

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

- 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 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.



Braille Evac Sign

- Emergency and evacuation procedures are explained on arrival
- 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.adventurewhitsunday.com.au/accessibility-guide/>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- Braille Displays
- Magnifiers

IPAD that can be used to change text accordingly for the guest

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

Pictorial Menu Image(s)



Adventure Whit Map AGENTS NOV 2024



Adventure Whit map APRIL 2023

- There are Picture boards

Picture Boards Image(s)



B4AW Communication Board (002)

Prior to booking our website is WACG compliant and also has an accessibility menu a tool on a website that provides various options to adjust the user interface based on individual needs. We also have an ipad available for guests to use on check in, which will enlarge font and can also be used with readers, all of our team also have pens and paper on hand should it be needed to help communicate with guests.

Other Information

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

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

The business provides the following services for services animals: Upon request, we can provide for the service animal, with a box which includes a food and water bowl, bed, lead, treats and poo bags, which are cleaned after each visit. The resort is situated on 26 acres, of which only 16 acres have been developed each cabin and powered camping site is surrounded by landscaped tropical gardens and grass area 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
- Hearing loop fitted to the reception area
- 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 facility map and information is available in Braille
- A step free map/guide
- A familiarisation tour
- 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: We go over and above for all guests requests are met where possible and if advised the guests are arriving early will highlight on their booking for an early check in if possible, if not possible due to another guest already occupying from previous night we will ensure the guests are comfortable and have a place to rest if needed.

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

Please advise the Team either prior to arrival or when you are contacted with regards to your arrival time that you may need assistance upon check in, if arriving earlier than the standard 2pm check in time we do everything we can to organise an earlier check in, if this is not possible due to the accommodation being occupied the night prior we will organise a place for you to enjoy and wait until your accommodation is ready. We also have an Accessible Buggy to transport guests with limited mobility or in a wheelchair around the resort.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum
- Access has alternative procedures and clear written instructions with universal access symbols

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:

Numerous public transport options are available within the area depending upon your needs and where you would like to visit. Our Team have extensive knowledge of all transport options in the area and we convey the information to our guests, providing any information they may need upon request, if we are unsure of any question we will find out the answer for all of our guests.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

There is a large area at the front of the resort for check in and a car park opposite reception with an accessible parking space. The path and into reception is flat and wide with no obstruction enroute. The resort also has an Accessible Buggy to transport guests with limited mobility or in a wheelchair around the resort when required.

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

The Reception Entrance has a wide flat path leading up to, big doors which slide open upon arrival, the reception area is wide, light and welcoming.

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

We are on flat even ground with concrete paths to all areas and no steps

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
- 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:

BIG4 Adventure Whitsunday Resort has three accessible Deluxe Studio and two 2 Bedroom Premium Cottage Deluxe cabins for people with a disability. Each cabin has a ramp and a wider floor plan for easy access, as well as a disabled-friendly bathroom with handrails and shower seats. They are super-clean, bright and breezy with tasteful contemporary décor and own lush, secluded garden and are totally self-contained, enabling guests to prepare their own meals. Within the resort you will find accessible parking space, reception, amenity blocks and pathways. BIG4 Adventure Whitsunday is proudly Accessible Accommodation Qualified, meeting Accessible Accommodation standards for the Assisted Wheelchair User Category. The resort also has a Sensory Room for guests on the Autism Spectrum which is available 24 hours a day 7 days per week.

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Hearing loops
- Hearing loop symbols are displayed
- Even lighting
- Seating
- In addition, the following further information can assist guests:

All of our public areas have sufficient lighting and seating for all guests. There is a hearing loop for reception and also a portable hearing loop for guests to take with the to use within the resort during their stay.

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)
- 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
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- In addition, the following further information can assist guests:

All areas are clearly sign posted with directional signs for guests to ensure guests know which direction to travel and all paths are clear from obstruction at all levels to avoid trip hazards.

Steps

Steps have the following amenities are in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- 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
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

The only steps within the resort are to gain access to the accommodation (with the exception to the platforms on the waterslide park) and all of the accessible accommodation also has ramps to gain access, we have also just purchased a portable ramp to assist guests when needed. We have also added smaller rubber mats to eliminate any lips in public areas.

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
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

The only ramps with have within the resort are for guests to gain access to accessible cabins, these have clearly marked stairs and ramps. We also have a portable ramp which we can install to assist guests who are visiting other friends cabins upon request.

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 1400mm 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 'Changing Place' within NA of our business
- In addition, the following further information can assist guests:

Our accessible amenities are clearly marked and allow for 24 hour access 7 days per week.

