

ATIC Accessibility

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

This report prepared for:

Business name:	Mandurah Caravan and Tourist Park
Address:	522 Pinjarra
Town:	Furnissdale
Contact for enquiries:	Donna Cocking
Contact Number:	08 9535 1171
Contact Email:	donnac@mandurahcaravanpark.com.au
Website:	www.mandurahcaravanpark.com.au
Date:	2025-06-10 14:23

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.....	4
Business Overview.....	4
Bookings	4
Emergency Management	4
Communications	5
Other Information	7
Guide Dog and Service Animals	7
GENERAL	8
Pre-arrival, arrival and reception	8
Cognitive Impairment Support.....	8
Car Park and Access amenities.....	8
Internal Spaces	9
External Paths.....	9
Steps.....	9
Ramps.....	9
ACCOMMODATION.....	10
Bedrooms	10
Room Amenities	10

Bathrooms.....	10
COMMON AREAS.....	12
Play Spaces.....	12
Swimming pools, spas and waterparks.....	12
Report Disclaimer.....	14

OVERVIEW

Business Overview

The business has the following products/services available

- Accommodation

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
- Staff have undergone disability awareness and training

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:

Regular monitoring by staff on site during working hours and 24/7 security cameras

- 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:

Through Client account notes on guests booking.

The procedure for assisting guests who need assisted rescue is:

Staff to assist guests as required

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

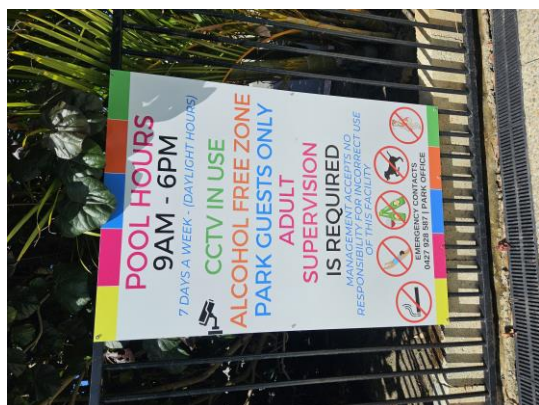
Communications

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

Not specified

- There are Picture boards

Picture Boards Image(s)



Pool Signage



First Aid Sign



Pool Slide Sign



Pedal Kart Sign



Recycling Bin Sign



Pet & Smoking Free Area sign

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 toilet area for service animals

The business provides the following services for services animals:

Not specified

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

Documents required upon check in can be provided prior to arrival to speed up the check in procedure. Seating provided at the front of reception.

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
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Mandurah Train Station is 4.7km - Closest Bus stop is 500m from Reception - Pinjarra Rd After Webster Wy (Stop ID 21581)

Internal Spaces

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

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
- 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)
- 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
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are One rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Not specified

Layout of room Image(s)

Room Amenities

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

Notification provided via SMS and staff to assist guests as required

- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- Wardrobe handles are a contrasting colour to the doors and draws
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor
- In addition, the following further information can assist guests:

Bedroom 1 (Main): Height of bed is: 630mm
Bedroom 1 (Main): Clearance under bed is: 105mm

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 door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

Bathroom Image(s)



Access Cabin Bathroom View

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

The hot water is thermostatically controlled to 50 degrees

COMMON AREAS

Play Spaces

- Level access is provided to play spaces
- The surface of the play space is of a composite or rubberized material
- There wheelchair accessible activities
- The space contain colour contrasting elements
- Seating is provided in or around the play space

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet
- The park map includes a step free route

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.