

ATIC Accessibility

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



This report prepared for:

Business name:	Bullara Station Stay
Address:	Bullara Station
Town:	Exmouth
Date:	2023-09-13 17:50

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
- Food and Drink

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- 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

- 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: clear open pathway , depending on the type of accommodation our guests are in. most are self contained with own bathrooms if they are travelling around in their vans.

- Exits and access to exists are greater than 900mm
- 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: Our check in process allows guests to make comments on any extra things that are required. eg have a wheelchair, requests to be close to amenities, customer contact is clear when making bookings at Bullara station with our reception team. All guests are taken to their accommodation and or campsite so there is a person to meet and greet on arrival. we do this for all of our guests.

The procedure for assisting guests who need assisted rescue is: Like our normal policy for guests, we would be there on hand to assist if necessary. the emergency evacuation plans are in all accommodation and camp managers are on site to assist. Our managers have over 25 yrs experience working in the disability sector (My Place) so are very aware of following the right level of care and engagement.

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

Communications

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals

The business provides the following services for service animals: We are pet friendly at Bullara, most guests have their own vans and have their dogs with them in their own accommodation. the sites are shady with access to water. If the guests require accommodation, we will ensure that all service dogs are well looked after. We haven't had many requests for this to date.

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

We are very customer based focused, our staff are available to assist all our guests with check in process, rather than relying on external aides due to our location, the communications can be unreliable so we prefer to focus on one on one interaction with our guests.

- Information and maps are available in written form
- 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 we are notified that our guests have a disability or special request, we notify our camp managers, and they are on site available to assist them with the check-in process.

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- 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:

We have a gravel base on our pathway between accommodation, reception, and all amenities, guests would only visit us if they had a wheelchair or that is ok with slightly uneven terrain. Bullara is a working cattle station, we are inclusive of all travelers and will adapt our business to accommodate everyone as best as possible.

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 clear of obstruction
- 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
- 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:

Our Reception / check in office is probably not perfect for wheelchair access. We havent had any guests check in unassisted, usually they have a companion person with them at all times.

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
- Menus are available in large print or Braille
- 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:

With our accommodation being part of an expansive cattle station, we can accommodate guests need to have a quiet space. There are lots of great bush walks and nature-based interactions to be part of.

Public areas

The public areas have the following amenities in place

- Even lighting

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

Our camp managers are trained with over 25 yrs in the disability services so they take extra care with lip reading and ensuring that all interaction is one on one and done with care and consideration.

External Paths

External paths of travel have the following amenities are in place

- Pathways are wider than 900mm

We don't have steps in areas that are accessible for those with disability , only ramps or flat surfaces.

We haven't implemented this signage.

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

Steps are only on accommodation that is not suitable for those guests with wheelchairs, we have accommodation that caters for those with disabilities.

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- In addition, the following further information can assist guests:

We had a guest with MS stay the other day, we installed a temporary ramp for her so she could come into the cafe . Although we don't advertise, we are wheelchair friendly we are constantly able to adapt and accommodate all guests with special needs.

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 2000mm 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

The bedrooms have the following facilities/amenities in place

- ❖ There are 1 rooms 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 single bed
- One double/queen and one single

Room Amenities

We don't have wardrobes , only hanging rail

- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- There at least one chair with rigid arms
- 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 haven't had any requests like this before! however, always happy to assist and pivot where needed.

Bathrooms

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

- 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
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose
- In addition, the following further information can assist guests:

will have to upload photos later.

COMMON AREAS

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print menus
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Organic
- Vegetarian
- Vegan
- ❖ There are procedures in place to avoid cross-contamination of food products
- There is a sample menu available online

Sample menu is available here - www.bullarastation.com.au

Food and Beverage Image(s)



Photo 19-3-2023, 11 02 24 am

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

Will have to upload photos soon

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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