

ATIC Accessibility

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

This report prepared for:

Business name:	BIG4 Middleton Beach Holiday Park
Address:	28 Flinders Parade
Town:	Albany
Contact for enquiries:	Melanie Stock
Contact Number:	08 9841 3593
Contact Email:	holiday@holidayalbany.com.au
Website:	www.holidayalbany.com.au
Date:	2026-08-26 12:15

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
- Food and Drink

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

- 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:

Designated parking zones

- Exits and access to exits 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:

Outstanding communication and transparency between management, receptionist, maintenance and housekeepers using WhatsApp groups for daily communication, all staff members included and specific requirements raised there and visible to all. Further, notes and stand out function (warning) in booking system for specific requirements/accessibility needs.

The procedure for assisting guests who need assisted rescue is:

In case of an emergency, receptionists will notify groundsmen and instruct them to follow up with guest with specific needs and see whether assistance required and assist rescue. If groundsmen not available/reachable, management and/or receptionist will follow up with guest via phone or/and by checking the accommodation, site or/and facilities.

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

Communications

- An accessibility guide is available on the website

<https://www.big4middletonbeach.com.au/home/accessibility/>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English

Not specified

- 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
- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

Dog beach in front of park. Bedding, bowls on request. Sale of dog food and toys in shop and vending machine. Dog poo bag dispensers across park.

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 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
- Large print information sheets and registration forms
- 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
- A key to any accessible facilities that are locked
- Luggage assistance
- In addition, the following further information can assist guests:

Notes in booking system indicate special requests/disabilities if stated at the time of booking. Our receptionists are trained to be observative and deliver a customised guest experience and would pick up on if someone needs special assistance. Those guests would be served first and further, comfortable seating in reception area.

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

We do provide park guidelines and information to every guest upon check in, which is located on the back of the park map. This includes the location of the accessible bathrooms and door key.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum
- 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

- 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:

Bus station in front of park. Bus time tables in reception in tourist information section/stands. Guests usually enquire verbally and receptionists will provide them with flyer and explain times and routes as well.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

Accessibility equipment can be hired for free when booking online through our website and directly over the phone. Please let us know if you have any other needs and we try our best to accommodate for those.

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
- The entrance sill is less than 13mm
- There is 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
- In addition, the following further information can assist guests:

The main entry and the accessible entry are the same.

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

Except for the beach houses and the lounge above reception, all areas are at ground level.

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
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- 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
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

Quiet SpaceThe Kids Club Room and the Guest Lounge above Reception are available as quiet spaces for adults and children with special needs. Please note that the Kids Club Room is in use on weekdays during school holidays from 8:00 am–12:00 pm and 5:00 pm–8:00 pm, as well as during other special events. Please enquire at Reception about availability, and we will be delighted to assist.

Public areas

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating
- In addition, the following further information can assist guests:

Accessibility FeaturesAll public areas are on the ground level and are easily accessible. Closed captions and audio description options are available on all TVs. If you would like to use these features, please let us know and we will be happy to assist with setting them up. Numerous benches, chairs, and lounge seating are available throughout the resort's facilities and public areas for guests to rest and relax.

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

There are no paths with steps at our park.

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

All pathways throughout the park are step-free.

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

All pathways throughout the park are step-free.

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 is 460mm above the floor

ACCOMMODATION

Room Amenities

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

Evacuation signs and procedures in every building, Notes in booking system. SMS or phone call to guest. Send grounds man to notify and assist with evacuation.

- Televisions are equipped with closed captioning capability
- 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
- Openings are a minimum of Toilet: 720 mm; Bathroom: 820 mm; Entry: 820 mm 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
- In addition, the following further information can assist guests:

Some furnishings include down feather cushions in the living area and decorative cushions with down feather filling on the beds. If required, these can be replaced with non-allergenic alternatives. Please let us know before or during your stay, and we will be happy to assist. Overall we have cotton linen and high standard bedding, mattresses, mattress protectors and water proof pillow protectors, strict cleaning protocols and a high hygienic standard. An air purifier can be provided if requested.

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
- The width of the door is 820mm.
- The width beside the toilet is less than 700.
- There is less than a metre mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The actual height of the toilet seat is 420.
- A range of non-allergenic toiletries are available
- A door is fitted to the shower

Bathroom Image(s)



20250213_131639



20250213_131406



20250213_131430



CABIN-Villa E8-316

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

The toilet is separate to the bathroom and small. Assistance required if reliant on wheelchair.

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 play space contains cognitive play panels
- The play space contains tactile play panels or activities
- The space contain colour contrasting elements
- Seating is provided in or around the play space

Image(s)



MB Nature Playground 1500px-09



MB Nature Playground 1500px-08



MB Nature Playground 1500px-11



MB Nature Playground 1500px-06



MB Nature Playground 1500px-02



MB Main Playground 1500px-16



MB Main Playground 1500px-15



MB Main Playground 1500px-10



Playground seating Accessibility



Playground Sensory and path



Playground Exit



Playground Entry and short term parking or drop off



Playground Entry and short term parking or drop off 2



Parking next to Pool

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

Besides two playgrounds, we offer a spacious Recreation Centre, suitable for wheelchair access, with Arcade games, comfortable seating, a kitchenette, pool views, and a separate Kids Club room with arts and craft equipment and projector. The pool area can also be accessed with a wheelchair but assistance to open the gate will be required.

