ATIC Accessibility

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

This report prepared for:

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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

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- 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
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival

We ensure exit access is free and clear at all times by: Clear Walkways to the stairs on the buses, loose items are secured at the front of the buses, company policy for drivers to make sure that the exits are clear at all times

- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.
- 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.broomeandaround.com.au/broomeinfo (pls see footer on every page)

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

Written Tour Notes and Picture books available and utilised on all tours

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

Pictorial Menu Image(s)

matso's

- There are Picture boards

Picture Boards Image(s)

picture boards

we have a laminated file of pictures to demonstrate the stories that we use and more information on hand on our tours, and we give out a guest Tour Summary, called Whats Hot in Broome Right Now

Other Information

- 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 the following services for services animals: Bowls

GENERAL

Pre-arrival, arrival and reception

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 familiarisation tour

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Air-conditioned seats and the front of the bus is available on request, plus We carry water, snacks and iced cold towels for our guests so our bus guests can sit up the front and be cool and in air-conditioned comfort.

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

We provide Air-conditioned buses with front seats at the front of the bus for any guests requiring assistance or having any disability.

We also carry water, snacks and iced cold towels for our guests so our bus guests can sit up the front, and be cool, rested and in air-conditioned comfort.

The longest stretch of walking on our tours is 200m, and this is optional.

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:

Broome has a public bus system and we can and do give advice to all customers on how to access the bus stops

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

Pick up and drop off is at your Hotel Reception

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary

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

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:

We will always help our guests and judge and or ask when required about their requirements.

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 1500mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm above the floor
- In addition, the following further information can assist guests:

We have access to the Cable Beach Public Toilet on our tours, other toilet stops are at local Shire Toilets provided.

TOUR OPERATORS

Tour/Transport Services

The tour/transport services have the following facilities/amenities in place

- Buses/Coaches

❖ NIL vehicles have wheelchair lifts or ramps

❖ NIL vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is: 0

- Commentary is available in written format
- Audio visual displays are sub titles

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- 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
- Electronic voice augmentation

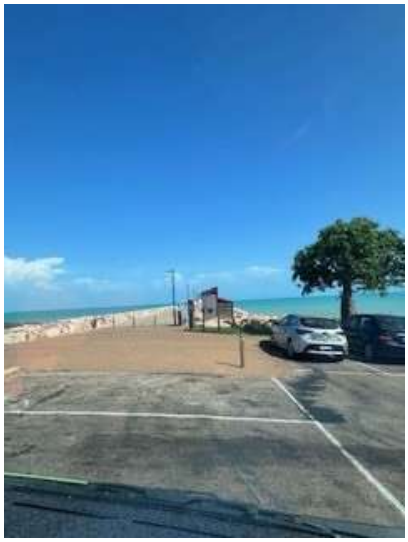
Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- There is a audio description of surroundings

Image(s)

12 Seater Entrance



beach town entrance.

Broome and Around Malcolm Douglas Crocodile Park Tour Entrance 03021. jpg

Broome Museum entrance

Cable Beach entrance

Croc Park Entrance (5)

gantheaume point

Higer emergency

Higer Stairs

matso entrance

Willie Creek Entrance

Yutong emergency

yutong stairs

_8107848 cROC pARK. entrance

- This tour stops at attractions/accommodation/food and beverage/retail spaces that are not operated by this business. For information relating to these individual properties please follow the weblink provided

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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