

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs
(Internal Detailed Report)**

This report prepared for:

Business name: All Seasons Houseboats

Address: 818 15th St

Town: Mildura

Date: 2024-09-19 13:15

Report Disclaimer

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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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Accessibility Breakdown

OVERVIEW

Overview

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
	Does your business cater for any of the following disability types?						
1.1	People who are blind or have low vision	YES	Essential				
1.2	People who are deaf or have low hearing	YES		Essential			
1.3	People who have limited mobility	YES			Essential		
1.4	People who use wheelchairs or mobility scooters	YES				Essential	
1.5	People with specific dietary requirements and food allergies or intolerances	YES					
1.6	People with cognitive disabilities or people on the Autism Spectrum	YES					Essential
2	Does your business have a listing with the ATDW?	NO					

Bookings

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
	Does your business offer any of the following methods for booking and enquiries?		Essential	Essential	Desirable	Desirable	Essential
1.1	Phone	YES	Essential	Essential	Desirable	Desirable	Essential
1.2	Email	YES	Essential	Essential	Desirable	Desirable	Essential
1.3	Web portal	YES	Essential	Essential	Desirable	Desirable	Essential
1.3 .1	Does your site support Screen Readers?	NO	Desirable				
1.3 .2	Do forms have high contrast boxes and submit buttons?	NO	Desirable				Desirable
2	Have your staff undergone disability awareness training?	YES	Essential	Essential	Desirable	Essential	Essential

Emergency Management

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
	Does your business have a specific emergency management and evacuation plan for guests with a disability?	NO	Essential	Essential	Essential	Essential	Essential
1	Do you explain the emergency evacuation procedures on arrival?	YES	Essential	Essential	Essential	Essential	Essential
2	Does your business have Audible device/s to alert occupants to evacuate with instructions on how to evacuate?	NO	Essential				

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
3	Does your business have visual device/s to alert occupants to evacuate?	NO		Essential			
4	Exit signs are clear and easy to see	NO		Essential	Essential	Essential	Essential
5	Exit signs have raised lettering or braille	NO	Essential				
6	Exit access is free and clear at all times	NO	Essential	Essential	Essential	Essential	Essential
7	Exits and access to exists are greater than 900mm	YES				Essential	
7.1	Exit doors are able to be opened by all occupants	YES	Essential	Essential	Essential	Essential	Essential
10	The evacuation point is clearly marked by a sign	NO		Essential	Essential	Essential	Essential
11	The evacuation point is clearly marked by a sign with raised letters or braille	NO	Essential				
14	Are guests with a disability noted in the guest log for emergency evacuation purposes?	YES	Essential	Essential	Essential	Essential	Essential

Communications

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Does your business have an Accessibility Guide on your web site?	NO	Essential	Essential	Essential	Essential	Essential
2	Does your website meet WCAG 2.0 accessibility standards?	YES	Desirable	Desirable	Desirable	Desirable	Desirable
3	Does your business offer alternative communication methods?	YES	Desirable				Desirable
3.1	Does your business use Plain English?	YES	Desirable				Desirable

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
3.2	Braille Displays	NO	Desirable				
3.3	Magnifiers available	YES	Desirable				
3.4	Other						
3.5	Does your business use easy to read signage and information (including menus and emergency information)	YES	Essential	Non-essential	Non-essential	Non-essential	Essential
3.6	Does your business use Pictorial menu?	NO	Essential	Non-essential	Non-essential	Non-essential	Essential
3.7	Does your business use Picture boards?	NO	Essential	Non-essential	Non-essential	Non-essential	Essential
3.8	Does your business have other types of communication aids? E.g. talking mats, introduction cards, community request cards	NO	Essential	Non-essential	Non-essential	Non-essential	Essential

Other Information

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	If bookings can be made onsite, is the ticket booth/counter/box office accessible for people using a wheelchair?	NO			Desirable	Desirable	
2	Does your business accept the Companion Card?	NO	Desirable	Desirable	Desirable	Desirable	Desirable

Guide Dog and Service Animals

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
10.1	Do you provide a secure area with shade and water for service animals?	YES	Desirable	Non-essential	Desirable	Desirable	Desirable
10.2	Do you provide a toilet area for service animals?	YES	Desirable	Non-essential	Desirable	Desirable	Desirable
10.3	Do you provide bowls, bedding etc for service animals?	NO	Desirable	Non-essential	Desirable	Desirable	Desirable
10.5	Please detail services offered for service animals		Desirable	Non-essential	Desirable	Desirable	Desirable