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet

Pool Access Image(s)



L_LynbCA



Pool Entry 3



Pool Exit 2



Pool Rails and stairs



Pool Spa seating and entry



Pool Stairs 2



Pool Entry 1



Pool Entry 2



Recreation Centre Entry 2



Recreation Centre Exit1 and Kids Club room entry



Recreation Centre Spacious female toilet and change room and male toilets



Air Hockey (3)



Amenities Accessible Bathroom Renovations underway (2)



Kids Club and Conference Room with Projector and Sound system



Lounge Ocean Views



Lounge Seating with ocean views



Pool and Spa (3)



Amenities Building Exterior (6)



Amenities Accessible Bathroom Renovations underway



Family bathroom dune



Recreation Centre Exterior



Pots Reception



Kids Club Jamie the Clown



Mel Reception



New Shop Furniture



Vending machine in Campers Kitchen



Beach Acces to Middleton Beach from Park 2



Amenities Building Exterior (2)



Amenities Building Exterior (4)



Roads Entry



Reception Seating old



Amenities Building Exterior (1)



Laundry 1



Caravan and Camping WA Recreation Centre with Pool Views



Amenities Building Exterior (3)



Amenities Family Bathroom Renovations underway



Shop (5)



BBQ Pool



Campers Kitchen 2



Laundry 2



Reception and Garden



Kids Club Movie Theater

[illegible]

Park Map Back Low and Mid Season



Park Map Front Low and Mid Season

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

There are no steps or stairs to any of our facilities, except the lounge above reception.

Parks and gardens

- The following parks and gardens amenities are available
- Accessible toilets
- Accessible toilets are signed at regular intervals
- Seats are provided at regular intervals
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible drinking fountains
- Accessible BBQs
- The park contains an observation deck or tower
- The observation deck provides a clear view through the safety railing

Parks and Gardens Access/Entry Image(s)



Parking next to Pool



Playground Entry and short term parking or drop off 2



Playground Exit



Pool Entry 3



Signage 26-16



Playground Entry and short term parking or drop off



Pool Entry 1



Playground seating Accessibility



Pool Entry 2



Amenities Building Exterior (7)



Entry no Slow



Kids Club Beach Investigator (2)



Kids Club Beach Investigator discussing finds (2)



Kids Club Beach Investigator Sea Horse



Kids Club Sand Castle Competition (2)



Beach Access to Middleton Beach from Park



1_Campers Kitchen Outside_1 (1)



Amenities Building Exterior (3)



1_Campers Kitchen Outside_1 (2)



Kids Club Beach Investigator discussing finds with Scientist Program Leader



Garden Jumping Pillow



Dune Restoration September 2025



Frangipani



Fountain



Nature Playground (3)



Leon and Frangipani Pool Area



Amenities Building Exterior (5)



Jumping Pillow Garden



Outside Hedge Mirror Bush Removed



Kids Club Beach Investigator



Nature Playground Anton and Wollie on top (2)



Front Garden Spring 2025



Front Garden February 2026



Hero Pictures (4)



Hero Pictures (3)



Hero Pictures (6)



Garden Award 21



Garden Pool



Kids Club Sand Castle Competition



Nature Playground Anton and Wollie on top (1)



Garden Accessible Bathroom



G-3pgkCQ



Dtp-EvZw



EG4iQ3LA



k4Tx2ILQ



pZhG-6PQ



6PxaI2eQ



2SRvkoUg



nAsISENQ



MKv30U4A



0w_26fFA



WdN5dIQA



4TpLEH-A



CJGSv52A



hLxAgcUQ



OPOdk4vQ



vohjlBXg



Y_mcxjxw



zbu67vMw



up1_vf0g



bdqww-Fg



uhEOk Wig

- In addition, the following further information can assist guests:
- .
- Handrails and stairs are built as per state/territory building code.
- Slip resistance surfaces are used.

Parks and Gardens Stair entry and exit Image(s)



I5xUSuUQ

FOOD AND DRINK

Dining Spaces

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
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- 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
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- In addition, the following further information can assist guests:

In our General Store and Vending machine, we only use packaged and sealed food and check expiry dates as part of our routine. Health inspection are conducted on a regular basis by the City of Albany. We will extend our range in the future since we upgraded our shop area and furniture recently and now offer already a wider product range including WA made sunscreens, and suitable for sensitive skin, milk substitutes, gluten free products, locally made products, etc.

Food and Beverage Image(s)



rkH1olvQ



i9ap7sLA



vXc53QqA



JZGiz9yw



naqGVdLg



woj1QLSQ



u4C3eQOg



Vending machine in Campers Kitchen



Campers Kitchen 4

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

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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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