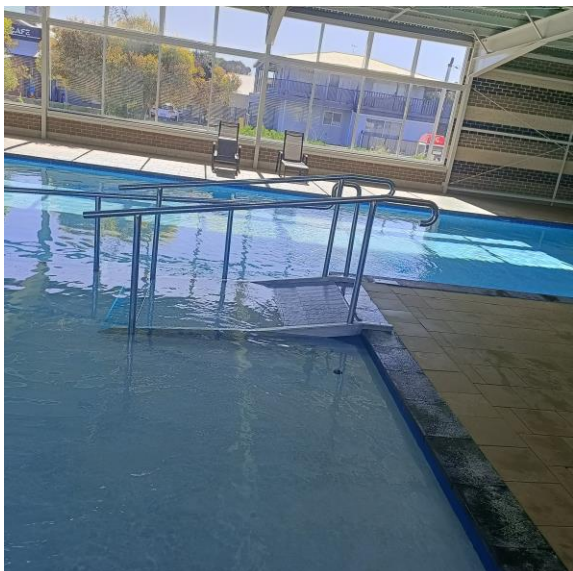
Pool Change Room **Error! Bookmark not defined.**



pool entry door **Error! Bookmark not defined.**



pool foot paths **Error! Bookmark not defined.**



pool ramp **Error! Bookmark not defined.**

## Parks and gardens

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- The following parks and gardens amenities are available
- Accessible toilets
- Accessible BBQs

### Parks and Gardens Access/Entry Image(s)



foot paths and seats to sit on **Error! Bookmark not defined.**



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- 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)



pool foot paths **Error! Bookmark not defined.**



pool ramp **Error! Bookmark not defined.**



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## 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.

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