GENERAL

Pre-arrival, Arrival & Reception

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Is your web site and booking information compatible with screen readers?	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential
7.1	Is there seating available at reception?	YES	Desirable	Non-essential	Essential	Desirable	Desirable
7.2	Is there a lower counter at reception/ticket office?	NO	Non-essential	Non-essential	Desirable	Essential	Non-essential
7.3	Is there a clip board to allow check-in/ticket purchase while seated?	NO	Non-essential	Non-essential	Essential	Essential	Desirable

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
7.4	Do you have a tablet with text to voice or pen and paper available at reception to aid with communication?	YES	Non-essential	Essential	Non-essential	Non-essential	Desirable
7.5	Do you have a picture boards available at reception to aid with communication?	YES	Non-essential	Essential	Non-essential	Non-essential	Desirable
7.6	Is a hearing loop fitted to the reception area?	NO	Non-essential	Essential	Non-essential	Non-essential	Non-essential
7.7	Is the lighting in the reception even and glare free to aid lip readers?	YES	Desirable	Desirable	Non-essential	Non-essential	Non-essential
7.8	Do you offer large print information sheets and registration forms?	YES	Essential	Non-essential	Non-essential	Non-essential	Desirable
8	Is information and a map available in a written format?	YES	Non-essential	Essential	Essential	Essential	Essential
9	Do you offer a facility map and information in Braille?	NO	Desirable	Non-essential	Non-essential	Non-essential	Non-essential
10	If you have steps, is there a step free map or guide?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
11	Do you offer guests a familiarisation tour?	NO	Essential	Non-essential	Desirable	Essential	Desirable
12	Are any accessible facilities locked?	NO	Non-essential	Non-essential	Non-essential	Non-essential	Desirable
13	Are keys available for each guest?	YES	Essential	Essential	Essential	Essential	Desirable
14	Are guests offered assistance with luggage? (only required if you are an accommodation provider)	YES	Essential	Non-essential	Essential	Essential	Non-essential
15	What accommodations have been made to ensure that people with fatigue related to their	To accommodate	Essential	Essential	Essential	Essential	Essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
	disability are not disadvantaged by long wait times?	<p> guests with fatigue related to their disability and minimise the impact of long wait times, we have implemented several measures :Priority Assistanc e:and We offer priority assistance to guests who may experience fatigue, </p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>ensuring they receive prompt attention and service. This includes expedited check-in processes including early check in times so we can only focus on this crew and focus on other customers at a later time.Com</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>comfortable Waiting Areas: and Our houseboat at elevate luxury is equipped with comfortable seating and shaded areas where guests can rest. These areas are designed to provide a comfortable environment and</p>					

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		<p>reduce the physical strain of waiting. If elevate Luxury is not ready for guests - we have comfortable sitting with wheelchair access in Dockside Cafe. Pre-Arrival Information:and We encourage guests to inform us of any</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>fatigue-related concerns prior to their arrival. This allows us to make appropriate arrangements, such as pre-scheduled check-ins or reserved seating in Dockside Cafe, to enhance their comfort. These accommodations</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		are designed to ensure that guests with fatigue related to their disability are supported and comfortable throughout their experience with us.					
	Additional information for Guests						

Cognitive Impairment Support

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
2	Do you have documents in plain English for people with cognitive impairment? (This may include instructions, guides, menus and general information)	YES	Desirable	Non-essential	Non-essential	Non-essential	Essential
3	Do you have a "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance?	NO	Desirable	Non-essential	Non-essential	Non-essential	Essential
4	Do you have quiet periods or early opening times for people on the Autism Spectrum	YES	Desirable	Non-essential	Non-essential	Non-essential	Desirable
5	Do you have a quiet space for parents and children on the Autism Spectrum?	YES	Desirable	Non-essential	Non-essential	Non-essential	Essential
6	Where access is via intercom or phone is there an alternative procedure and clear written instructions and universal access symbols	YES	Non-essential	Essential	Non-essential	Non-essential	Non-essential

