

## ATIC Accessibility

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



This report prepared for:

Business name:	Cygnet Bay Pearls
Address:	Cygnet Bay Pearl Farm
Town:	Dampier Peninsula
Date:	2023-06-30 22:49

## 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.

OVERVIEW.....	4
Business Overview.....	4
Bookings .....	4
Emergency Management .....	4
Communications .....	5
GENERAL .....	6
Pre-arrival, arrival and reception .....	6
Cognitive Impairment Support.....	6
Car Park and Access amenities.....	6
Entry .....	7
Internal Spaces .....	7
Public areas .....	7
Displays, exhibits, commentary and live performances .....	7
External Paths.....	7
Steps.....	8
Ramps.....	8
Public Toilets/Adult change facilities .....	8
TOUR OPERATORS.....	9
Tour/Transport Services.....	9
Route Planning .....	9
Guides.....	9
ACCOMMODATION.....	11

Bedrooms .....	11
Room Amenities .....	11
Bathrooms .....	12
COMMON AREAS .....	14
Play Spaces .....	14
Swimming pools, spas and waterparks .....	16
Parks and gardens .....	23
FOOD AND DRINK .....	26
Dining Spaces .....	26
ADVENTURE ACTIVITIES .....	31
Report Disclaimer .....	32

# OVERVIEW

## Business Overview

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The business has the following products/services available

- Tour/Transport
- Accommodation
- Food and Drink
- Adventure

Our business caters for the following disability types:

- 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

## Emergency Management

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- 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:

Wide open spaces, safari tents so not part of a building structure with passages.

- 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

- The evacuation point is clearly marked by a sign

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

It is noted on the In House Report from RMS & the duty manager is notified if we have guests who require extra assistance.

The procedure for assisting guests who need assisted rescue is:

Duty Manager would meet the guests in a buggy to ensure they could be transported to the safe area.

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

## Communications

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# 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 clipboard to allow check-in/ticket purchase whilst seated
- Picture Board at reception to aid in communication
- Lighting in the reception area is even and glare free

We don't have an intercom

- 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:

The parking area for checking in is closest to reception & the parking area next to the disabled safari tents is adjacent to the tents. We have minimized the wait time as much as possible, there is a shaded area at reception if the guests are fatigued. Our reception staff will come out from behind the desk to assist the guest with the check in process.

## 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

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance

## 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
- Door jams/doors are of a contrasting colour to surrounding walls
- 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

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- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- 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
- All corridors greater than 900mm

## Public areas

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The public areas have the following amenities in place

- Seating

## Displays, exhibits, commentary and live performances

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For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/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

## Steps

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Steps have the following amenities are in place

- There are steps.
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- 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 1650mm 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
- There is a registered changing places facility

# TOUR OPERATORS

## Tour/Transport Services

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

- Busses/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

## Route Planning

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

no toilet on our vessels - bus is only used to transport guests to & from airstrip, vessel launch from Shenton Bluff.

- Sightseeing and photo opportunity stops are step free
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available
- A total of 2 Disabled Tents with beds that can be split so we could accommodate 4 pax. wheelchair passengers can be catered for overnight stops

## Guides

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- Use of clear/simple English
- Marine

Image(s)



Marine Vessel

# ACCOMMODATION

## Bedrooms

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The bedrooms have the following facilities/amenities in place

- There are 2 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
- Two single beds

### Layout of room Image(s)



CBPF Village Safari Tent **Error! Bookmark not defined.**

## Room Amenities

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No wardrobe

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation:

Duty Manager is given the in-house guest list, which is generated via our PMS, any guest with a disability is highlighted on the list so that they are aware to offer assistance in the event of an emergency.

- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded

- 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

## Bathrooms

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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
- 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
- There is a portable shower head on flexible hose

### Bathroom Image(s)



CBPF Village Safari Tent **Error! Bookmark not defined.**



CBPF Village Safari Tent

# COMMON AREAS

## Play Spaces

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- The space contain colour contrasting elements
- Seating is provided in or around the play space

Image(s)



Boat in play area **Error! Bookmark not defined.**



Playhouse **Error! Bookmark not defined.**



Seating close to childrens area **Error! Bookmark not defined.**



toilets **Error! Bookmark not defined.**



Trampoline **Error! Bookmark not defined.**



Wendy House **Error! Bookmark not defined.**

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

The play area is in our grass tennis court section, children have a wide open area to run & not have to worry about the farm vehicles or getting in people's space.

