

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

- Event

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Cognitive or people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Email
- 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
- 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://bichenobeams.com/>

- Our business offers the following alternative communication methods
- Plain English

Not specified

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

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, water are provided for service animals

The business provides the following services for services animals:

Supply freshwater bowl and toilet area as Beams located in outside space

GENERAL

Pre-arrival and arrival

The business has the following in place to support guests during pre-arrival, arrival and reception

- Information is available in written form
- In addition, the following further information can assist guests:

Our show is 15 minutes duration with parking available for people to view. We also have tables and seating available within the park area and additional seating can be provided upon request.

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

We have a team of volunteers available nightly who can respond to any further questions and provide answers and solutions for our visitors.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions 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

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

Frequently Asked Questions (FAQ) is available on our website to address guest enquiries. We update this regularly in response to feedback.

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel have the following amenities 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 are 3 successive steps or less on any path or at any doorway

There are no steps to access the event

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
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- In addition, the following further information can assist guests:

The accessible toilet is maintained by the Glamorgan Spring Bay Council

EVENTS

Events

Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- All ancillary areas are step free e.g. dining areas, outside areas and exhibition spaces
- All stage areas including speaker platforms are accessible
- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Water is available for guide and service animals
- The event is outdoors
- Seating is at regular intervals
- Accessible car parking is available
- There are designated drop-off points
- There is an event map available
- The event map shows accessible facilities
- The event includes the use of loud noises, fireworks or strobe lighting
- There is a warning included in the event information
- In addition, the following further information can assist guests:

Bicheno Beams is a 15-minute free, family friendly event hosted outdoors allowing visitors to come and go as they wish.

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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