Car parking and access amenities

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Is a drop-off zone provided?	YES	Essential	Non-essential	Essential	Essential	Desirable
2	Are designated disabled parking bays provided?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
3	Is there level or ramped access from the car park to the entrance?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
4	Is the accessible entrance clearly signed from the parking bay?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
5	Do you provide details of the accessibility of the closest train stations and of the closest bus or tram stops?	NO	Desirable	Desirable	Desirable	Desirable	Desirable
6	Are kerb ramps in place if a pavement or walkway needs to be crossed?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
7	Is there an intercom system at the entrance of the car park?	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
	Additional information for Guests	To ensure convenient access for guests with disabilities, we have implemented several key features: Dockside Marina					

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		<p>Mildura:and This marina is uniquely built with accessibility as a priority, offering boardwalk ramps and smooth access tailored for houseboat operators . It includes ramps for boarding the Elevate Luxury and features</p>					

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		<p>clearly marked accessible entrances and Designated Car Parking: We provide designated parking spaces specifically for wheelchair users, located close to the main entrance to minimize walking distance</p> <p>Accessible Ramps:</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>Our ramps are carefully purchased from reputable ramp designers with wheelchair and mobility issues in mind, ensuring ease of use and safety for all guests. These amenities are designed to ensure that all guests</p>					

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		can access our facilities comfortably and without hassle.					

Entry

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Is there a drop off point close to the entrance?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
2	Is the path of access to the building slip resistant and even?	YES	Essential	Non-essential	Essential	Essential	Non-essential
3	Is the path of access to the building clear of obstructions?	YES	Essential	Non-essential	Essential	Essential	Non-essential
4	Are entry doors self opening or fitted with a self closer? (Half open doors can present a hazard to a person with a visual impairment)	NO	Essential	Non-essential	Desirable	Desirable	Non-essential
5	Are all glass doors fitted with a visual sighting strip?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential
6	Are the door jams/doors of a contrasting colour to the surrounding walls?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
7	Are the door handles of a contrasting colour to the door?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential
8	Is all signage written in a contrasting colour?	NO	Essential	Non-essential	Non-essential	Non-essential	Desirable
9	Is all signage written in a Sans Serif font and use upper and lower case letters?	YES	Essential	Non-essential	Non-essential	Non-essential	Essential
10	Is the entry door a minimum of 850mm?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
11	Does the entry door have self opening or have a light opening pressure if manually operated?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
12	Is the entrance sill less than 13mm?	NO	Desirable	Non-essential	Essential	Essential	Non-essential
13	Is there a clear space of at least 1500mm x 1500mm in front of all doors?	YES				Desirable	
14	Do entrance door mats have a thickness less than 13mm and with of 750mm or greater	NO	Desirable	Non-essential	Essential	Essential	Non-essential
	Additional information for Guests						

Lifts

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Does your premises have a lift(s)	YES			Desirable	Desirable	
	Additional information for Guests	Elevate Luxury					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>Houseboat: Accessible Lift Feature The newly built June 2024 Elevate Luxury sets a new benchmark in accessibility with its state-of-the-art glass lift, the first of its kind in the southern hemisphere. This lift is a key feature</p>					

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		<p>designed to ensure that all guests, regardless of their mobility, can enjoy seamless access across the different levels of the houseboat. The glass lift is both functional and stylish, designed in Europe and built by an Adelaide team, it</p>					

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		<p>blends modern aesthetics with practical design. It provides a smooth and easy way for guests to move between the two floors, eliminating the need for stairs and enhancing overall accessibility. The lift is spacious enough to accommo</p>					

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		<p>date wheelchair users and one companion comfortably, ensuring that everyone can travel safely and effortlessly throughout the vessel. In addition to its practical benefits, the glass lift adds a touch of luxury to</p>					

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		<p>the houseboat, offering unobstructed views of the surrounding scenery while in use. This feature reflects our commitment to inclusivity and high-quality experiences, making the Elevate Luxury</p>					

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		housebo at an ideal choice for guests seeking both comfort and accessibility.					

