

# ATIC Accessibility

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



This report prepared for:

Business name:	Holiday Inn West Perth
Address:	1309 Hay Street
Town:	West Perth
Date:	2023-06-30 18:01

## 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

- 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

## Bookings

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The business offers the following methods for bookings and enquiries:

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

## Emergency Management

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

Monitored regularly throughout the day by Management and Department Supervisors

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- The evacuation point is clearly marked by a sign

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

Advised at time of booking or on arrival

The procedure for assisting guests who need assisted rescue is:

If safe to do so, staff will knock on door, and assist, lead or carry guest from building

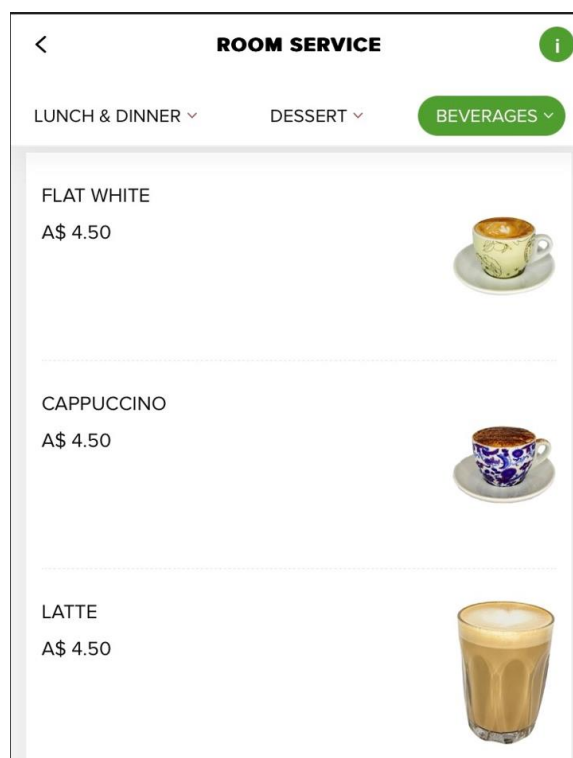
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

## Communications

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- 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)
- There is a Pictorial menu

### Pictorial Menu Image(s)



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## Guide Dog and Service Animals

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- 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:

Bedding and water available for service dogs. Grassed area at front of venue available for toilet area

# 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

- 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
- Hearing loop fitted to the reception area
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms

N/A

- Information and maps are available in written form
- Keys are available for each guest
- Luggage assistance

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

Seating provided in lobby. Being a small property, longest wait time is no more than 5 minutes

## 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)
- Access has alternative procedures and clear written instructions with universal access symbols

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- 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:

Car park is located offsite by Wilsons Parking, intercom is available to speak to a direct parking attendant.

Accessible car park located directly behind hotel, provides flat pavement to entry, no steps.

## Entry

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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
- 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 Sans Serif font and use upper and lower case letters
- 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

## Lifts

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- The lifts have the following amenities in place

### Lift Location: Lobby

- 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 floor buttons have large print numbers
- The lift buttons have braille floor numbers
- 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

## Internal Spaces

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- 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

## Public areas

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Hearing loops
- Hearing loop symbols are displayed
- Even lighting
- Seating

## External Paths

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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
- Step free routes clearly signed

## 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:

There are six (6) steps from lobby to restaurant, however an accessible private lift is available to provide guests with access to the restaurant.

Alternatively, a ramp from the external entry point is also available for accessible guests,

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less

## Public Toilets/Adult change facilities

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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 1.4m mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

# ACCOMMODATION

## Bedrooms

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The bedrooms have the following facilities/amenities in place

- There are 6 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

The following bed types are available in wheelchair accessible rooms

- One double/queen bed/king bed

Layout of room Image(s)



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## Room Amenities

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- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- Room phones are hearing loop compatible

- Room phones have volume control
- Room phones have a visual ringing indicator
- There is contrast between the walls, skirtings, floor and furniture
- 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
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- 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
- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used

## Bathrooms

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The bathrooms have the following facilities/amenities in place

- All shower, bath and basin taps are clearly differentiated between hot and cold
- 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
- A door is fitted to the shower
- A door is fitted to the showers with an outward swing at minimum width of 900 mm

### Bathroom Image(s)



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# COMMON AREAS

## Parks and gardens

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- Handrails and stairs are built as per state/territory building code.
- Slip resistance surfaces are used.
- A handrail is available and at 865-965mm in height.
- The handrail is continuously graspable along entire length at least one side.

### Parks and Gardens Stair entry and exit Image(s)



Exit Stairwelll **Error! Bookmark not defined.**

# FOOD AND DRINK

## Dining Spaces

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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
- Hearing loops are available
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are Plain English menus
- 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 potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- There are procedures in place to avoid cross-contamination of food products
- There is a sample menu available online

Sample menu is available here -

<https://www.julios.com.au/>

Food and Beverage Image(s)



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## 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.

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