

ATIC Accessibility

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



This report prepared for:

Business name: Tree Chalets

Address: 4478 Jalbarragup Road

Town: Acton Park

Date: 2023-06-29 15:53

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:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

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
- There are visual device/s to alert occupants to evacuate.
- 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: Driveways are kept clear. Circular driveways at each chalet. Two separate exit roads from the property.
- 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
- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.
- The evacuation point is clearly marked by a sign
- The business identifies guests who need additional assistance should an emergency occur by: Every guest is met personally on arrival by the owners and we would identify if they need assistance then
- The procedure for assisting guests who need assisted rescue is: Owners to assist with evacuation.
- Our business offers the following alternative communication methods
- Plain English
- Owners meet on arrival to give evacuation procedures verbally to all guests.
- The business provides the following services for services animals: When we have service animals accompanying guests we individually liaise with each guest to work out their needs. Most want to bring their own dog bowls and bedding

Images



Service animals bedding can be placed to the left of the chaise lounge or between the kitchen and breakfast bar (there is a space there next to the wall) **Error! Bookmark not defined.**

GENERAL

Pre-arrival, arrival and reception

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Booking information and websites are compatible with screen readers
- Information and maps are available in written form
- A familiarisation tour
- A key to any accessible facilities that are locked
- Keys are available for each guest
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes
- Emergency and evacuation procedures are explained on arrival
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We meet within 5 minutes of arrival. Guests are sent a pin code for the lock box so they can let themselves in.

Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- The accessible entrance is clearly signed from the parking bay

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
- Glass doors are fitted with a visual sighting strip

- 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)
- In addition, the following further information can assist guests:
 - Chalets are single story. No need for lifts.

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
- Tableware/glassware contrast with the table surface or table cloth
- 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
- The width of the smallest corridor is: 795mm
- In addition, the following further information can assist guests:
 - No areas open to the public.
 - We only have 2 private chalets.

External Paths

- 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
- In addition, the following further information can assist guests:
 - The chalets are only accessible by 3 steps.

Steps

- There are steps.
- 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
- In addition, the following further information can assist guests:
 - Only 3 steps up to the deck of the chalets
- In addition, the following further information can assist guests:
 - The toilets in the chalet bathrooms are 500mm high.

ACCOMMODATION

Bedrooms

- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- Doors open fully against the adjoining wall
- Openings are a minimum of 795mm wide
- 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
- There is at least 130mm clearance under the bed
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:
 - We use GECA (Good Environmental Choice Australia) certified cleaning products

Bathrooms

- 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 700mm.
- The width beside the toilet is 300mm either side of the toilet. 1000mm space for the toilet.
- There is 1100mm in front of the toilet. However to access the toilet there is a 660mm gap between the corner of the vanity and the glass shower screen mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor
- A range of non-allergenic toiletries are available
- There is a portable shower head on flexible hose

Images



Tree Chalets Bathroom configurations. Shower is 950 wide and space between toilet wall and shower screen is 1000mm **Error! Bookmark not defined.**

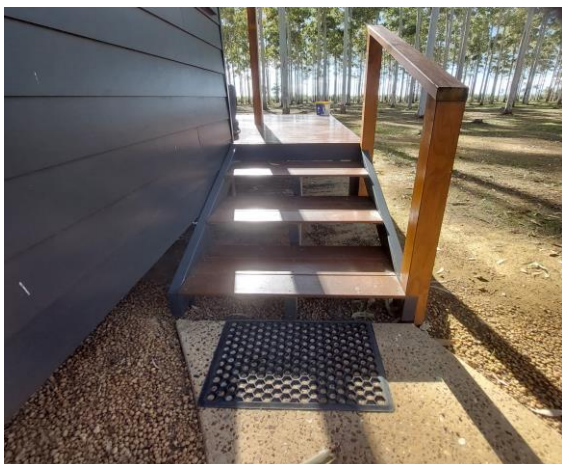


Tree Chalets Bathroom showing location of the vanity **Error! Bookmark not defined.**

- In addition, the following further information can assist guests:
 - The shower is walk-in. There is a hand held shower head as well as a fixed shower head. To change the nozzle over to the hand held would require assistance for the first instance. The shower is 950mm wide and 1280mm long

COMMON AREAS

Images



Front entrance steps. Built to code for step size and hand rail height **Error! Bookmark not defined.**



Side view of front stepsError! Bookmark not defined.

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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.

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