Internal Spaces

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Are there clear and unobstructed routes through and between all buildings?	YES	Essential	Non-essential	Essential	Essential	Desirable
2	Are interior walls matte or low sheen?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential
3	Are floors, walls, counters and furniture of contrasting colours?	YES	Essential	Non-essential	Non-essential	Non-essential	Desirable
4	Are any protruding or overhanging obstructions at least 2 metres above the floor or are protected	NO	Essential	Non-essential	Non-essential	Non-essential	Desirable

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
5	Are menus available in large print or Braille?	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential
6	Does tableware/glassware contrast with the table surface or table cloth?	YES	Essential	Non-essential	Desirable	Desirable	Desirable
7	Are floor surfaces hard or short pile carpet?	YES	Desirable	Non-essential	Essential	Essential	Non-essential
8	Is seating available for guests unable to stand for long periods?	YES	Non-essential	Non-essential	Desirable	Non-essential	Desirable
9	Are accessible facilities clearly signed and visible from all areas?	YES	Non-essential	Non-essential	Desirable	Essential	Desirable
10	Are all corridors greater than 900mm?	YES	Desirable	Non-essential	Desirable	Essential	Desirable
11	Do you have a quiet space for parents and children on the Autism Spectrum?	YES	Non-essential	Non-essential	Non-essential		Essential
	Additional information for Guests						

Public areas

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Where display units, Televisions, Video displays etc. are provided are they open captioned?	YES	Non-essential	Essential	Non-essential	Non-essential	Desirable
2	Do you have hearing loops?	NO	Non-essential	Desirable	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
3	Are there areas or even lighting for guests who are lip reading?	YES	Non-essential	Essential	Non-essential	Non-essential	Non-essential
4	Is seating provided in public areas?	YES	Desirable	Non-essential	Essential	Non-essential	Desirable
	Additional information for Guests						

External Paths

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Are pathway surfaces concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)	YES	Essential	Non-essential	Essential	Essential	Non-essential
2	Do paths or slopes longer than 15 metres have resting places or seats?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
3	Are pathways wider than 900mm?	YES	Desirable	Non-essential		Essential	Non-essential
4	Are there 3 successive steps or less on any path or at any doorway?	YES	Non-essential	Non-essential	Essential	Non-essential	Non-essential
5	Are any paths having steps clearly identified as non-wheelchair accessible?	YES	Non-essential	Non-essential	Non-essential	Essential	Non-essential
6	Are step free routes clearly signed?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
	Additional information for Guests						

Steps

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Are the top and bottom steps easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)	YES	Essential	Non-essential	Non-essential	Non-essential	Desirable
2	Do all steps or staircases have enclosed risers?	YES	Essential	Non-essential	Desirable	Non-essential	Non-essential
3	Is the underside of all staircases enclosed or protected to a height of at least 2 metres?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential
4	Are handrails fitted to all open sets of steps?	YES	Essential	Non-essential	Essential	Non-essential	Non-essential
5	Do the handrails extend 300mm beyond the top and bottom step?	YES	Essential	Non-essential	Desirable	Non-essential	Non-essential
6	If steps are present, and there is no lift, are there three steps or less?	YES	Non-essential	Non-essential	Essential	Non-essential	Non-essential
	Additional information for Guests						

Ramps

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Are all fixed ramps 1:14 or less?	NO	Non-essential	Non-essential	Essential	Essential	Non-essential
2	Are hand rails fitted?	YES	Essential	Non-essential	Essential	Essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
3	Are long ramps (more than 10m) 1:20 or less?	NO	Desirable	Non-essential	Desirable	Essential	Non-essential
4.1	Is a temporary ramp is used is it in place for the duration of the guests stay?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
5	Do your ramps have a raised edge of at least 100mm?	YES	Essential	Non-essential	Desirable	Essential	Non-essential
	Additional information for Guests						

Public Toilets/Adult change facilities

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Do you have an accessible toilet for the public?	YES	Essential	Non-essential	Essential	Essential	Non-essential
1.1	Is the door at least 850mm wide?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
1.2	Is there a minimum of 850mm beside the toilet?	YES	Non-essential	Non-essential	Non-essential	Desirable	Non-essential
1.3	Are handrails fitted?	YES	Desirable	Non-essential	Essential	Essential	Non-essential
1.4	Is there a minimum of 1400mm of clear space in front of the toilet?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
1.5	Is the toilet seat of a contrasting colour to the floor?	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1.6	Is the toilet seat 460mm above the floor?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
2	Do you have a registered changing places facility?	NO	Non-essential	Non-essential	Non-essential	Desirable	
	Do have a facility with an adult change table?	NO	Non-essential	Non-essential	Non-essential	Desirable	Non-essential
	Is there a ceiling or portable hoist available?	NO	Non-essential	Non-essential	Non-essential	Desirable	Non-essential
	Additional information for Guests						

