ATIC Accessibility

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

This report prepared for:

Business name:	Kalgoorlie Boulder Visitor Centre Tours
Address:	316 Hannan St
Town:	Kalgoorlie
Contact for enquiries:	Donna Malec
Contact Number:	08 9021 1966
Contact Email:	visitors@kalgoorlietourism.com
Website:	www.kalgoorlietourism.com
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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:

- Limited mobility
- Wheelchairs or mobility scooters

KALGOORLIE BOULDER VISITOR CENTRE

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

We are a retail shop.

- 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:

Signs on all doors. Staff are made aware of this when onboarded and during Training.

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

Staff look up and greet people customers on entry. We have an entry buzzer, so we know when people walk in.

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

Ask how they can help. Talk to person who is with them (if anyone is). Call an ambulance if staff member thinks the problem will escalate.

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
- The business accepts the companion card

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:

We have a bowl of water out the front of the building. Dogs are welcomed in the building.

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 lower counter at reception/ticket office
- 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
- Information and maps are available in written form
- A step free map/guide
- In addition, the following further information can assist guests:

We have chairs available for people to sit down.

The Visitor Centre is airconditioned and heated.

Staff will offer food/drink if they can see people are distressed in any way.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Access has alternative procedures and clear written instructions with universal access symbols

Car Park and Access amenities

The business has the following Car Park and Access amenities

- 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:

We have bus timetables and can show people stop on the map. All the bus stops are wheelchair accessible.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- An intercom system is available at the entrance of car park

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
- 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
- There a clear space of at least 1500mm x 1500mm in front of all doors.

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
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm

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

- Wheelchair accessible spaces/seating

External Paths

External paths of travel

- 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
- Step free routes clearly signed

Steps

Steps

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- 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

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
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm above the floor

- There is a registered changing places facility

TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- 0 vehicles have wheelchair lifts or ramps
- 0 vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

0

- Commentary is available in written format

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities

Guides

- Use of clear/simple English
- In addition, the following further information can assist guests:

Boulder Town Hall - 116 Burt Street Boulder WA 6432

Chunky Timber Co - 40 Oroya Street Boulder WA 6432

Kalgoorlie Boulder Racing Club - 14 Meldrum Avenue Kalgoorlie WA 6430

Museum of the Goldfields - 17 Hannan Street Kalgoorlie WA 6430

Super Pit Lookout - Mount Munger Road Boulder WA 6432

Mt Charlotte Reservoir and Lookout - Lot 2714 Collier Place Kalgoorlie WA 6430

COMMON AREAS

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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