

ATIC Accessibility

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

This report prepared for:

Business name: Swan Valley Visitor Centre

Address: Cnr Meadow and Swan Streets

Town: Guildford

Date: 2024-05-21 11:31

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

Our business caters for the following disability types:

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

Bookings

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

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability

A copy of the plan is available on request.



Emergency Evacuation Plan

- Emergency and evacuation procedures are explained on arrival

We ensure exit access is free and clear at all times by: There are no obstacles either side of the entry, and there is no reason for people to loiter

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

Communications

- An accessibility guide is available on the website

<https://www.swanvalley.com.au/Plan-your-trip/Swan-Valley-Visitor-Centre>

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

Our staff are trained to ensure everyone's experience at the Swan Valley Visitor's Centre is a good one. We will endeavor to meet all customer needs in a respectful manner.

- There is easy to read signage and information (e.g. menus and emergency information)
- There are Picture boards

Ipads for bookings, large screen with Swan Valley pictures showing businesses.

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair

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 services animals: Previously when service animals have been through, staff have intuitively offered waters bowls. There is a park directly opposite the VC with toilet areas for service animals.

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
- 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
- A tablet with text to voice or pen and paper at reception to aid in communication
- Picture Board at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour

There are no locked facilities

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 chairs in the reception area, and chairs of different choice - some with high backs, some bench-style. Our staff are trained to ensure all customers are comfortable and safe, and will approach customers to ensure they are ok.

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
- The public transport services available are:

VC Staff can provide details as per the Transperth website. Guildford Train Station: <https://www.transperth.wa.gov.au/Using-Transperth/Station-Facilities/Stations-Maps?sid=28> East Guildford Train Station: <https://www.transperth.wa.gov.au/Using-Transperth/Station-Facilities/Stations-Maps?sid=29>

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
- 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
- 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
- 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:

There is an optional retail section inside the VC which has three stairs leading up. If guests require assistance in accessing the retail products, staff are well-trained to assist when required.

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- 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)
- Pathways are wider than 900mm
- No steps at all.
- No steps at all. no long paths more than 15 metres.

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
- ❖ There is 3 metres 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
- In addition, the following further information can assist guests:

There is a baby change facility in the toilet which packs away against the wall.

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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