

ATIC Accessibility

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



This report prepared for:

Business name: Broome Adventure Cruises

Address: Lot 689 Port Drive

Town: Minyirr

Date: 2024-03-12 20:17

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

- Tour/Transport

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Food allergies or intolerances

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
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival

We ensure exit access is free and clear at all times by: Exit and entry access remains open permanently and is visually checked each morning and throughout the day to ensure nothing is left obstructing these exits.

- 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://broomeadventurecruises.com.au/plan-your-tour/>

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

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 services animals: Water bowls, shade and bedding is provided

GENERAL

Pre-arrival, arrival and reception

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

- Booking information and websites are compatible with screen readers
- 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
- A tablet with text to voice or pen and paper at reception to aid in communication
- Picture Board at reception to aid in communication
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms

We do not have a reception area. Pre tour briefing is given through a PA system outside on the lawn area.

- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Seating is always available at the venue pre and post tour. The Vessel also has seating for every guest. If required, we provide seating for guests during the dinosaur footprint presentation on the remote beach we visit.

Cognitive Impairment Support

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

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
- Glass doors are fitted with a visual sighting strip
- 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
- 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:

The doors to the premises are fixed in the open position for easy access.

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

The sections of the venue open to guests are all on the one level.

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
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- 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

- Even lighting
- 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
- A written transcript where audio description is provided i.e. display commentary, tour commentary

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)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

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)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- Where steps are present are there three steps 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 3m 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

TOUR OPERATORS

Tour/Transport Services

The tour/transport services have the following facilities/amenities in place

- Busses/Coaches
- ❖ None vehicles have wheelchair lifts or ramps
- ❖ none vehicles have low floors with ramped entry

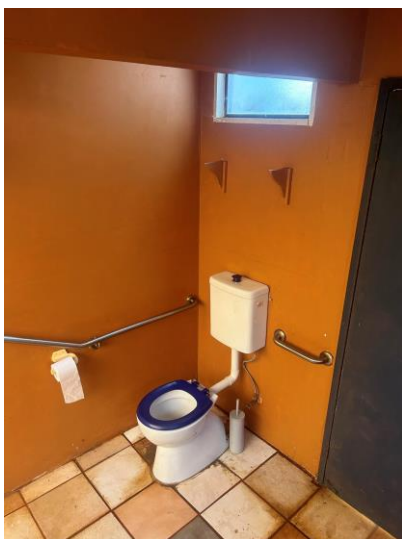
The maximum wheelchair capacity available in the fleet is: none

- Commentary is available in written format
- Audio visual displays are sub titles

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- There is an accessible toilet on-board for public use
- The door is at least 850mm wide
- ❖ There is 200mm width mm beside the toilet
- Handrails are fitted
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

Accessible Toilet Image(s)



Accessible Toilet

- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Walking Tours
- Operated on a step free route
- Multi-paced to account for slower walkers
- Electronic voice augmentation

Guides

Guides have been trained in the following

- AUSLAN
- Use of clear/simple English
- Correct pronunciation for lip readers
- There is a audio description of surroundings
- Marine
- An aisle chair or other means of boarding

The Vessel has both rear and forward access. In the case of steps not being suitable we can position the vessel to load from the rear which has only one step. The aisles of the boat are not wide enough to provide wheelchair access, however the access points are very close to seating should we need to transfer from wheelchair, onto the boat and then into a chair.

- Accessibility is tide dependent

Image(s)



boat entry exit



bus entry

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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