

# ATIC Accessibility

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

This report prepared for:

Business name:	NT Bird Specialists
Address:	53 Moil Crescent
Town:	Moil NT
Date:	2024-05-27 21:46

### 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

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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
- Wheelchairs or mobility scooters (private tours)
- Food allergies or intolerances

## Bookings

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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

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- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

## Communications

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- An accessibility guide is available on the website

<https://ntbirdspecialists.com.au/faq>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)
- There is a Pictorial menu

# GENERAL

## Pre-arrival, arrival and reception

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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
- Information and maps are available in written form
- A familiarisation tour
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax

We don't have any specific accessible facilities that are locked while on tour.

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We recommend guests book private tours and accommodation if they prefer to manage fatigue this way. In private and small group situations we provide personalised seating/stools which we carry for the guest to use and rest on whenever needed. We also redesign itineraries to allow for less bushwalking and more vehicle/vessel-based wildlife viewing and undertake shorter walks. We also provide guests with pick up times each day so they can prepare themselves to be ready with minimal wait times. We carry hiking poles/walking sticks for guests who need extra stability and offer a hand to walk with.

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

We have 43 years life experience having grown up with family and friends with disabilities and working with many clients of varying needs over 23 years.

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- In addition, the following further information can assist guests:

Guests are transferred as close as possible to hotel reception, activity sites or rooms and restaurants.

## Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- In addition, the following further information can assist guests:

Microphones used in all vehicles. Captions used on videos.

## External Paths

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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

## Steps

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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)

## Public Toilets/Adult change facilities

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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
- The toilet seat is 460mm above the floor

# TOUR OPERATORS

## Route Planning

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- Route Planning
- The tour route includes stops with accessible toilet facilities
- Lunch stop venues are accessible
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available on private tours
- ❖ A total of 1 wheelchair passengers can be catered for overnight stops
- Walking Tours
- Multi-paced to account for slower walkers
- Hearing aid compatible

## Guides

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Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers

### Image(s)

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

We book accessible rooms with walk-in showers and close to reception or restaurants wherever possible for guests with limited mobility.



# ACCOMMODATION

## Room Amenities

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We are tour operator only

- Televisions are equipped with closed captioning capability
- 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
- 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 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
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used

## Bathrooms

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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
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- A range of non-allergenic toiletries are available
- There is a roll-in shower with fold down fixed seat or a shower chair
- A door is fitted to the shower
- In addition, the following further information can assist guests:

Bathroom and room styles vary according to hotel venue and remote settings. We book accessible rooms with walk-in showers and close to reception or restaurants wherever possible for guests with limited mobility.

# COMMON AREAS

## Parks and gardens

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- Accessible toilets
- Seats are provided at regular intervals
- Direction signage contains distances
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible drinking fountains

Parks and Gardens Access/Entry Image(s)

# FOOD AND DRINK

## Dining Spaces

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The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- There are areas of full lighting
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- FODMAP
- Low potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- ❖ There are procedures in place to avoid cross-contamination of food products

## Food and Beverage Image(s)

## Report Disclaimer

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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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