

ATIC Accessibility

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

Please note that if you have included images in your assessment, you may need to review the image size/layout and reformat to ensure readability, and ensure the image name/title describes the image.

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This report prepared for:

Business name:	Mandurah Visitor Centre
Address:	75 Mandurah Terrace
Town:	Mandurah
Date:	2024-05-02 14:38

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

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- 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

This would be inappropriate in a Visitor Centre setting as people are only in the building for a short period of time before leaving again. The emergency exits are clearly signed and staff are always present during opening hours to assist visitors in exiting the building in an emergency.

We ensure exit access is free and clear at all times by: Visitor Centre staff make regular OHS checks to ensure exit corridors are kept clear of obstructions

Communications

- An accessibility guide is available on the website

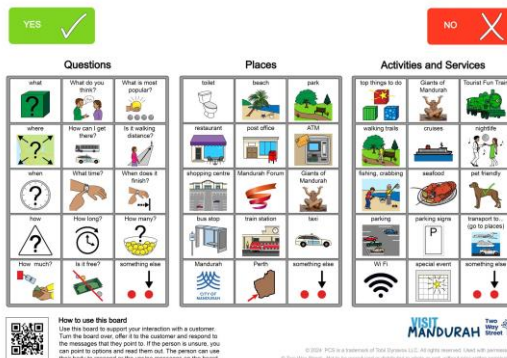
<https://visitmandurah.com/accessibility-in-mandurah/>

- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)
- There are Picture boards

Picture Boards Image(s)



Communication Board MVC Front



Communication Board MVC Reverse

Visual story about a visit to Mandurah Visitor Centre for people with an Autistic Spectrum disorder.

Other Information

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

Guide Dog and Service Animals

- The business provides a secure area with shade and water 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

- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free

Double height reception. Lower section allows for face to face communication with wheel chair users.

- Information and maps are available in written form
- A familiarisation tour
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- A key to any accessible facilities that are locked

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Seating and free filtered water is available inside the Visitor Centre.

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
- 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
- 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:

Timetables and maps

- Kerb ramps are in place where a pavement or walkway needs to be crossed

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
- 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:

Visitor Centre is a single storey building

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
- 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

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating

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)
- Pathways are wider than 900mm

Entry to Mandurah Visitor Centre is level access.

There are no stepped external pathways adjacent to the Visitor Centre and all entrances are level access.

- Step free routes clearly signed

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 is 460mm above the floor
- There is a registered changing places facility
- ❖ There is a 'Changing Place' within 10m from front entrance behind Visitor Centre of our business

ATTRACTIONS

<https://visitmandurah.com/>

COMMON AREAS

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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