

# ATIC Accessibility

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

# 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

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The business has the following products/services available

- Adventure

Our business caters for the following disability types:

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

## Bookings

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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

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- Emergency and evacuation procedures are explained on arrival
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by: Muster point on the boat remains clear of equipment

- Exits to the emergency evacuation point does not include stairways

The business identifies guests who need additional assistance should an emergency occur by: Crew are responsible for assisting all passengers in event of emergency. Guests needing additional assistance are identified during the boarding process prior to departure, therefore known to the person in charge.

The procedure for assisting guests who need assisted rescue is: One crew member on board will assist any guest with additional needs, while the other carry other the evacuation procedure.

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

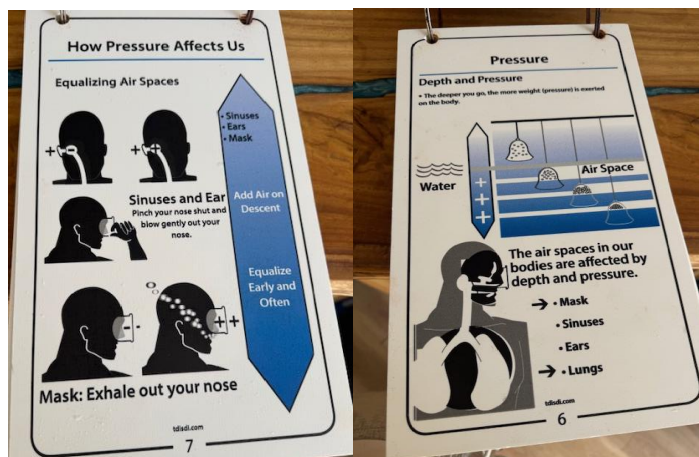
## Communications

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

NA

- There is easy to read signage and information (e.g. menus and emergency information)
- There are Picture boards

## Picture Boards Image(s)



## Guide Dog and Service Animals

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- 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: service animals welcome throughout entire experience. Shade, water available throughout, with toileting areas available prior to tour

# GENERAL

## Pre-arrival, arrival and reception

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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 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

The area where you arrive to is a portable office. This has steps for entry, however staff are roaming with an iPad and complete transactions within the vicinity. This means any conversations, questions or bookings can be completed at ground level. This is outside, therefore lighting is consistent.

- Information and maps are available in written form
- A familiarisation tour

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Seating is available at the office location, as well as on the boats.

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

## Car Park and Access amenities

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

Street parking is available, with accessible bays located nearby. Ramps and crosswalks are in various locations to allow access to the footpath level which Swan Dive is located.

## Entry

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The business has the following amenities/systems in place for entry

- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- 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.
- In addition, the following further information can assist guests:

There are no opening doors to this building. All doors remain open throughout opening hours. Similarly, the boat has no opening doors.

## Lifts

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- The lifts have the following amenities in place

### Lift Location: Boat - Lowering from deck to water

- This lift is available to all public floors
- The lift contains a visual method of identifying the floor level
- There is a breakdown procedure for lifts containing guests with a hearing impairment
- The emergency procedures within the lift have an SMS contact number
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has audio floor announcements
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm
- In addition, the following further information can assist guests:

This lift is located on the back of the boat, not within the office building.

The lift is designed to lower and lift people into the water from the main deck level. It has a large 1500mm x 1500mm platform, with handrails for stability, and is operated by our crew.

## Internal Spaces

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm

## Public areas

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The public areas have the following amenities in place

- Even lighting
- Seating

## External Paths

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External paths of travel have the following amenities are in place

- Pathways are wider than 900mm
- In addition, the following further information can assist guests:

Visiting the booking office and retail space does not require travel down any pathways. To attend a boat tour, participants travel down a beach track.

Provisions are currently being investigated for this area to have an accessible mat.

## Steps

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Steps have the following amenities are in place

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

Steps are required to come inside our portable office space, however this is not essential. Staff are roaming within this area, in and out of the 'building'.

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

Swan Dive does not specifically have these amenities, however is located close by public accessible facilities on the Busselton Foreshore. These facilities include a toilet and changing area.

# ADVENTURE ACTIVITIES

## Adventure activities

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The adventure activities have the following facilities/amenities in place

- Our adventure activities cater for people with a disability

The following activities are available to people with a disability: Swan Dive offers scuba diving and snorkelling tours and courses for people with a disability.

The equipment utilised to make the activities available are: Swan Dive has a range of scuba diving and snorkelling equipment to suit a range of people. Equipment can be altered e.g. sizes, fitting locations, and weight systems added to suit e.g. ankle weights. The boat is fitted with a diver lift, making the transition between the deck and water level seamless. Swan Dive is in the process of obtaining council permission to install an accessible beach mat to permit easier access from the footpath to the boat.

The following limitations apply to participation, including those activities that are not available to people with a disability: All courses and tours can be altered to suit those with disabilities, however prior notice of requirements may be required.

### Adventure Activity Image(s)



Aerial image – Beach access



Getting ready



Boat lift



Swan Dive Office / Retail Space

## Report Disclaimer

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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.

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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