

ATIC Accessibility

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



This report prepared for:

Business name: City of Fremantle

Address: 70 Parry Street

Town: Fremantle

Date: 2023-06-30 12:20

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
Other Information	5
Guide Dog and Service Animals	5
GENERAL	6
Pre-arrival, arrival and reception	6
Car Park and Access amenities.....	6
Public areas	7
External Paths.....	7
Public Toilets/Adult change facilities	7
COMMON AREAS	9
Swimming pools, spas and waterparks	9
Parks and gardens	9
Report Disclaimer.....	9

OVERVIEW

Business Overview

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

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

- Emergency and evacuation procedures are explained on arrival
- 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 signs have raised lettering or braille
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

- 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

- There is an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels.

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

induction and sign in process

The procedure for assisting guests who need assisted rescue is:
trained staff, marshals and fire brigade support if required

Communications

- An accessibility guide is available on the website

<https://visitfremantle.com.au/accessible-fremantle>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Braille Displays
- 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
- The business provides a toilet area for service animals

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 lower counter at reception/ticket office
- Hearing loop fitted to the reception area
- Lighting in the reception area is even and glare free
- A familiarisation tour
- A key to any accessible facilities that are locked

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

seating available

Car Park and Access amenities

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
- The public transport services available are:

<https://www.fremantle.wa.gov.au/acrod-car-park-locations>

- Kerb ramps are in place where a pavement or walkway needs to be crossed

Lift Location: Foyer

- This lift is available to all public floors
- The lift contains a visual method of identifying the floor level
- The lift doors contrast with the surrounding wall finishes
- 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

Public areas

The public areas have the following amenities in place

- Hearing loop symbols are displayed

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)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm

we don't have any publicly accessible steps at the civic centre

- Step free routes clearly signed

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 1500mm 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

- There is a 'Changing Place' within within the civic centre building of our business

COMMON AREAS

Swimming pools, spas and waterparks

- Beach or pool wheelchairs
- Unisex change facilities with an accessible toilet
- A hoist and an adult change table
- The park map includes a step free route

The following accessible entry methods are available to the pools and spas:

- Pool lift
- Sloped/level entry
- Accessible pool stairs (hand rails both sides)

Parks and gardens

- Accessible toilets
- Seats are provided at regular intervals
- Accessible picnic tables
- Accessible drinking fountains
- Accessible BBQs

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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

ATIC does not:

- a) Assume any legal liability for the accuracy, completeness, or usefulness of any information from this report or any links provided; or
- b) Accept responsibility for any loss associated directly or indirectly from the use of this report