

ATIC Accessibility

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

This report prepared for:

Business name:	Tasmanian Travel & Information Centre
Address:	20 Davey Street
Town:	Hobart
Contact for enquiries:	Aditya Munshi
Contact Number:	+61 (3) 62384299
Contact Email:	Aditya.Munshi@hobarttravelcentre.com.au
Website:	https://www.hobarttravelcentre.com.au/
Date:	2024-09-30 09:26



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.....	3
Business Overview.....	3
Bookings	3
Emergency Management	3
Communications	4
Other Information	4
Guide Dog and Service Animals	4
GENERAL	5
Pre-arrival, arrival and reception	5
Cognitive Impairment Support.....	5
Car Park and Access amenities.....	5
Entry	6
Internal Spaces	6
Public areas	6
External Paths.....	6
Steps.....	7
Ramps.....	7
Report Disclaimer.....	8

OVERVIEW

Business Overview

The business has the following products/services available

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- 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
- Staff have undergone disability awareness and training

Emergency Management

Customers are here for a short time, we are a visitor centre and not accommodation where people stay for extended periods of time. We have trained staff who can ensure that persons with disabilities are evacuated accordingly.

- There are Audible device/s to alert occupants to evacuate with instructions on how 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:

There are 2 entrances/exits at the TTIC. One is more for staff and has a manual door and the other is the main sliding door for visitors. They are always kept clear for ingress or egress.

- Exits and access to exists are greater than 900mm

The business identifies guests who need additional assistance should an emergency occur by:

Staff training

The procedure for assisting guests who need assisted rescue is:

In the case of a fire in the main area, all persons are evacuated through side door which has a staircase. This stair case is where our fire panel is located too and a person who needs assisted rescue would be located close to the stair case out of the way but within sight of the Chief Warden and would get appropriate assistance once all others are evacuated

Communications

- 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 the following services for services animals:

Guide dogs and assistance animals are welcomed.

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
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:

We have sufficient seating for customers including a back of house meeting room that could be used if required

Cognitive Impairment Support

- 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
- 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:

Yes we share this information in person with all visitors

- Kerb ramps are in place where a pavement or walkway needs to be crossed

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
- Door jams/doors are of a contrasting colour to surrounding walls
- 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

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
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- 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

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

No paths exist in the visitor centre

Steps

Steps have the following amenities are in place

- There are steps.
- 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

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Ramps have a raised edge of at least 100mm

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.