ACCOMMODATION

Bedrooms

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
	How many rooms are available for guests who use a wheelchair?	1	Non-essential	Non-essential	Desirable	Essential	Non-essential
2	Can the bedroom furniture be re-arranged, if requested by the guest?	YES	Essential	Desirable	Essential	Essential	Non-essential
3	Which types of beds are available in rooms for wheelchair users?	[1]	Essential	Non-essential	Essential	Essential	Non-essential
	Other (Please describe)		Desirable	Desirable	Desirable	Desirable	Desirable

Room Amenities

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
4	Does the wardrobe have a lower hanging rail?	NO	Non-essential	Non-essential	Desirable	Essential	Non-essential
5	Is there a visual alarm fitted to the room?	NO	Non-essential	Desirable	Desirable	Essential	Non-essential
5.1	If No, detail your emergency procedures to ensure the safe evacuation of guests with a hearing impairment	In the absence of visual alarms fitted to the room, we have established detailed procedures to ensure the safe evacuation of guests with hearing impairments,	Non-essential	Essential	Desirable	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>especially as they are traveling with a group of 12 other people:Staff Briefing and Roles:and All staff members are trained to recognize guests with hearing impairments and understand their specific needs during an</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>emergency. We assign designated staff to be responsible for assisting these guests. Group Communication: Since the guests with hearing impairments are traveling with a larger group, we rely on the group members</p>					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		to assist in notification. The group leader or a designated companion is briefed on the emergency procedures and instructed to ensure that the guest with a hearing impairment is alerted to the					

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		emergency.					
6	Are televisions equipped with closed captioning capability?	YES	Non-essential	Essential	Non-essential	Non-essential	Non-essential
7	Are vibrating alarm clocks available?	NO	Non-essential	Desirable	Non-essential	Non-essential	Non-essential
8	Are the room phones hearing loop compatible?	NO	Non-essential	Desirable	Non-essential	Non-essential	Non-essential
9	Do the room phones have volume control?	NO	Non-essential	Essential	Non-essential	Non-essential	Non-essential
10	Have your room phones got a visual ringing indicator?	NO	Non-essential	Essential	Non-essential	Non-essential	Non-essential
11	Are the room phones capable of sending and receiving an SMS?	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
12	Is there contrast between the walls, skirtings, floor and furniture?	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential
13	Is there a clear path through the room	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential
14	Are the edges of all furniture and fixtures rounded?	YES	Essential	Non-essential	Essential	Essential	Essential
15	Are wardrobe handles of a contrasting colour to the doors and draws?	NO	Essential	Non-essential	Desirable	Desirable	Non-essential
16	Do your housekeeping procedures instruct staff not to reposition furniture that has been moved?	YES	Essential	Non-essential	Essential	Essential	Desirable
17	Do doors open fully against the adjoining wall?	NO	Essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
18	Is there clear opening at least 850mm wide?	YES	Desirable	Non-essential	Desirable	Desirable	Non-essential
19	Are there luggage racks for at least two suitcases?	NO	Desirable	Non-essential	Essential	Essential	Non-essential
20	Is there at least one chair with rigid arms?	NO	Non-essential	Non-essential	Essential	Non-essential	Non-essential
21	Are wardrobe and drawer handles easy to grip?	NO	Desirable	Non-essential	Desirable	Desirable	Non-essential
22	Is the bedside lamp switch easy to reach from the bed?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
23	Is there at least 850mm clear space beside the bed?	YES	Desirable	Non-essential	Desirable	Essential	Non-essential
24	Is the bed height no higher than 680mm from the floor?	YES	Non-essential	Non-essential	Essential	Essential	Non-essential
25	Is there at least 130mm clearance under the bed?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
26	Do you offer a range of non-allergenic bedding?	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
27	Do you use non-allergenic cleaning products?	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
	Additional information for Guests						