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- ❖ There are 6 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

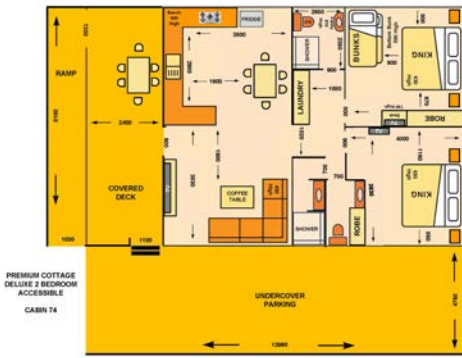
- One double/queen bed/king bed
- One single bed
- Two single beds
- Two double/queen
- One double/queen and one single

Dormitory for school groups

Layout of room Image(s)



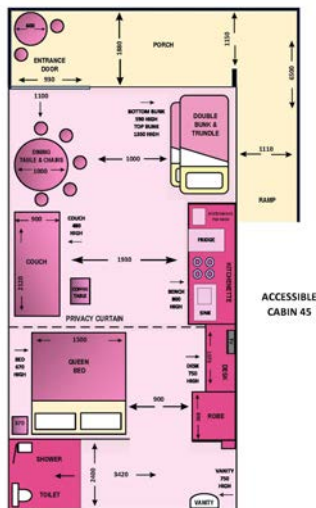
2 Brm Premium Cottage C62 Plan



2 Brm Premium Cottage C74 Plan



Accessible Deluxe Studio C12 Plan



Accessible Deluxe Studio C45 Plan



Accessible Deluxe Studio C61 Plan

Room Amenities

- Lower hanging rails are in wardrobes
- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- Vibrating alarm clocks
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- 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 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
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

We do not have room telephones

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
- 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

Bathroom Image(s)



Accessible Bathroom

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

BIG4 Adventure Whitsunday Resort has three accessible Deluxe Studio and two 2 Bedroom Premium Cottage Deluxe cabins for guests with limited mobility. Each cabin has a ramp and a wider floor plan for easy access, as well as a limited mobility-friendly bathroom with handrails and shower seats. They are super-clean, bright and breezy with tasteful contemporary décor and own lush, secluded garden and are totally self-contained, enabling guests to prepare their own meals. Within the resort you will find accessible parking space, reception, amenity blocks and pathways. BIG4 Adventure Whitsunday is proudly Accessible

Accommodation Qualified, meeting Accessible Accommodation standards for the Assisted Wheelchair User Category.



COMMON AREAS

Play Spaces

- Level access is provided to play spaces
- Ramps provided are at least 25% of elevated sections of the play space
- There wheelchair accessible activities
- The play space contains cognitive play panels
- The play space contains tactile play panels or activities
- The space contain colour contrasting elements
- Seating is provided in or around the play space

Image(s)



Accessible Amenity Bathroom



Entrance to the Animal Park



Path around activity area



Path around the cinema area



Path to playground



Pool Hoist



Seating in play area

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

The resort is located on flat level ground, with the exception of the climbing playground, however there are lower panels and play equipment. Our Kids Club and Activity Centre where all of our kids club and craft sessions are held has an accessible ramp and wide spaces with movable furniture and equipment to allow easy access for all. The Activity Centre also has an outdoor sensory garden for all to enjoy.

Swimming pools, spas and waterparks

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

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

- Pool lift
- Sloped/level entry
- Transfer stairs

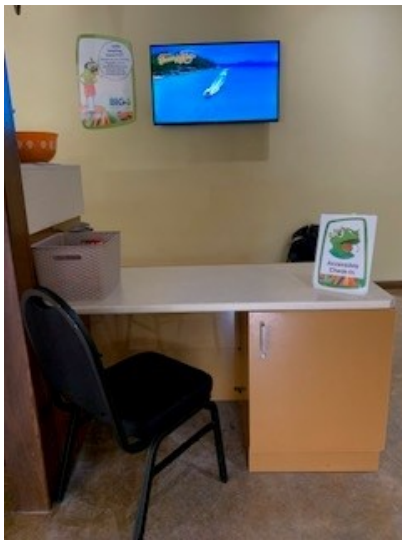
Pool Access Image(s)



Accessible Bathroom



Accessible amenity in camp area



Accessible check in area



Big4WaterparkAerials-0250



Car park



Entrance to pool 2



Entrance to pool and toilet



Handrail into pool



Pool Hoist



waterpark entry

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

Accessible pool stairs with a handrail on one side only, we also have a pool hoist into the main lagoon pool.

Parks and gardens

- The following parks and gardens amenities are available
- Accessible toilets
- Accessible toilets are signed at regular intervals
- There is a step free map
- This map is available online

<https://www.adventurewhitsunday.com.au/facilities-map/>

- Seats are provided at regular intervals
- The park contains braille signage or maps
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible drinking fountains
- Accessible BBQs

Parks and Gardens Access/Entry Image(s)



Accessible Buggy 2



Accessible reception Plan



BBQ in resort



Car park



Entrance to Camp Kitchen



Picnic table area



Signage and path



Water Bubbler



Wide resort path

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
- Hearing loops are available
- 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

- Gluten free (celiac)
- Lactose free (dairy free)
- 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 - <https://www.adventurewhitsunday.com.au/wp-content/uploads/2023/11/Cafe-Trilogy-Menu.pdf>

Food and Beverage Image(s)



Accessible Camp Kitchen Plan



B4AW Cafe



B4AW Camp Kitchen 1

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

The cafe is an outdoor Trilogy Van Cafe with personal service and always has two guest service agents working so they are able to step out of the van and offer a more personal service for guests who may need more assistance, the area is situated outside the pool area and is flat, open plan without fixed seating, so chairs and furniture can be moved as needed and required. We have a portable hearing loop for guests to utilise during their stay.



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.

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