ATIC Accessibility

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

This report prepared for:

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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

- Tour/Transport
- Adventure

Our business caters for the following disability types:

- 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
- Webportal
- Our forms have high contract boxes and submit boxes

Emergency Management

- Emergency and evacuation procedures are explained on arrival

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

Communications

- Our business offers the following alternative communication methods
- Plain English

Safety Briefings are a verbal and physical demonstration

- There is easy to read signage and information (e.g. menus and emergency information)
- There is a Pictorial menu

Guide Dog and Service Animals

The business provides the following services for services animals:

We can not have them on our aircraft, as the aircraft are too small. Therefore passengers who require service animals are not booked as we do not want to risk a passenger going without needed support.

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 entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- Large print information sheets and registration forms
- In addition, the following further information can assist guests:

We don't have queues, our terminals all are walk in and sit down situations. No one is expected or needs to stand for a long period of time. If someone is listed as having a mobility issue, staff will approach them where they are sitting.

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

Booking are all made prior to arrival, so that notes on passenger needs are with staff ahead of time.

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
- The accessible entrance is clearly signed from the parking bay

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

Aircraft are loud and not conducive to persons needing a quiet space.

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

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

Tour commentary is through an aircraft headset. Loop system not needed.

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
- Step free routes clearly signed
- In addition, the following further information can assist guests:

We do not have any steps to Terminal buildings

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:

ramps are short and easy access.

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
- 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 toilet seat is460mm above the floor

TOUR OPERATORS

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- In addition, the following further information can assist guests:

We operate single engine aircraft. Only some tours have stops and they are all to National Parks, facilities at National Parks should be up to standard.

- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Walking Tours
- Operated on a step free route
- Multi-paced to account for slower walkers

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- In addition, the following further information can assist guests:

DBCA - Abrolhos, Monkey Mia, Dirk HartogPerfect Nature Cruises https://perfectnaturecruises.com.au/D'Guy https://dguyjourneys.com/New Leaf Connect: https://www.newleafconnect.com.au/Dirk Hartog Island: https://dirkhartogisland.com.au/stay/

ADVENTURE ACTIVITIES

Adventure activities

The adventure activities have the following facilities/amenities in place

- Our adventure activities cater for people with a disability
- In addition, the following further information can assist guests:

The scenic flight is available to those with disabilities including cognitive. We only specify that the front seat needs to be someone able-bodied and who can understand instructions not to touch controls. There is also a boardwalk at the Abrolhos which makes our Batavia tours suitable to those with issue travelling long distances.

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

We don't have any equipment that can be utilised. However, we work with the person making the booking to see what level of assistance they require and what work around may be possible for them.

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

Those prone to violent outbursts when overstimulated would not be boarded on our aircraft. The aircraft are a small enclosed space and there would be no safe way to mitigate a passenger having a violent episode. Our Day Tours to the Abrolhos would not be suitable to those needing physical assistance in walking or in a wheelchair. If someone is not able to safely board an aircraft, then all tours would be unavailable to them.

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

Our products are suitable for passengers with low level physical disabilities. Like every person is different, so is each issue. We recommend reaching out to our staff with an explanation of the level of support you have and what additional support you need, so that we can best work out what we may be able to do for you.   It is noted that we must follow CASA regulations first for the safety of all.

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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