Bathrooms

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Are all heating appliances and hot water pipes protected or insulated?	YES	Essential	Non-essential	Essential	Essential	Non-essential
2	Are all shower, bath and basin taps able to be clearly differentiated between hot and cold?	YES	Essential	Non-essential	Desirable	Desirable	Non-essential
3	Do all fixtures and fittings have rounded edges?	YES	Essential	Non-essential	Desirable	Desirable	Essential
4	Is the hot water thermostatically controlled to 41 degrees?	NO	Essential	Non-essential	Desirable	Desirable	Essential
5	Is the door at least 850mm wide?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
6	Is there a minimum of 850mm beside the toilet?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
7	Are handrails fitted?	YES	Desirable	Non-essential	Essential	Essential	Non-essential
8	Is there a minimum of 1400mm of clear space in front of the toilet?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
9	Is the toilet seat of a contrasting colour to the floor?	YES	Essential	Non-essential	Desirable	Non-essential	Non-essential
10	Is the toilet seat 460mm above the floor?	YES	Non-essential	Non-essential	Non-essential	Desirable	Non-essential
11	Do you offer a range of non-allergenic toiletries	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
12	Is there a roll-in shower with fold down fixed seat or a shower chair?	YES	Non-essential	Non-essential	Desirable	Essential	
13	Is there a portable shower head on flexible hose?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
14	Is a door fitted to the shower?	NO					
	Additional information for Guests						

FOOD & DRINK

Dining Spaces

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
1	Does your entrance provide level access?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
2	Is your doorway at least 850mm wide?	YES	Desirable	Non-essential	Desirable	Essential	Non-essential
3	Is there level access through the dining area?	YES	Desirable	Non-essential	Desirable	Essential	Non-essential
4	Are chairs moveable to allow for wheelchairs to be seated at the tables?	YES	Non-essential	Non-essential	Desirable	Essential	Non-essential
5	Do you have a hearing loop?	NO	Non-essential	Desirable	Non-essential	Non-essential	Non-essential
6	Do all glass doors and full height windows have contrast markings?	NO	Essential	Non-essential	Non-essential	Non-essential	
7	Are there areas of full lighting?	YES	Essential	Non-essential	Non-essential	Non-essential	Desirable
8	Do you have large print menus?	YES	Essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
9	Do you have Plain English menus?	YES	Non-essential	Non-essential	Non-essential	Non-essential	Essential
10	Do you have an accessible toilet?	YES	Non-essential	Non-essential	Desirable	Desirable	Non-essential
11	Do you cater for the following dietary requirements?		Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.1	Sugar free (diabetic)	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.2	Gluten free (coeliac)	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.3	Lactose free (dairy free)	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.4	Low fat and fibre with no gastric content	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.6	Low potassium	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.7	Low sodium	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.8	Nut free	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.9	Additive free	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.1	Organic	NO	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.11	Vegetarian	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
11.12	Vegan	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.13	Kosher	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
11.14	Halal	YES	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential
12	Please detail your procedures to avoid cross-contamination of food products	At Dockside Café, Mildura Marina, we implement the following practices to prevent cross-contamination: Separate Prep Areas: We use different areas for raw and	Non-essential	Non-essential	Non-essential	Non-essential	Non-essential

Ref	Question	Response	Vision	Low Hearing	Limited Mobility	Mobility - Wheelchairs and Scooters	Cognitive Disabilities or people on the Autism Spectrum
		<p>cooked foods to avoid cross-contact. Color-Coded Equipment: Cutting boards and utensils are color-coded for different food types, like meats and vegetables. Cleaning Protocols : All surfaces, equipment</p>					

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		<p>nt, and utensils are cleaned and sanitized regularly. Staff Training: Our staff is trained in food safety practices, including handwashing and allergen management. Allergen Management: Ingredients and allergens are clearly</p>					

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		labeled, and we handle allergen requests carefully. Safe Storage: Foods are stored in labeled, airtight containers, with raw items kept separate from ready-to-eat foods. Regular Inspections: We perform regular checks					

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		and audits to ensure compliance with food safety standards.					
13	Do you have a sample menu available online	YES	Desirable	Desirable	Desirable	Desirable	Desirable
	Additional information for Guests						

Question Summary List

Ref	Question	Your response