

ATIC Accessibility

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



This report prepared for:

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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

- Food and Drink
- Event

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
- Cognitive or people on the Autism Spectrum



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

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

TBC

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

Not specified

- 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
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

Service animals are provided shaded/sheltered area with large dog bed and water bowl

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 lower counter at reception/ticket office
- 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 step free map/guide
- A familiarisation tour
- In addition, the following further information can assist guests:

A separate indoor and seated space is provided for anyone who requires it. Wait times are minimized by ensuring staff levels are each function cater for the busy periods of service. In the instance that someone does not get immediate service a roving staff member is able to assist within 1-2 minutes.

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

Staffing levels enable a roving staff member to attend guest requests, spillages and guests requiring special assistance immediately. Peak periods of service are also staffed to ensure guests are not waiting more than 1-2 minutes at a maximum to be attended to.

Cognitive Impairment Support

- A space for parents and children on the Autism Spectrum

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:

Public transport information can be provided over phone or by email.

Entry

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 contrasting colour
- 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

Internal Spaces

- 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
- There is a quiet space for parents and children on the Autism Spectrum

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary

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
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

Steps

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)
- All steps or staircases have enclosed risers
- Handrails fitted to all open sets of steps
- Where steps are present are there three steps or less

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 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 130cm 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

COMMON AREAS



FOOD AND DRINK

Dining Spaces

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
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print 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
- Kosher
- Halal
- In addition, the following further information can assist guests:

Team procedures to prevent cross-contamination are as follows

1. Personal Hygiene
 - Hand Washing: Wash hands thoroughly with soap and water before handling food, after handling raw food, after using the restroom, and after any activity that may contaminate hands.

- **Personal Cleanliness:** Ensure clean uniforms, hairnets, and gloves are worn. Change gloves frequently, especially after handling raw food.
2. Kitchen and Equipment Cleanliness
- **Clean and Sanitize Work Surfaces:** Regularly clean and sanitize all surfaces, including countertops, cutting boards, and utensils, before and after use. Use separate cutting boards for raw meat, poultry, seafood, and produce.
 - **Proper Equipment Maintenance:** Ensure all kitchen equipment is in good working condition and cleaned regularly. This includes slicers, grinders, and mixers.
3. Separation of Raw and Ready-to-Eat Foods
- **Storage:** Store raw meat, poultry, and seafood on the bottom shelves of the refrigerator to prevent their juices from dripping onto other foods. Use separate containers for different types of foods.
 - **Preparation:** Use separate preparation areas for raw and ready-to-eat foods. If separate areas are not available, prepare ready-to-eat foods before raw foods and clean the area thoroughly in between.
4. Food Handling Procedures
- **Use of Utensils:** Use separate utensils for handling raw and cooked foods. Avoid using hands to touch food whenever possible; use tongs, scoops, or other utensils.
 - **Marinating:** Marinate foods in the refrigerator, not on the counter. Do not reuse marinades used on raw foods unless they are boiled.
5. Cooking and Temperature Control
- **Proper Cooking Temperatures:** Cook foods to the recommended internal temperatures to kill harmful bacteria. Use a food thermometer to check temperatures.
 - **Hot and Cold Holding:** Keep hot foods hot (above 140°F or 60°C) and cold foods cold (below 40°F or 4°C). Use appropriate equipment to maintain temperatures during service and storage.
6. Safe Storage Practices
- **Labeling and Dating:** Label all food items with the date of preparation and use-by dates. Store older items in front and newer items in the back to ensure proper rotation (FIFO: First In, First Out).
 - **Sealed Containers:** Store food in sealed containers to prevent contamination from other foods, pests, and environmental factors.
7. Employee Training
- **Food Safety Training:** Regularly train employees on proper food handling, hygiene, and cross-contamination prevention techniques. Conduct refresher courses and update training as needed.
 - **Monitoring and Supervision:** Supervisors should regularly monitor food handling practices and provide corrective actions if improper techniques are observed.
8. Pest Control
- **Regular Inspections:** Conduct regular inspections for signs of pests. Implement an integrated pest management (IPM) program to prevent infestations.

- Waste Management: Dispose of waste properly and promptly. Use covered bins and clean them regularly to prevent attracting pests.

Food and Beverage Image(s)



ix7hcl59 Accessible Toilet



ix7hcnw5 Lower Service Counter



Ix7hcp55Main Entrance



Ix7hcpkwMain Bar



Ix7hcpIdSide Entrance To Office



Ix7hcpm8Main Exit



Ix7hcpmvTable settings

EVENTS

Events

Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- All stage areas including speaker platforms are accessible
- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- All presentations are captioned
- Audio description is available
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- The event is outdoors
- Portable accessible toilets are available
- Seating is at regular intervals
- Grassed areas are covered with a hard surface
- Side shows, activities etc. are accessible
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- Accessible public transport is detailed in the event information
- There is an event map available
- The event map shows accessible facilities
- A step free route is shown
- The event includes the use of loud noises, fireworks or strobe lighting
- Quiet rooms, marquees or spaces are available

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

Grassed areas of the venue are flat, short cut and firm enabling wheelchair access.

 Access to the main deck areas of the venue is also possible without going onto the grass via flat concreted paths through the building itself. Ramps with handrails are conveniently located to get onto the 2 main deck 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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