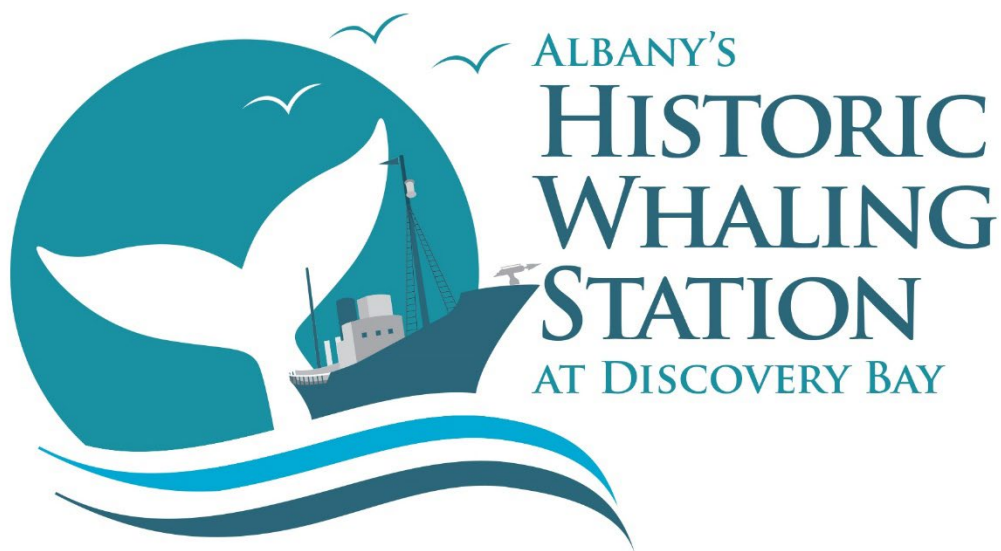


ATIC Accessibility

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



This report prepared for:

Business name:	Albany's Historic Whaling Station
Address:	81 Whaling Station Road
Town:	Torndirrup
Contact for enquiries:	Reception
Contact Number:	08 98444021
Contact Email:	reception@discoverybay.com.au
Website:	https://discoverybay.com.au/
Date:	2024-07-10 14:25

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.....	5
Business Overview.....	5
Bookings	5
Emergency Management	5
Communications	6
Other Information	6
GENERAL	7
Pre-arrival, arrival and reception	7
Cognitive Impairment Support.....	7
Car Park and Access amenities.....	7
Entry	7
Internal Spaces	8
Public areas	8
Displays, exhibits, commentary and live performances	8
External Paths.....	8
Steps.....	9
Ramps.....	9
Public Toilets/Adult change facilities	9

TOUR OPERATORS.....	10
ATTRACTIONS.....	11
Attractions Basics	11
Zoos and Wildlife Parks	11
COMMON AREAS	12
Play Spaces	12
Parks and gardens	12
EVENTS.....	13
Events	13
Report Disclaimer.....	15

OVERVIEW

Business Overview

The business has the following products/services available

- Attraction
- Event

Our business caters for the following disability types:

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

Emergency Management

- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- 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:

Doorways and walkways are open

- Exits and access to exists are greater than 900mm
- Exit doors are able to 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:

From the ticketing counter at entrance the staff are aware who is onsite

The procedure for assisting guests who need assisted rescue is:

Notify management team to assist within training and skills capabilities. Call emergency services

Communications

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

NA

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

Other Information

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

The business provides the following services for services animals:

Service dogs are permitted

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 clipboard to allow check-in/ticket purchase whilst seated
- Lighting in the reception area is even and glare free
- Information and maps are available in written form

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:

We are an open site with no wait times. In peak season the main ticketing area has a bench to rest on and more around the complex

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

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
- 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 clear of obstruction
- 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 entrance sill is less than 13mm

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

Public areas

The public areas have the following amenities in place

- Seating

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 are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- 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.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

Ramps

Ramps have the following amenities are in place

- There are ramps.
- Long ramps (more than 10m) are 1:20 or less

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 approx 1500 mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor

TOUR OPERATORS

- 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

ATTRACTIONS

Attractions Basics

- A park map is available here:

<https://discoverybay.com.au/blog/plan-visit/visitor-map/>

Zoos and Wildlife Parks

- Displays have glass or mesh viewing panels for children or people seated in wheelchairs
- Signage is in a font larger than 18 point
- Signage and information provide pictorial information

The following alternative information sources are available:

No

- Aviaries and other enclosures provide level access
- Airlocks provide sufficient room for a wheelchair

COMMON AREAS

Play Spaces

- Level access is provided to play spaces
- Ramps provided are at least 25% of elevated sections of the play space
- The surface of the play space is of a composite or rubberized material
- There wheelchair accessible activities
- Seating is provided in or around the play space

Parks and gardens

- The following parks and gardens amenities are available
- Accessible toilets
- Seats are provided at regular intervals
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible BBQs
- The park contains an observation deck or tower
- The observation deck or tower has level or ramped access
- The observation deck provides a clear view through the safety railing

EVENTS

Events

Events have the following facilities/amenities in place

- Reception, registration desks or ticket offices have a lower counter section
- All stage areas including speaker platforms are accessible
- Accessible toilets are available at the venue
- Wheelchair designated seating is provided
- We cater for varying group sizes
- The event is outdoors
- Portable accessible toilets are available
- Side shows, activities etc. are accessible
- Accessible car parking is available
- There are designated drop-off points

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.

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.