## Swimming pools, spas and waterparks

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- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet
- The park map includes a step free route

[Pool Access Image\(s\)](#)



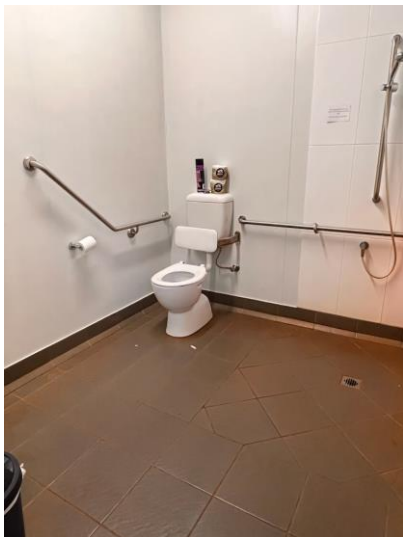
Disable Parking in General Car Park Area **Error! Bookmark not defined.**



Full Access Path to Resturant & Upstairs Toilet Area **Error! Bookmark not defined.**



Interior ~ Reception Area Disabled Toilet **Error! Bookmark not defined.**



Interior ~ Resturant Disabled Facility incl Shower pg **Error! Bookmark not defined.**



Interior ~ Resturant Disabled Facility **Error! Bookmark not defined.**



Looking down towards reception **Error! Bookmark not defined.**



path from toilets to the reception & car park **Error! Bookmark not defined.**



Path to car public car park **Error! Bookmark not defined.**



Reception Area Disabled Toilet **Error! Bookmark not defined.**



Restaurant Toilet Block **Error! Bookmark not defined.**



Showing section of the path for guests with disability **Error! Bookmark not defined.**



Toilet area down to reception & carpark **Error! Bookmark not defined.**



toilets **Error! Bookmark not defined.**

## Parks and gardens

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

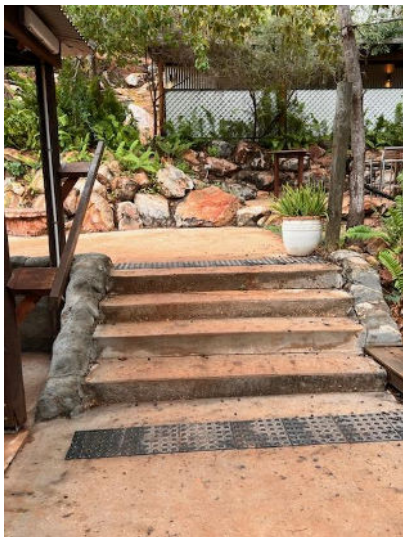
There are seating areas around our reception & common area. These spaces are usually utilised to assembly guests for Pearl Farm Tours, Sea Safaris & if guests have brought a picnic.

- 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)



Area near Kiosk 2023 **Error! Bookmark not defined.**



Kiosk area going up to Restaurant **Error! Bookmark not defined.**



picnic tables **Error! Bookmark not defined.**



Stairs to restaurant **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
- 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
- Additive free
- Vegetarian
- Vegan
- Halal
- 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.cygnetbaypearlfarm.com.au>

[Food and Beverage Image\(s\)](#)



Entrance from another Door into Restaurant **Error! Bookmark not defined.**



Entrance to Restaurant **Error! Bookmark not defined.**



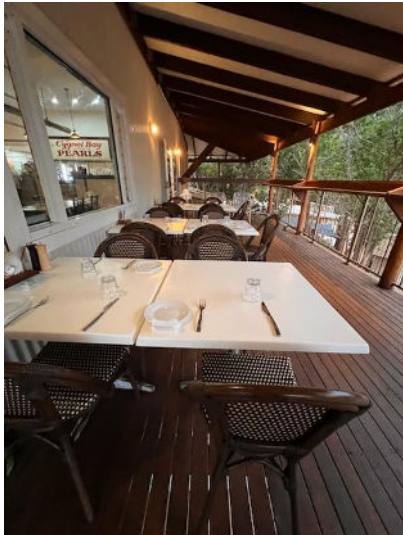
Inside Restaurant ~ Not typical set up. **Error! Bookmark not defined.**



Middle section of Balcony - Copy **Error! Bookmark not defined.**



Middle section of Balcony **Error! Bookmark not defined.**



Outer Area of Balcony - Copy **Error! Bookmark not defined.**



Service Counter **Error! Bookmark not defined.**



Side where guests with disability can speak to staff - Copy **Error! Bookmark not defined.**



View towards balcony from top of restaurant **Error! Bookmark not defined.**

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

During lunch it is counter service, but staff are always at hand to assist all guests. Dinner is table service.

## ADVENTURE ACTIVITIES

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

N/A

## 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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