

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

- 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

- 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:

Do not place bags or belongings in the bus walkway.

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits including stairwells, have bright edges used on the steps.
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

By observing guests upon pick-up

The procedure for assisting guests who need assisted rescue is:

Help them as best we can to quickly exit the bus.

- 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.discoveradelaide.au/accessibility-statement>

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

Not specified

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

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:

Transport in the bus/car with the person who needs the service animal. A seat can be made available to them.

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
- Information and maps are available in written form
- A familiarisation tour
- In addition, the following further information can assist guests:

There is an extra step I can put out, which makes it easier for people with limited mobility to step into the vehicles. They can enter and sit in the bus or car at any time.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

There is a microphone in the minibus and one car

Displays, exhibits, commentary and live performances

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

- Seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

Written guides can be printed or sent digitally if needed.

External Paths

External paths of travel

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)

The width of the smallest pathway is:

Bus and car doorway

- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible

Steps

Steps

- 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
- Where steps are present are there three steps or less
- In addition, the following further information can assist guests:

There is a handrail inside the minibus. Cars all have a handrail at the entry and exit doors.

TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- 0 vehicles have wheelchair lifts or ramps
- 0 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
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available

The total number of wheelchair passengers that can be catered for at overnight stops are:

0

- 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)



Discover Adelaide Tours Fleet Vehicles



Minibus access



GAC M8 access



Kia Carnival access



GAC M8 access



Electric-powered wheelchair for
guests to use if required for
walking longer distances. Please
book in advance.



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

Business Name

Mount Lofty Summit: www.parks.sa.gov.au/parks/mount-lofty-summit

Cleland Wildlife Park: www.clelandwildlifepark.sa.gov.au

Melba's Chocolates & Confectionery: www.melbaschocolates.com.au

d'Arenberg Winery: www.darenberg.com.au

Swell Brewery: www.swellbeer.com

Woodstock Wine: www.woodstockwine.com.au

Down The Rabbit Hole Wines: www.downtherabbitholewines.com.au

SeaLink Ferry: www.sealink.com.au

Cape Willoughby Lighthouse: www.parks.sa.gov.au/parks/cape-willoughby-conservation-park

Emu Ridge Eucalyptus Oil Distillery: www.emuridge.com.au

Seal Bay Conservation Park: www.parks.sa.gov.au/experiences/seal-bay

Clifford's Honey Farm: www.cliffordshoney.com.au

Aurora Ozone Hotel: www.kingscoteozonehotelki.com.au

Flinders Chase National Park: www.parks.sa.gov.au/parks/flinders-chase

Little Sahara: <https://littlesahara.com.au/>

Penneshaw Pub: www.penneshawhotel.com.au

ACCOMMODATION

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

We don't own accommodation

Bathrooms

The bathrooms have the following facilities/amenities in place

- The width of the door is 700.
- The width beside the toilet is 700.
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor

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 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)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:

I am not a restaurant

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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