

# 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:	Glen Lough Cabins
Address:	232 Townsend Road
Town:	Glen Aplin
Date:	2024-03-15 09:20

## 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
- Staff have undergone disability awareness and training

## Emergency Management

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- 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: it is a one way system with no parking etc along the route

- 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: when booking for accommodation we ask this question

The procedure for assisting guests who need assisted rescue is: These people would be top priority after assessing their immediate needs for assistance

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

## Communications

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- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. emergency information)

## 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
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals: We provide drink bowls and eating bowls (along with treats if allowed) and bedding if required and a shady area with a tree on the lawn as well.

# 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

- Information and maps are available in written form
- A step free map/guide

no locked facilities

- 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: no wait times, it is self check in

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

we have 1 cabin which is fully accessible, ramp with tactiles, handrails with tactile Handrail Indicators. Full wet room, open plan cabin, non-slip floors, lower height fixtures, we have acquired equipment for high needs (providing a Molift Smart, a tilt shower chair and upgrading the accessible parking lot) We will provide a social script too and are looking to upgrade our website

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, and general information)
- A space for parents and children on the Autism Spectrum

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

There is a disabled parking bay right beside the fully accessible cabin, we are in the bush so the attraction is the peace, quiet, views (from the deck of the cabin), wildlife, sunsets etc

## 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
- Glass doors are fitted with a visual sighting strip
- 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 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.
- In addition, the following further information can assist guests:

Our entrance door has been made especially to the disability standard with an easy to use door handle for the disabled. our entry has been designed for easy access with fully manouverability around the cabin and entrance

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

There is a ramp up to the accessible cabin which is all on the same level and no steps or no need for a lift

## 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
- Tableware/glassware contrast with the table surface or table cloth
- 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
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

All our cabins are let out with a view to people enjoying the peace and quiet, normally all you can hear is QUIET

## Public areas

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The public areas have the following amenities in place

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

The only public areas at the cabins are the gardens outside, there is outdoor seating supplied along with parking but no other public areas

## 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)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- In addition, the following further information can assist guests:

There are 4 cabins on the property, one of which is a disability cabin, you can drive right up to the cabin so there is no pathway, the answers I have given for pathways relate to the other cabins

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

There are 3 steps into the other 3 cabins only. There are no steps anywhere else

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

There is a ramp up into the disability cabin which has access right from the disabled parking



## Public Toilets/Adult change facilities

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Public Toilets/Adult change facilities have the following amenities are in place

- A ceiling or portable hoist is available
- In addition, the following further information can assist guests:

There are 4 cabins on the property and only guests are allowed (unless consent is asked from management) so no public facilities are necessary as everything is in each cabin for the guests

# ACCOMMODATION

## Bedrooms

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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)



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## Room Amenities

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There is no "wardrobe" there is a hanging space and cupboard space

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: As this is a very small concern, the owner is always on site and will always be aware of the needs of the guests and be prepared in case the emergency procedures need to be put in place

- Televisions are equipped with closed captioning capability
- 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
- There are 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
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

We have acquired a Molift with 2 different size slings and a tilt shower chair. We have re-arranged the bed for better position for the lifter

## 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
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The hot water is thermostatically controlled to 41 degrees
- 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
- A range of non-allergenic toiletries are available
- 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)



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

There is a full wet room that complies with the disability standard and all doorways have a minimum width of 900mm along with non slip floors throughout

# COMMON AREAS

## 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.

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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