

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

- Accommodation

Our business caters for the following disability types:

- Deaf or low hearing
- 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
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes

Emergency Management

- 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:

Exits are free from obstruction. Guest would need to put something in the way for exits to be blocked. They wouldn't do that.

- 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:

On booking

The procedure for assisting guests who need assisted rescue is:

We are members of the local RFS. During summer we are on top of all local fires. In addition postpone guest visits if we are going into a catastrophic fire danger period. There is no threat of flood. A fire monitor is installed to assist with any fire internally to the hut.

- 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://www.highfieldfarmwoodland.com/accessibility-inclusivity/>

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

Not specified

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, bedding, etc. are provided for service animals

The business provides the following services for service animals:

We have installed UserWay Widget on our website which facilitates viewing of our website. All service dogs welcome. We supply bowls but not beds. Owners prefer to bring their own beds for their dogs.

GENERAL

Pre-arrival, arrival and reception

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

- Information and maps are available in written form
- A familiarisation tour
- Luggage assistance
- In addition, the following further information can assist guests:

There are no wait times. We are a one hut accommodation provider. There is no check in process, no queuing, no reception. We can, on request, facilitate familiarization with the property. We can assist with luggage etc.

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

Kestrel Nest does not use artificial scents and perfumes or room scents. These can be highly distressing to those with allergies and cognitive disorders. Cleaning products and other household items use no to low scent or essential oils only. If previous guests have used perfumes inside the hut we completely air the hut before new guests arrive. I myself am highly sensitive to artificial scents so can easily ensure that they are not present in the hut. Kestrel Nest is listed on the Quiet Places map as a Quiet Stay. At the moment this is a listing on nomination but we are seeking official certification as a Quiet Stay. This is an important consideration for those with misophonia, cognitive and autism conditions. <https://www.quietparks.org/quiet-places> Kestrel Nest is a DarkSky Approved Lodging meaning there is no necessary light and that light is focused for access and mobility not light pollution. Unnecessary and obtrusive light can be stressful for those with cognitive and autism conditions. DarkSky Approved Lodging status is not just about stargazing. it deals with the impacts on wildlife and human health as well as providing DarkSkies for nighttime viewing of the heavens.

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

- Level or ramped access from the car park to the entrance
- In addition, the following further information can assist guests:

We don't have a designated car park or kerb. Guests can park as close to the hut as they require. There is no handy railway station or bus stop as we are in a relatively remote rural location. There are no public transport options. In certain circumstances we can facilitate transfer from public transport but nothing is close.

Internal Spaces

- Tableware/glassware contrast with the table surface or table cloth

The width of the smallest corridor is:

90cm

Displays, exhibits, commentary and live performances

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

- Seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- In addition, the following further information can assist guests:

We provide tour scripts for deaf guests. We send the tour script ahead of the tour so guests can formulate questions if they have any.

The width of the smallest pathway is:

There are no pathways. It is a one hut with no paths. The ground outside of the hut is grass.

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

There is one step onto the verandah with less than a 'normal' step height. The building isn't suitable for wheelchairs as door widths are not wide enough.

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

A plan of the building is available on request.

Ramps

Ramps have the following amenities are in place

- There are ramps.
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- In addition, the following further information can assist guests:

Guests can request a temporary ramp that can stay in place for duration of the visit.

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

There is one hut. There is one bathroom for use by the party staying. There are no facilities other than this open to the public.

ACCOMMODATION

Room Amenities

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

We currently do not have a procedure. Guest should inform us of what would be the most suitable thing to do in this case so we can try to meet guests requirements.

- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- The bed height is no higher than 680mm from the floor
- Blocks are available to put under the bed legs
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

There is no phone in the hut. The doors are double doors. When both are opened the gap is 2 x 77cm.

Bathrooms

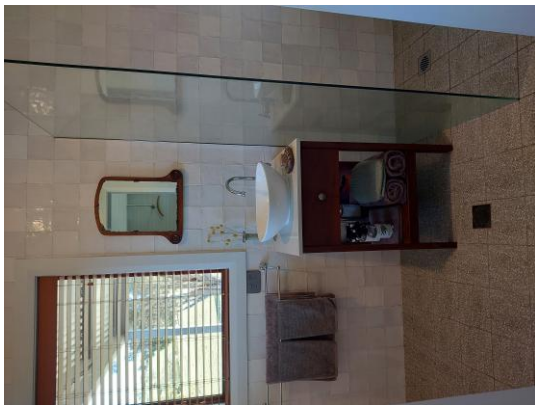
The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The hot water is thermostatically controlled to 41 degrees
- The width of the door is N/A.
- The width beside the toilet is N/A.
- There is Width is 1.1meters, Depth is 0.84 meters mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The actual height of the toilet seat is 430mm.
- A range of non-allergenic toiletries are available

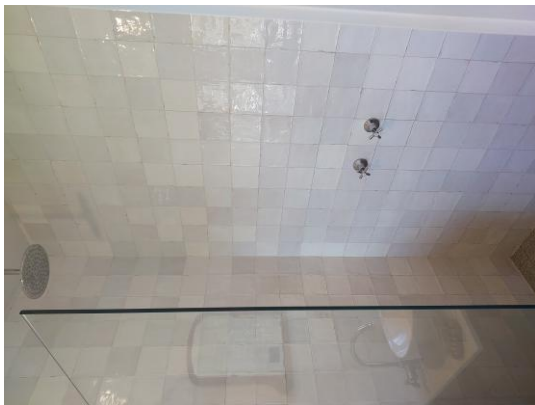
Bathroom Image(s)



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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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