ATIC Accessibility

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



This report prepared for:

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| --- | --- |
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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

* Accommodation

Our business caters for the following disability types:

* Deaf or low hearing
* Limited mobility
* Wheelchairs or mobility scooters
* Cognitive or people on the Autism Spectrum

## Bookings

The business offers the following methods for bookings and enquiries:

* Phone
* Email
* Webportal
* Staff have undergone disability awareness and training

## Emergency Management

* Emergency and evacuation procedures are explained on arrival
* There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
* Exits and access to exists are greater than 900mm
* Exits to the emergency evacuation point does not include stairways

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

Correspondence is sent to the guests prior to arrival asking to notify us prior to arrival if they have access needs so that we can assist in the event of an emergency.

The procedure for assisting guests who need assisted rescue is:

Guests with access or special needs are asked to notify the park prior to arrival so that this can be noted on our Guest Log.Emergency Warden will note any guests on the guest log who require assistance and arrange for a support person to assist with evacuation.

* 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.big4.com.au/caravan-parks/vic/goldfields/castlemaine-gardens-holiday-park/facilities-and-activities/accessibility-guide

* Our business offers the following alternative communication methods
* Plain English
* Magnifiers

Not specified

## Other Information

* 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 a toilet area for service animals
* Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

Not specified

# 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 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
* Keys are available for each guest
* Luggage assistance

## Cognitive Impairment Support

* A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
* The 'social script' is available in word and other editable formats

## Car Park and Access amenities

The business has the following Car Park and Access amenities

* A drop off zone
* The public transport services available are:

Please see the Castlemaine Access Map link in the Access Guide on our website.

## 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

## Steps

Steps have the following amenities are in place

* There are steps.

## Ramps

Ramps have the following amenities are in place

* There are ramps.
* All fixed ramps are 1:14 or less
* Temporary ramps are available
* Temporary ramps are in place for the duration of the guests stay
* Ramps have a raised edge of at least 100mm

## 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
* There is 2000mm mm of clear space in front of the toilet
* The toilet seat is460mm above the floor

# ACCOMMODATION

## Bedrooms

The bedrooms have the following facilities/amenities in place

* There are One king room available in our 3 bedroom Accessible Villa. rooms available to guests who use a wheelchair
* Bedroom furniture can be re-arranged on request

Not specified

## Room Amenities

* Lower hanging rails are in wardrobes
* Televisions are equipped with closed captioning capability
* There is a clear path through the room
* Housekeeping procedures instruct staff not to reposition furniture that has been moved
* There is a clear opening at least 850mm 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
* Blocks are available to put under the bed legs
* Non-allergenic cleaning products are used

## Bathrooms

The bathrooms have the following facilities/amenities in place

* All heating appliances and hot water pipes are protected or insulated
* Fixtures and fittings have rounded edges
* The hot water is thermostatically controlled to 41 degrees
* The door is at least 850mm wide
* There is a minimum of 850mm beside the toilet
* Handrails are fitted
* There is a minimum of 1400mm of clear space in front of the toilet
* The toilet seat is a contrasting colour to the floor
* The toilet seat is 460mm above the floor
* A range of non-allergenic toiletries are available
* There is a roll-in shower with fold down fixed seat or a shower chair
* There is a portable shower head on flexible hose

# 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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