

ATIC Accessibility

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



This report prepared for:

Business name:	Valley Homestead
Address:	5537 Great Alpine Road
Town:	Ovens
Contact for enquiries:	Glenys Wilson
Contact Number:	0459162670
Contact Email:	stay@valleyhomestead.com.au
Website:	www.valleyhomestead.com.au
Date:	2024-08-29 12:33

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.

OVERVIEW.....	4
Business Overview.....	4
Bookings	4
Emergency Management	4
Communications	5
Guide Dog and Service Animals	5
GENERAL	6
Pre-arrival, arrival and reception	6
Cognitive Impairment Support.....	6
Car Park and Access amenities.....	6
Internal Spaces	6
External Paths.....	7
Steps.....	7
Ramps.....	7
ACCOMMODATION.....	8
Bedrooms	8



Room Amenities8

Bathrooms9

COMMON AREAS11

Swimming pools, spas and waterparks11

Report Disclaimer14



OVERVIEW

Business Overview

Our business caters for the following disability types:

- 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 - 0459162670
- ❖ Email - stay@valleyhomestead.com.au
- ❖ Web portal - www.valleyhomestead.com.au

Emergency Management

- ❖ Emergency and evacuation procedures are explained on arrival
- ❖ Exit signs are clear and easy to see
- ❖ Exit access is always free and clear

We ensure exit access is always free and clear by:



By ensuring that there are no locked doors or obstructions

- ❖ Exits and access to exists are greater than 900mm
- ❖ Exit doors can be opened by all occupants
- ❖ 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:

The camp coordinator will have identified any group member who needs support and staff members from the business will ensure that assistance is provided

The procedure for assisting guests who need assisted rescue is:

There are no written procedures for assisted evacuation, but business staff are always on hand to assist in an emergency

Communications

Guide Dog and Service Animals

The business provides the following services for services animals:

N/A

GENERAL

Pre-arrival, arrival, and reception

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

- ❖ There is a reception/public entryway
- ❖ Information and maps are available in written form
- ❖ A familiarisation tour
- ❖ In addition, the following further information can assist guests:

Guests with disabilities are given priority with service to reduce any negative effects

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

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

Internal Spaces

- ❖ Tableware/glassware contrast with the table surface or tablecloth

External Paths

External paths of travel have the following amenities are in place

- ❖ Pathways are wider than 900mm
- ❖ There 3 successive steps or less on any path or at any doorway

Steps

Steps have the following amenities are in place

- ❖ There are steps
- ❖ Handrails fitted to all open sets of steps
- ❖ In addition, the following further information can assist guests:

Where there are steps there is also access to areas via ramp or road

Ramps

Ramps have the following amenities are in place

- ❖ There are ramps
- ❖ Handrails are fitted
- ❖ Temporary ramps are available
- ❖ Temporary ramps are in place for the duration of the guests stay

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- ❖ There is 1 room available to guests who use a wheelchair
- ❖ Bedroom furniture can be re-arranged on request

Double and 1 bunk bed



Layout of room

Room Amenities

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

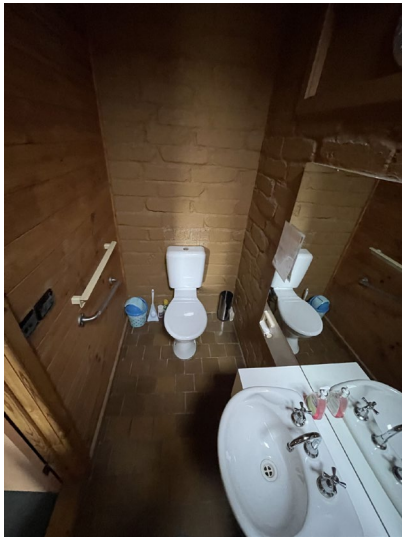
As we take group bookings, group coordinators are provided with evacuation procedures to ensure their participants are safely evacuated. Our own business staff are also available to ensure safe evacuation of all guests

- ❖ There is a clear path through the room
- ❖ Housekeeping procedures instruct staff not to reposition furniture that has been moved
- ❖ Openings are a minimum of 770 wide
- ❖ There is at least 850mm clear space beside the bed
- ❖ There is at least 130mm clearance under the bed
- ❖ Non-allergenic cleaning products are used

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
- ❖ The width beside the toilet is 380mm to the right & 420mm to the left
- ❖ Handrails are fitted
- ❖ There is a minimum of 550mm 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



Bathroom image



Bathroom vanity



COMMON AREAS

Swimming pools, spas, and waterparks

- ❖ The following swimming pools, spas and waterparks amenities are available



Pool steps



Pool access

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



As we are a campsite all toilets/change rooms are in the guests own accommodation rooms





Report Disclaimer

Please note that this business report, provided because 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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product, or service.

ATIC does not:

- a) Assume any legal liability for the accuracy, completeness, or usefulness of any information from this report or any links provided; or
- b) Accept responsibility for any loss associated directly or indirectly from the use of this report.

